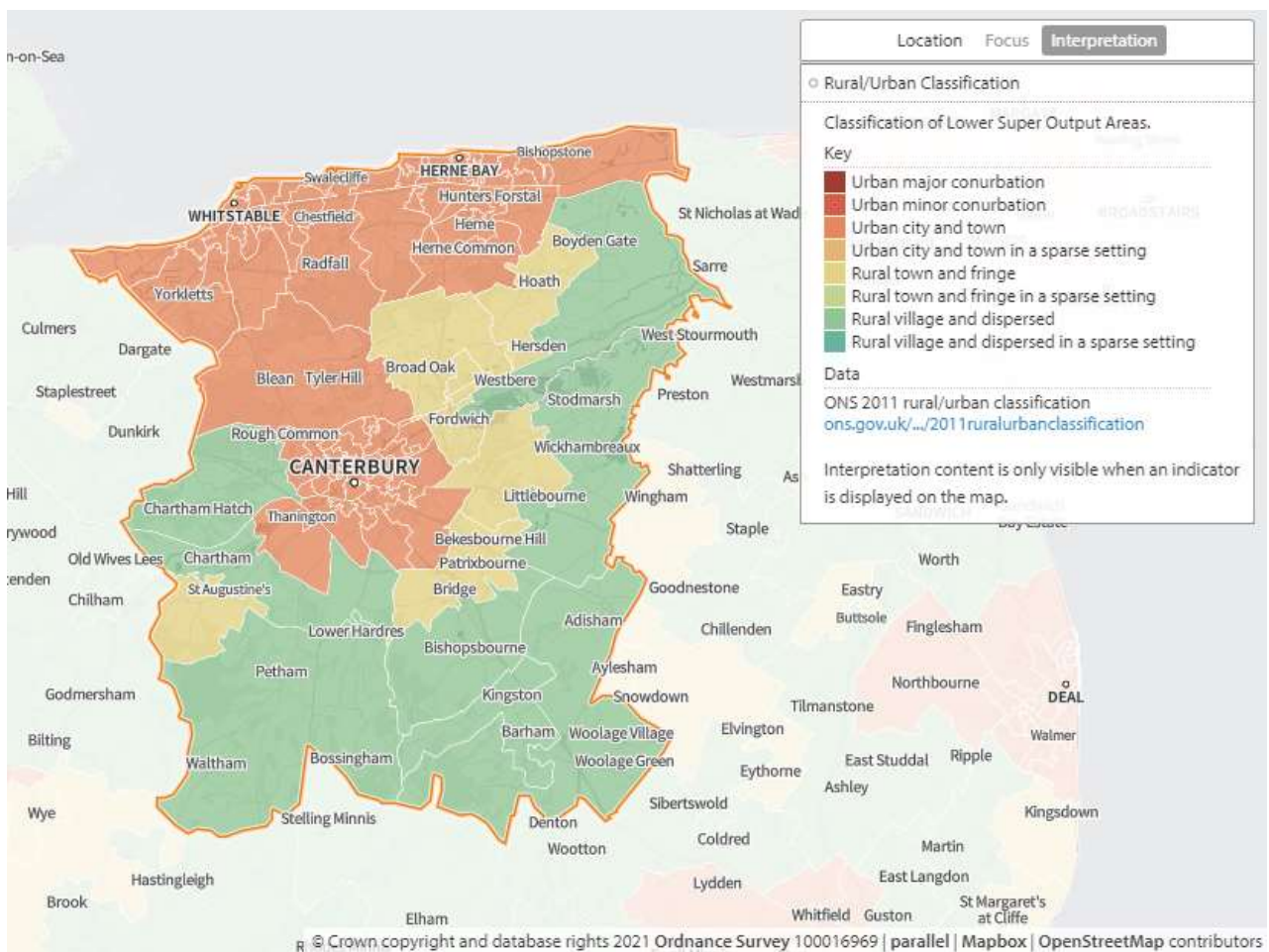


9. Canterbury City Council Locality

1. Key Facts

The Canterbury locality is co-terminus with the Canterbury District Council area. The locality is largely rural, with a coastal strip taken up by almost unbroken spread of sea-side towns and beaches. Between the coastal towns of Whitstable and Herne Bay and Canterbury city are hills and wooded areas. The total area is 308.84 square kilometres.

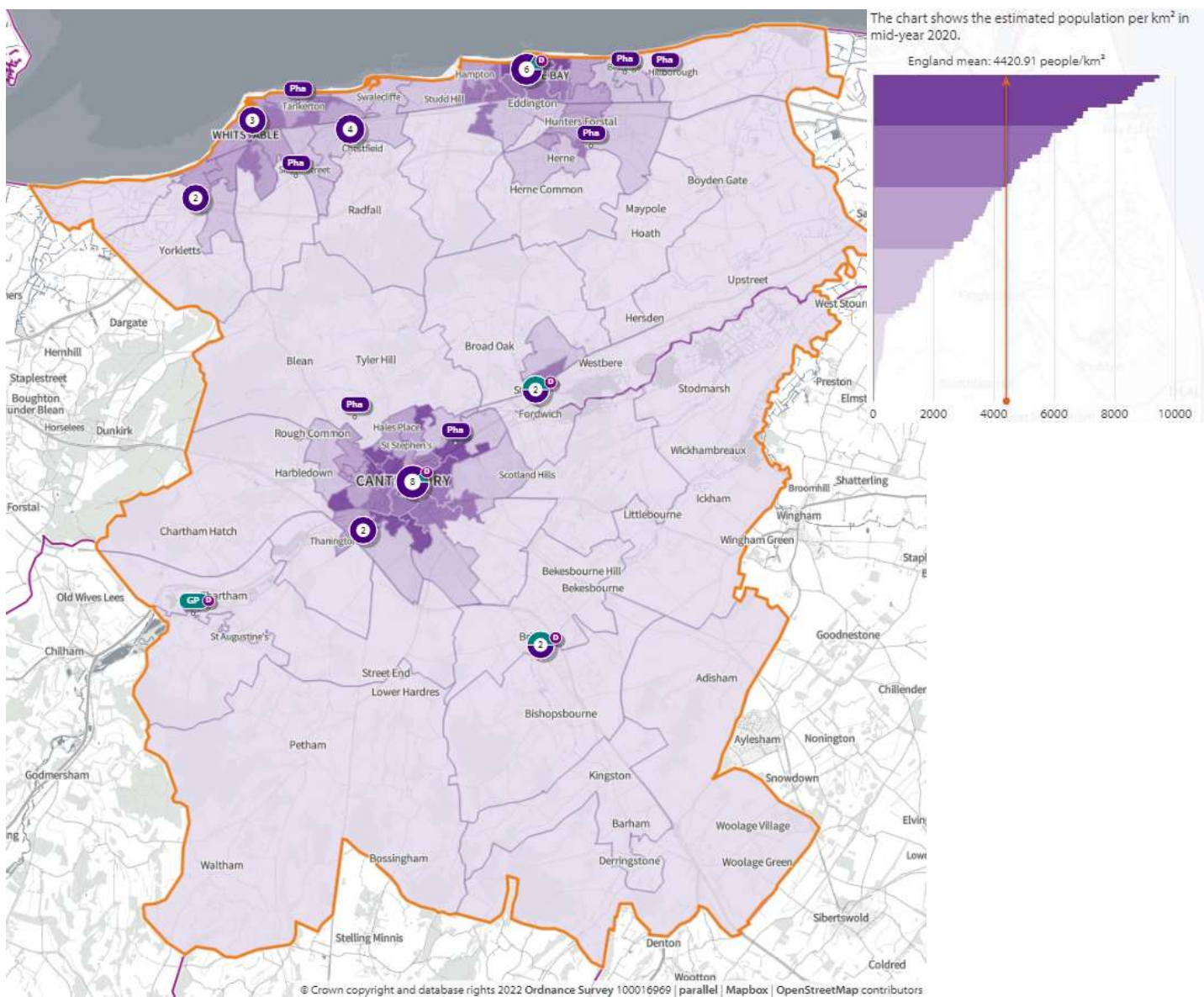
Map 33. Rural/urban classification of lower super output areas



Population

Map 34 below shows the distribution of the population in the locality. The population density is greatest in and around the city of Canterbury and along the northern coastal strip. The southern part of the Canterbury locality is less populated and largely rural. Canterbury has a population of approximately 40,000 students, many of which will temporarily move out of the area at the end of university terms.

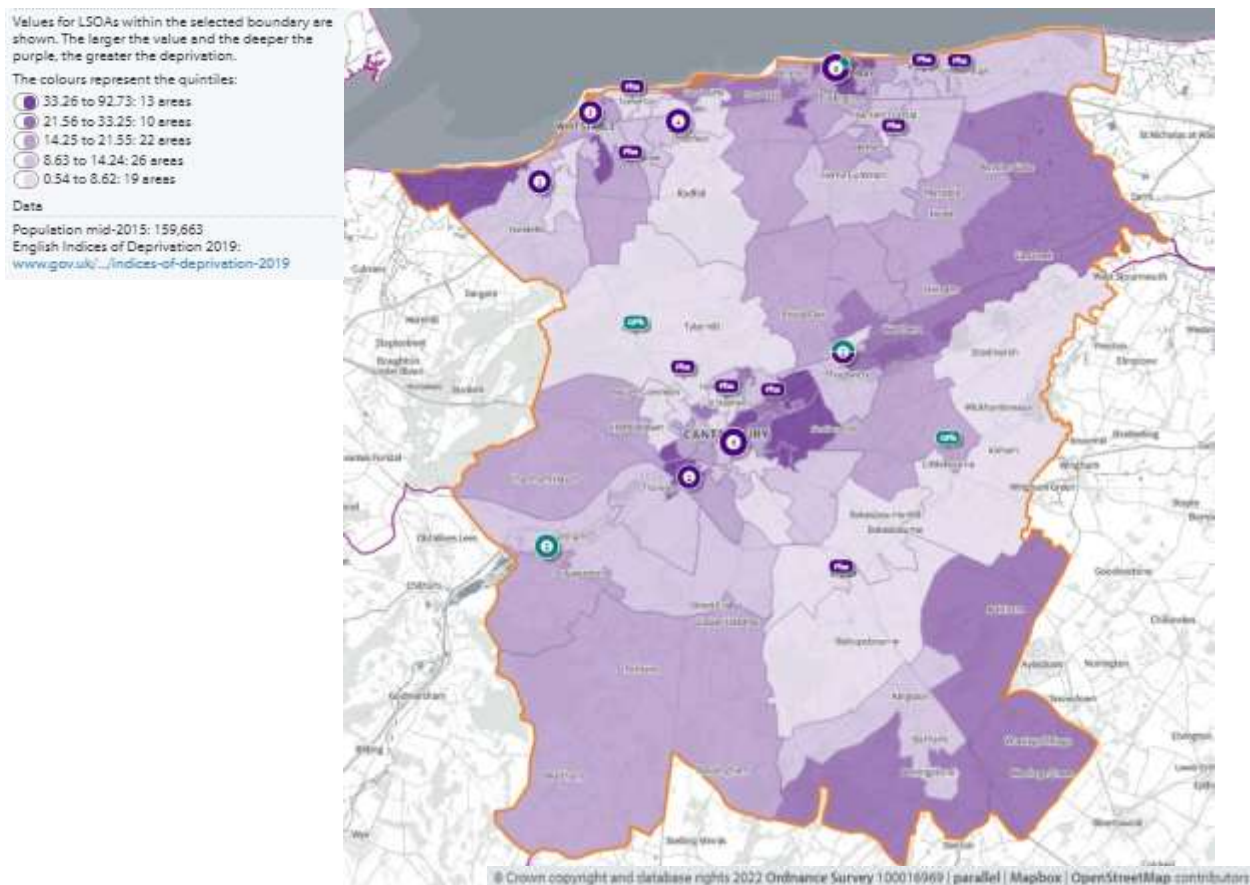
Map 34. Population density of lower super output areas overlayed with locations of pharmacies and dispensing doctors



Deprivation

Map 35 below shows the areas of deprivation in the Canterbury locality. Canterbury is ranked 8th out of Kent's 12 districts for deprivation. The majority of the district has relatively low or average deprivation but there a number of densely populated areas with relatively high deprivation. Two LSOAs are within the top 10% most deprived areas in England: one on the outskirts of the city of Canterbury and one in Herne Bay. Employment rates are similar to the Kent average as are educational attainment⁽⁶³⁾ ⁽⁶⁴⁾.

Map 35. Deprivation of lower super output areas overlaid with locations of pharmacies and dispensing doctors



Language

English is the main language for all people aged 16 or over in 94% of households in the district. 2.6% of households have no people with English as the main language⁽²⁾.

House ownership

66% of houses are owned either outright (36%) or with a mortgage (30%). The average number of occupants per household is 2.3, slightly lower than the Kent average of 2.4 ⁽²⁾.

Age Distribution

The average age of Canterbury district residents is 40.6, slightly lower than the Kent average of 41.4. 20.8% of the population is over 65 and 15.9% 0-15 (the lowest proportion of 0-15 of all Kent districts) ⁽²⁾. Life expectancy at birth is 79.4 for males and 82.8 for females ⁽⁴⁶⁾.

Economy

By industry, the top three employers in the Canterbury district are education (19.7%), wholesale and retail trade (15.9%) and human health and social work activities (15.9%) ⁽¹⁵⁾. Canterbury has a much higher proportion of employees working in education compared to the Kent average (19.7% vs 10.2%). By industrial grouping, 24% of jobs are in Knowledge Economy compared to the Kent average of 15.7% ⁽¹⁵⁾. 24% is the highest proportion of jobs in a single industrial grouping across all districts ⁽¹⁵⁾.

Car ownership

23% of households in Canterbury district do not have a car or van in the household ⁽¹³⁾.

Care Homes

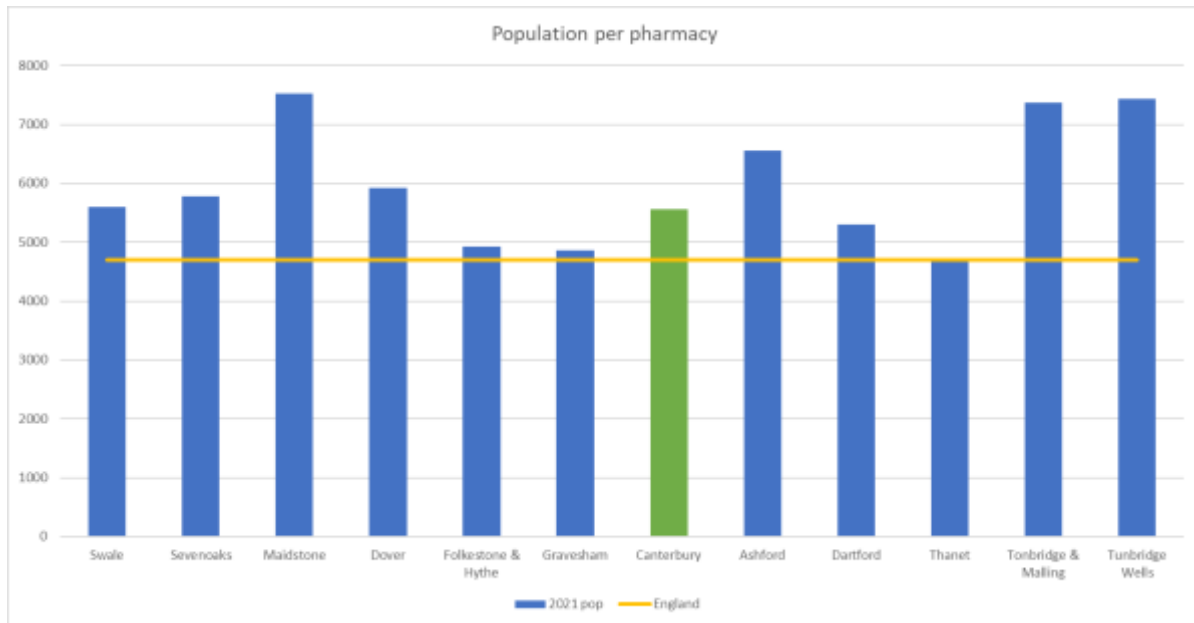
There are a considerable number of care homes in the Canterbury locality. Patients who are looked after in a care home setting are often high users of medicines. However, because of the nature of their care, they rarely access pharmaceutical services individually, leaving this to be carried out by the 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 considered to be any relationship between the number of care homes and the need for local pharmaceutical services.

2. Necessary services: current provision within the locality

(All data presented in this section is for the financial year 2020/21 with the exception of lateral flow devices data which covers the 4 months from April 2021 to July 2021)

There are 30 Community pharmacies providing dispensing services in the Canterbury locality. That is one pharmacy per 5,559 head of population. Figure 28 below shows how this compares with the other localities of Kent.

Figure 28. Number of people per pharmacy in each locality



In addition, there are 6 dispensing GP practices in the locality.

The facts below indicate that the majority of prescriptions generated in the locality are dispensed in the locality. There are 5.6% of prescriptions generated in the area that are dispensed in neighbouring areas and an even slightly greater percentage that are generated outside the locality and dispensed by Canterbury locality community pharmacies ⁽¹⁾.

- 1,649 outside prescribers dispense in Canterbury
 - 5.9% of all items dispensed in Canterbury
- 23 prescribers in Canterbury
 - 94.1% of all items dispensed in Canterbury
- 42 dispensers in Canterbury
 - 94.4% of all items prescribed Canterbury
- 2,659 dispensers outside of Canterbury
 - 5.6% of all items prescribed in Canterbury

Pharmacy locality: Maps 1 and 2 above show the locality of the community pharmacies and GP dispensing practices.

Opening times: 22 of the pharmacies open at least one hour after 17:00 on weekdays. 24 are open on Saturdays and 4 open Saturday and Sunday. The weekly opening hours range from 40 to 102, with the average opening hours being 57 each week.

The tables below show the core and supplementary hours of each pharmacy ⁽⁶⁵⁾.

Table 27. Opening times for all pharmacies

| Pharmacy | Total weekly hours | Max. hours open after 5pm at least 1 day/week | Saturday hours | Sunday Hours |
|--------------------------------|--------------------|---|----------------|--------------|
| Boots, Wincheap | 102 | 7 | 16 | 6 |
| Lloyds Pharmacy, Whitstable | 101 | 6 | 15 | 6 |
| Park Pharmacy | 100 | 5 | 15 | 10 |
| Lloyds Pharmacy, Sainsbury | 84 | 4 | 13 | 6 |
| Tesco Pharmacy, Whitstable | 78 | 3 | 12 | 6 |
| Asda Pharmacy | 77 | 5 | 11 | 6 |
| Morrisons Pharmacy | 71 | 3 | 10 | 6 |
| Boots, Whitefriars | 60 | 1 | 9 | 6 |
| Swalecliffe Pharmacy | 58 | 2 | 8 | 0 |
| Borno Chemists | 54.5 | 2 | 4.5 | 0 |
| Superdrug Pharmacy | 53 | 0.5 | 8 | 0 |
| Cheadles, St. Dunstons Street | 52.5 | 1.5 | 5 | 0 |
| Cheadles, High St., Whitstable | 51 | 0.5 | 8.5 | 0 |
| Boots, Whitstable | 51 | 0.5 | 7.5 | 6 |
| Boots, Mortimer St., Herne Bay | 51 | 0.5 | 8.5 | 0 |

Table 27 continued

| Pharmacy | Total weekly hours | Max. hours open after 5pm at least 1 day/week | Saturday hours | Sunday Hours |
|-------------------------------|--------------------|---|----------------|--------------|
| Eckersley Pharmacy | 51 | 1 | 3.5 | 0 |
| Boots, Station Rd., Herne Bay | 49.5 | 1 | 7 | 0 |
| Sturry Pharmacy | 49 | 1 | 4 | 0 |
| Tyrrell & Jones | 48.5 | 1 | 3.5 | 0 |
| Estuary View Pharmacy | 47.5 | 1.5 | 0 | 0 |
| Boots, Oaten Hill | 47.5 | 1 | 7.5 | 0 |
| Lloyds Pharmacy, Herne Bay | 46.5 | 0.5 | 4 | 0 |
| Cheadles, Faversham Rd. | 45 | 1 | 0 | 0 |
| Cheadles, Giles Avenue | 45 | 1 | 0 | 0 |
| Tankerton Pharmacy | 44 | 1 | 4 | 0 |
| Bridge Pharmacy | 43.5 | 1 | 3.5 | 0 |
| Delmergate Ltd, Beltinge | 41.5 | 0.5 | 4 | 0 |
| Delmergate Ltd, Herne Bay | 40 | 1 | 0 | 0 |
| Delmergate Ltd, Broomfield | 40 | 0.5 | 0 | 0 |
| Porter Chemist | 40 | 0.5 | 0 | 0 |

The dispensing GP practices in the Canterbury locality are:

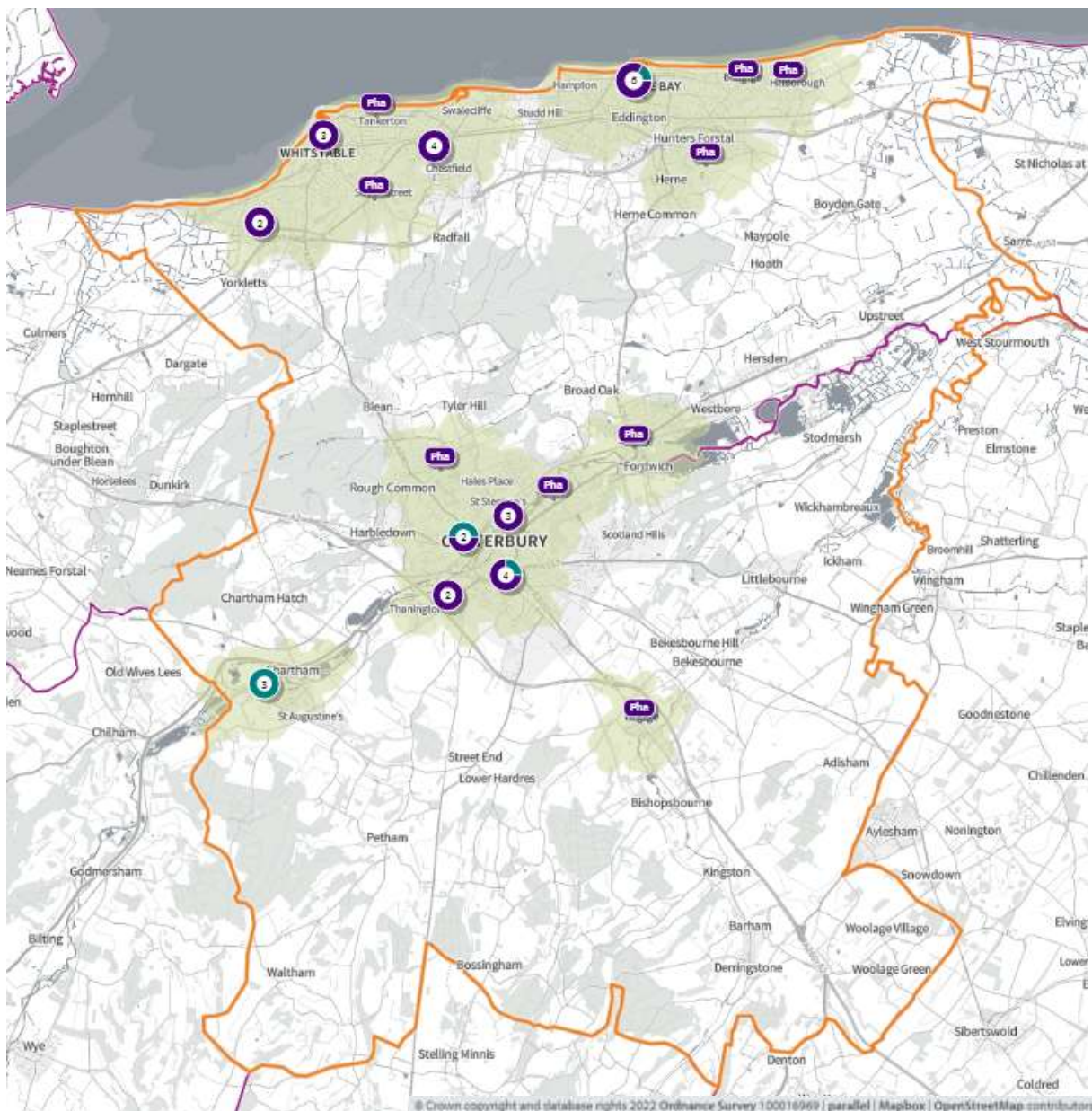
- Blean surgery CVT2 9HP
- Chartham Surgery CT4 7JU
- Sturry Surgery CT2 0EF
- William Street surgery, Herne Bay CT6 5NR
- Littlebourne Surgery CT3 1UH
- The Old School Surgery CT4 7JY

Access to Pharmacy Services

Travel times

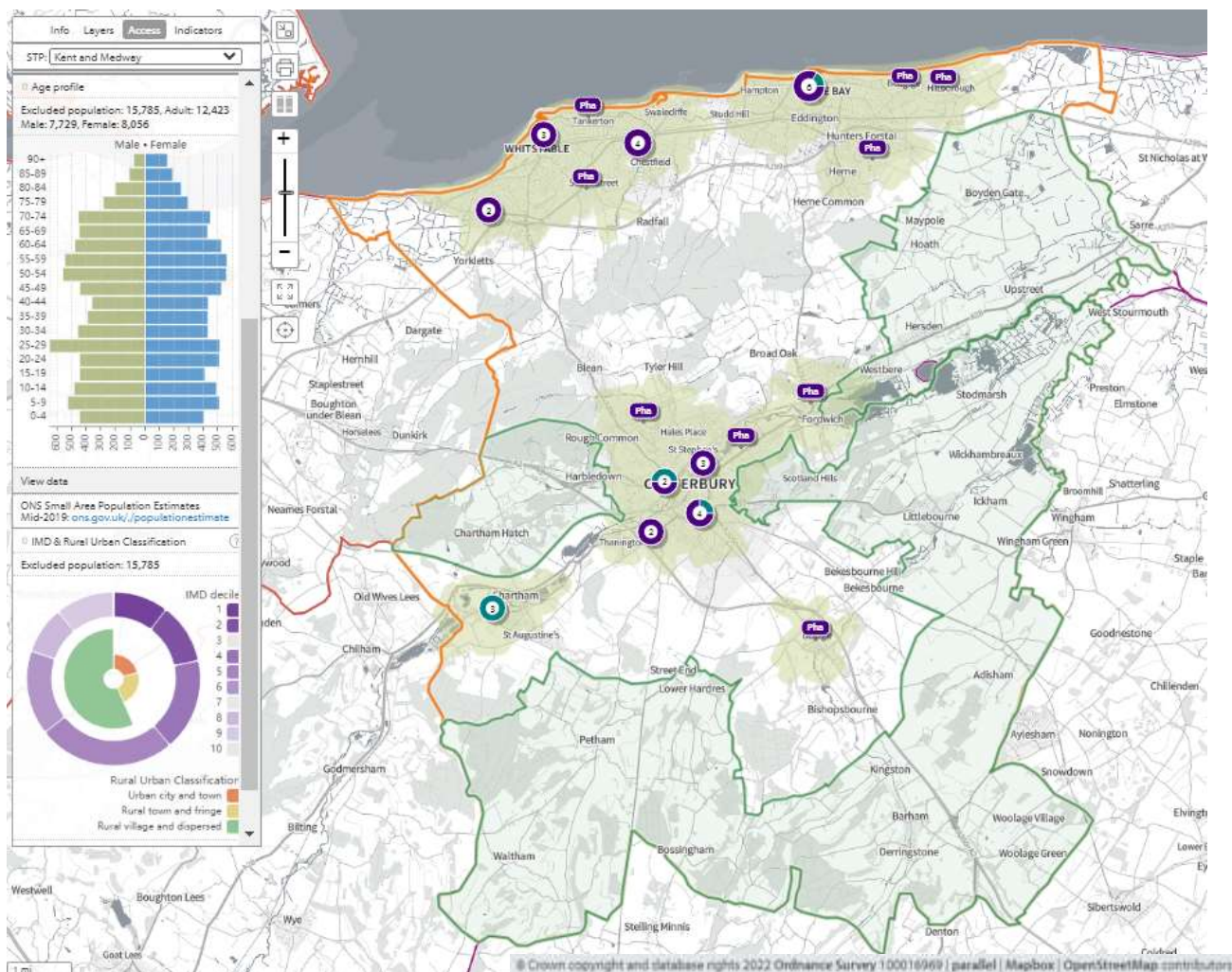
In **map 36**, below, the green shaded areas are within a **20-minute walk** of a community pharmacy/dispensing GP practice. All pharmacies are open for at least 3 hours on a Saturday in addition to their weekday opening hours. The data indicates that 15,785(9.5%) people are not within a 20-minute walk.

Map 36. Locations of community pharmacies/dispensing GPs and areas within a 20-minute walk



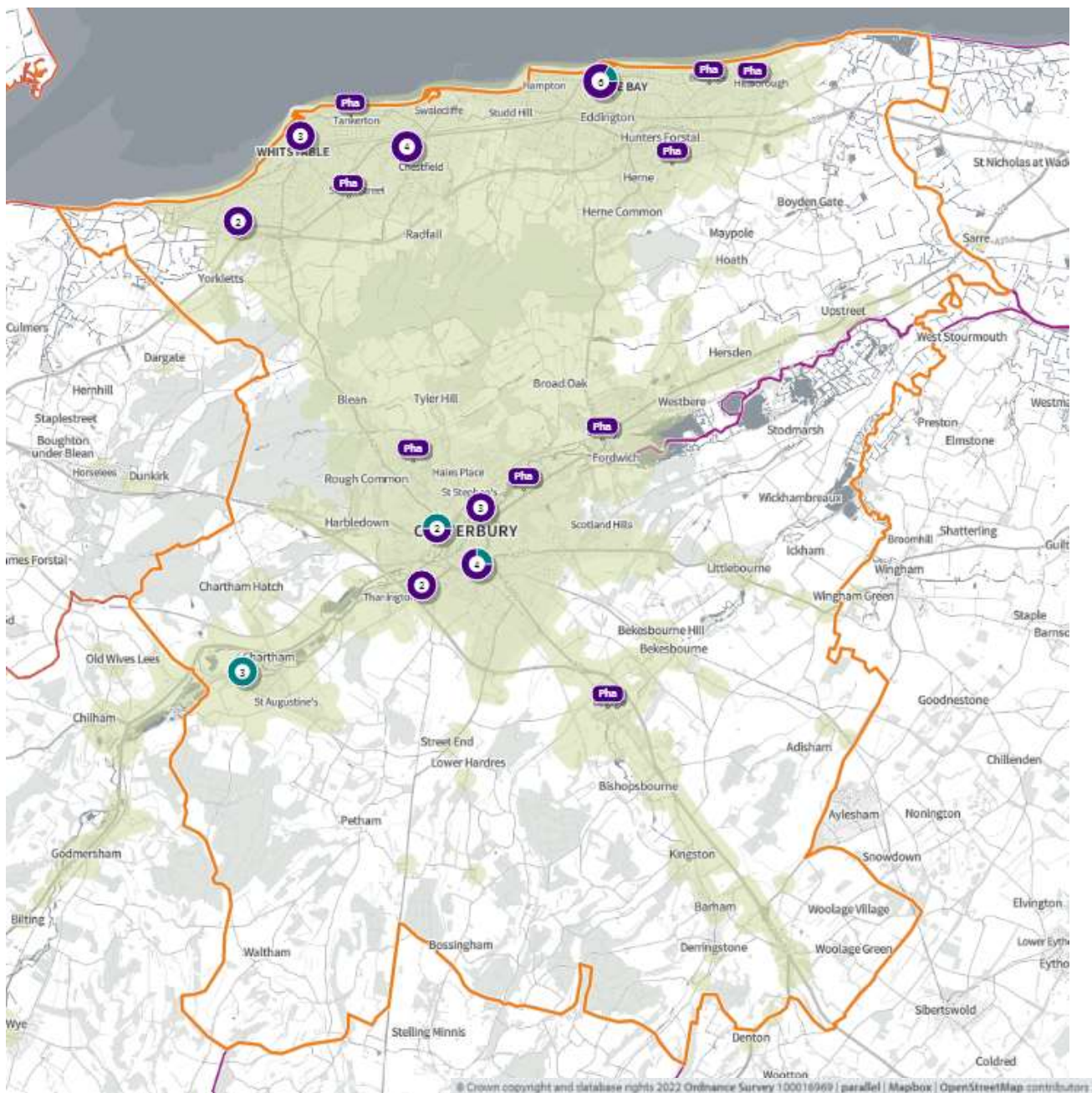
Map 37, below, shows **20 minutes walking** access for those in the population over **65 years of age**. 9.7% of 65+ population is not within a 20 minutes' walk of a community pharmacy or dispensing GP practice.

Map 37. Locations of community pharmacies/dispensing GPs and lower super output areas not within a 20-minute walk



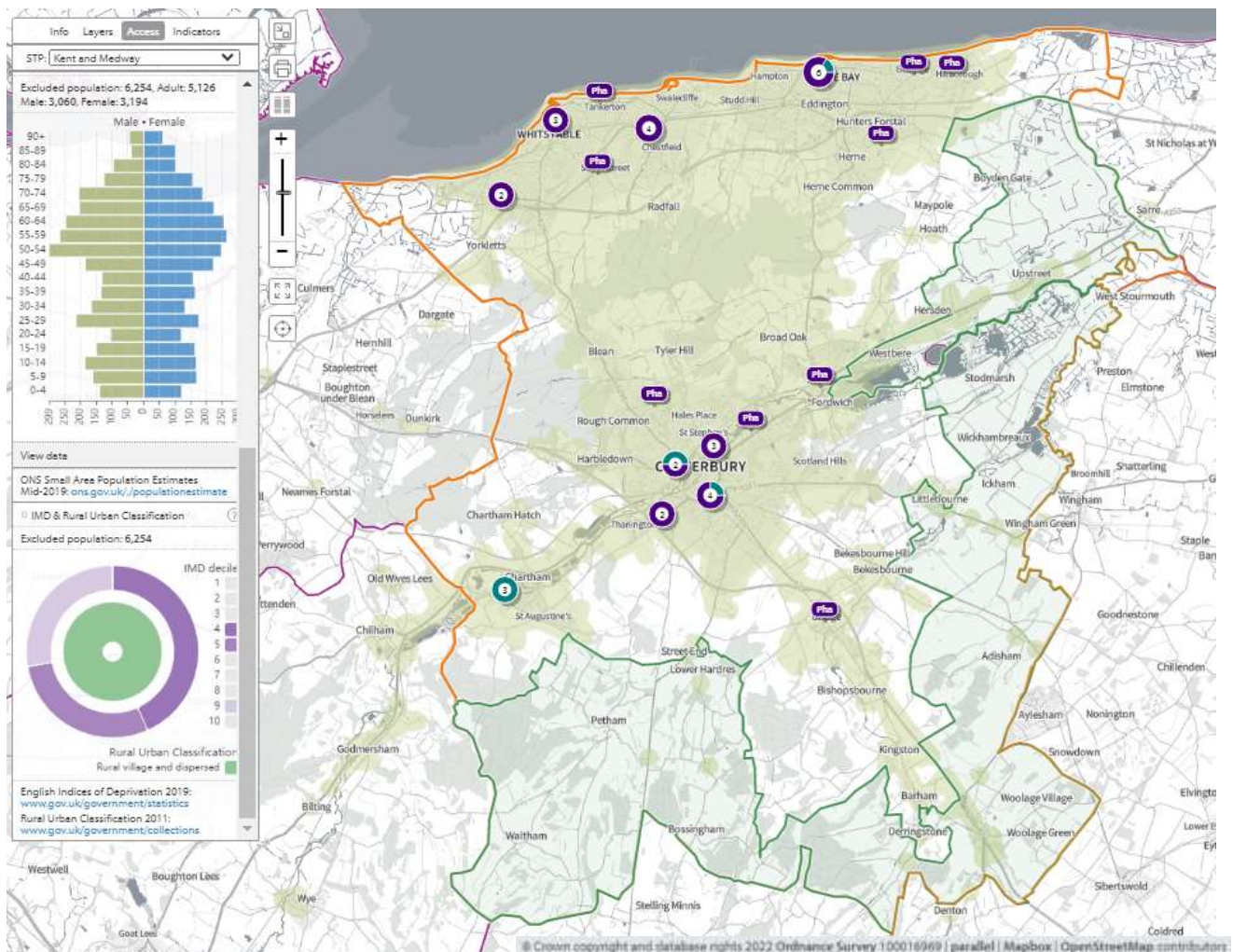
Map 38, below, shows 20 minutes public transport access, as green shaded areas to community pharmacies/dispensing GP practices.

Map 38. Locations of community pharmacies/dispensing GPs and areas within 20-minutes by public transport on weekday mornings



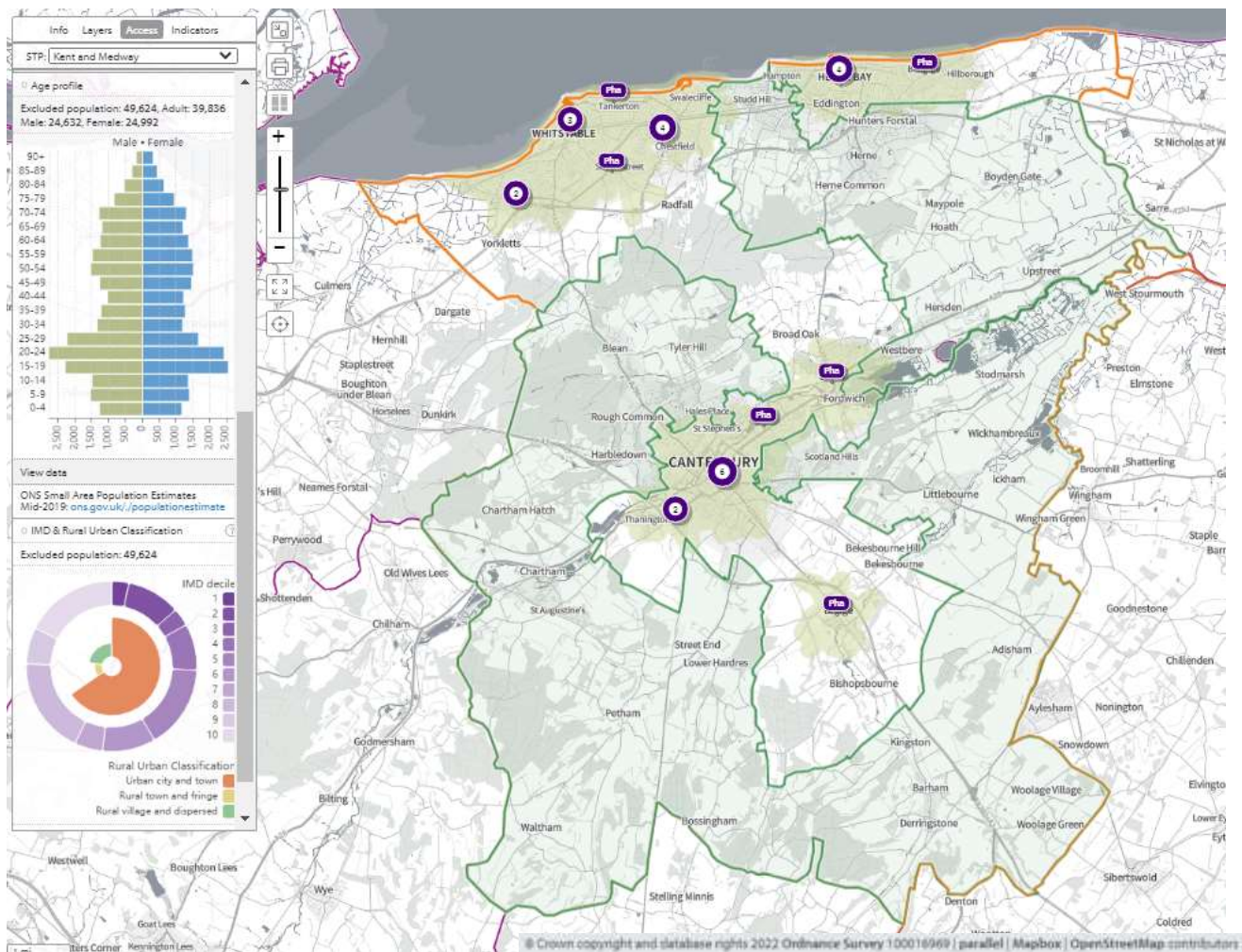
Map 39, below, shows **20-minute public transport** access, as green shaded areas to community pharmacies/dispensing GP practices. 6,254 (3.8%) people are not within 20-minutes by public transport. 9.7% of people aged 65+ are not within 20-minutes by public transport.

Map 39. Locations of community pharmacies/dispensing GPs and lower super output areas not within 20-minutes by public transport on weekday mornings



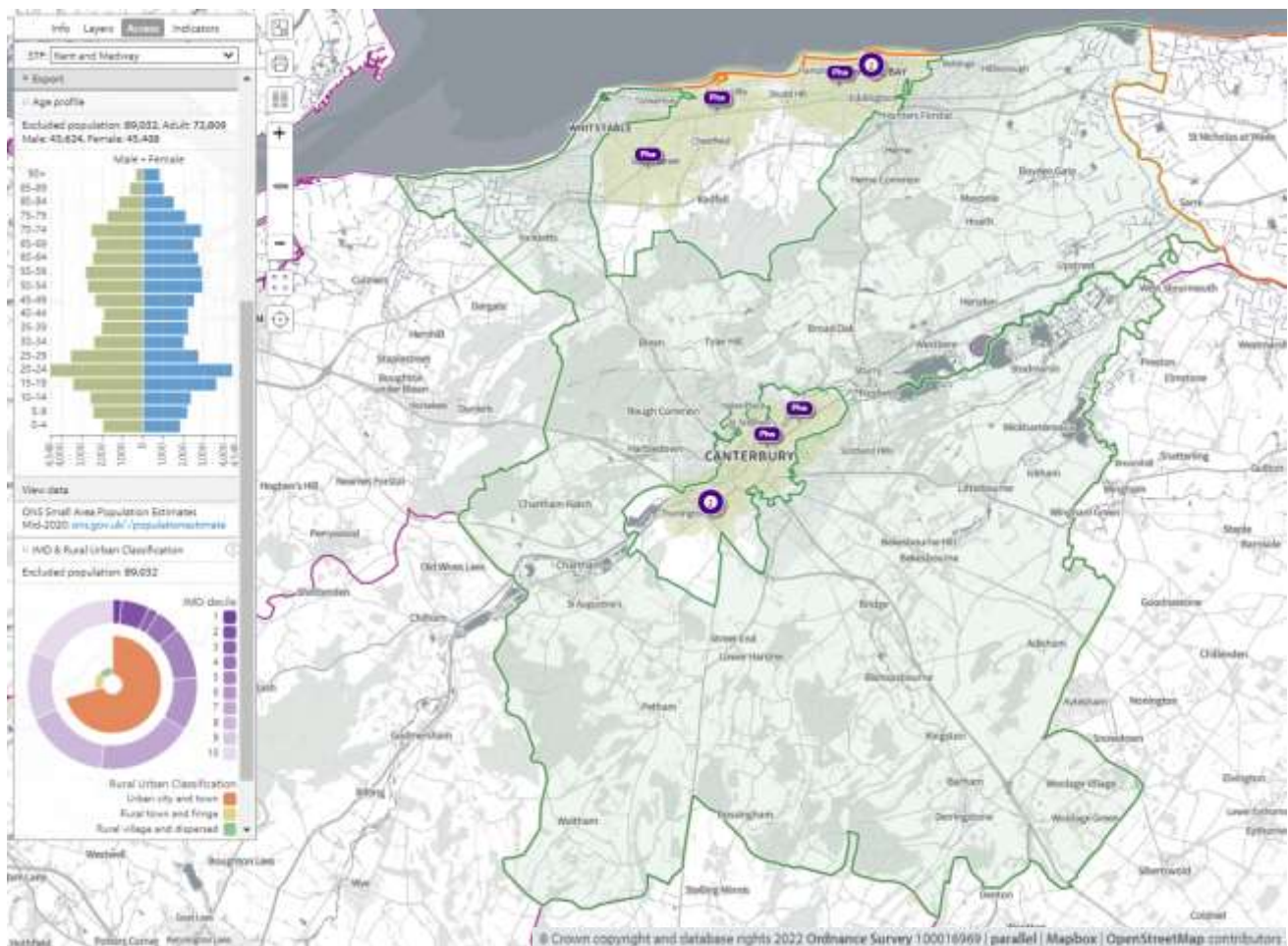
In **map 40**, below, 20-minute **walking access** to community pharmacies that are open at weekends is shown. 29.8% of the population is not within a 20-minute walk of a community pharmacy that opens at the weekend.

Map 40. Locations of community pharmacies open weekends and lower super output areas not within a 20-minute walk



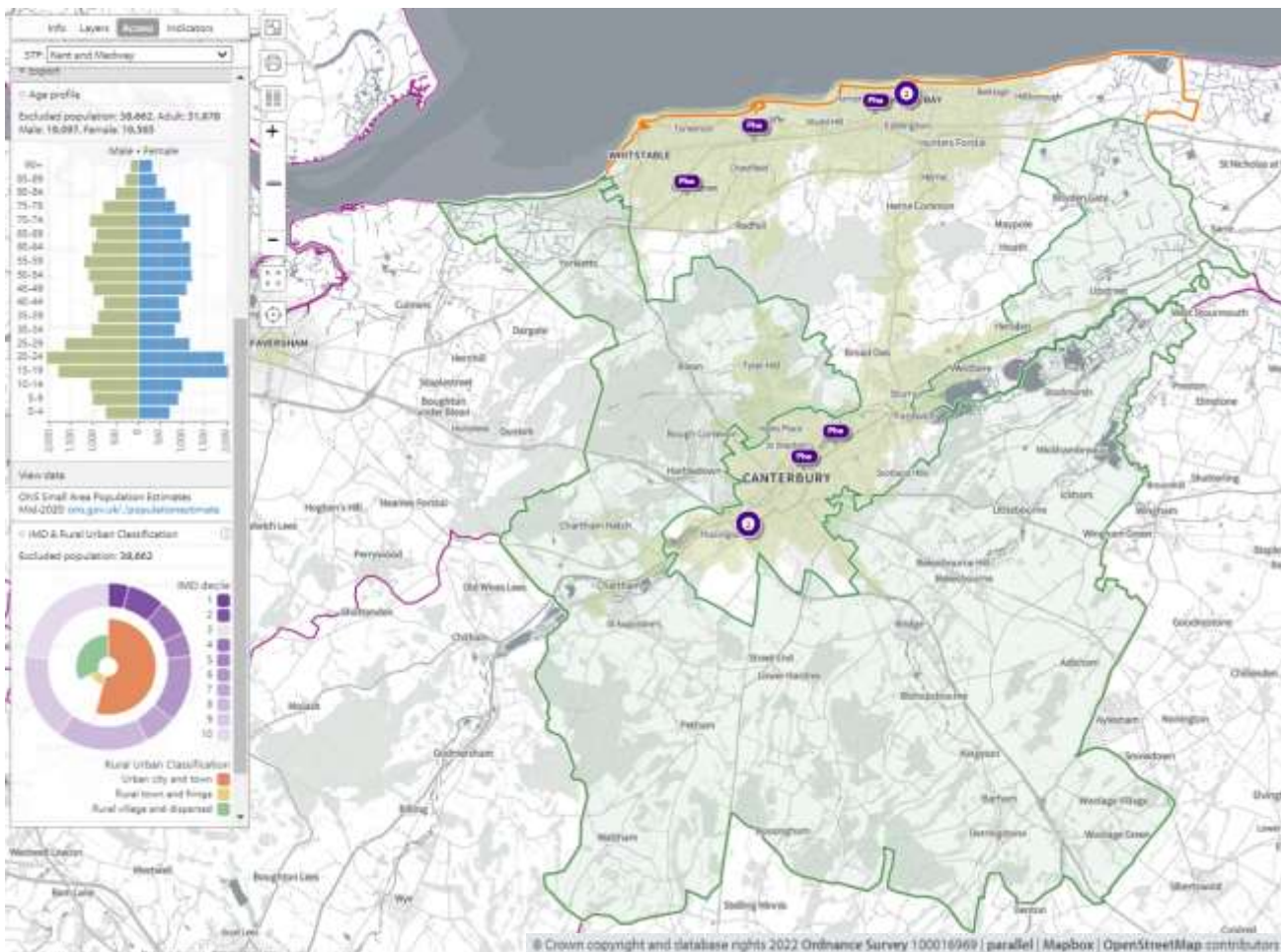
In **map 41**, below, 59% of the population (67.6% of 65+) is not within a 20-minute walk of a community pharmacy that opens until at least 7pm on one day a week

Map 41. Locations of community pharmacies open until at least 7pm and lower super output areas not within a 20-minute walk



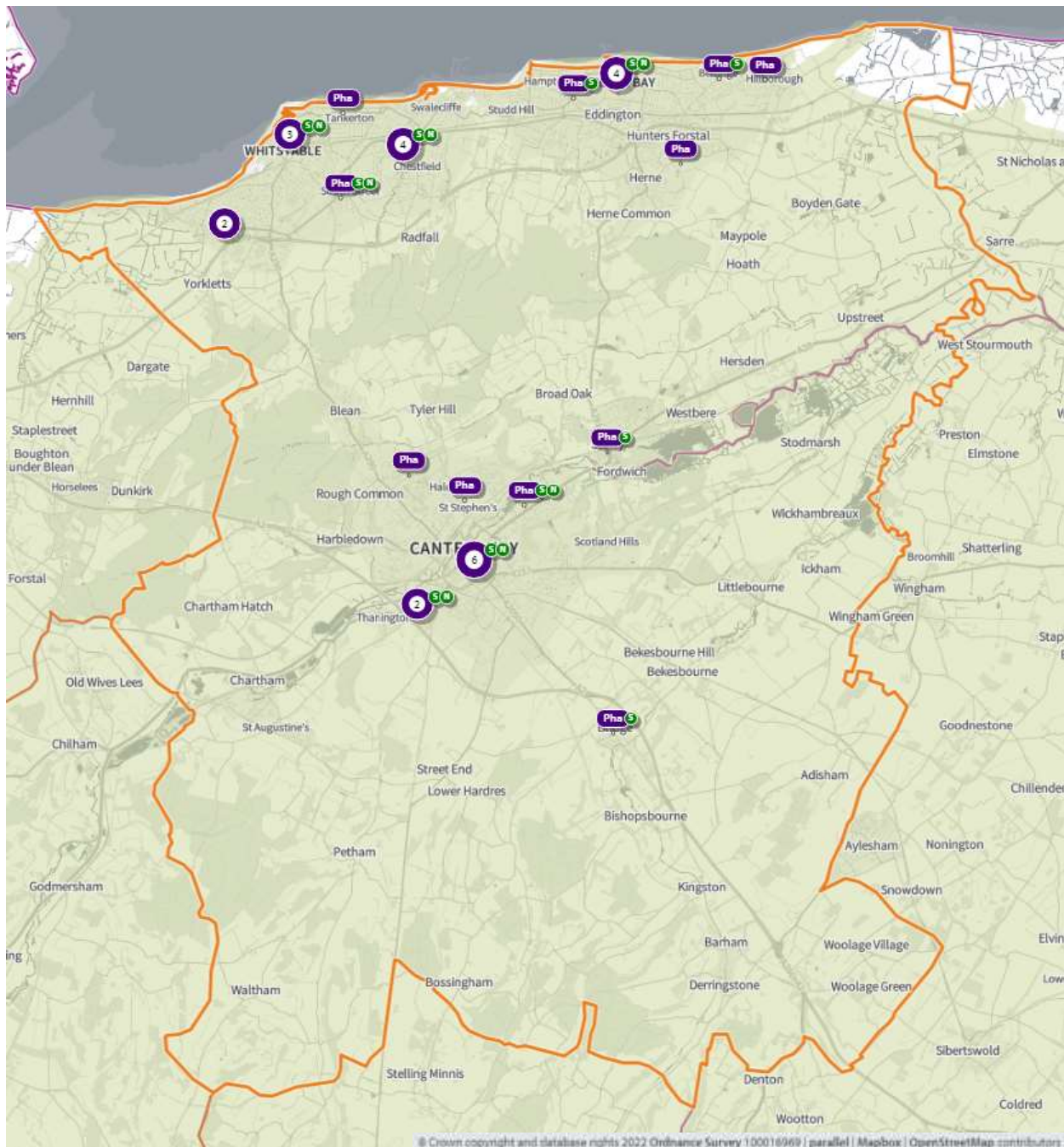
In **map 42**, below, 25.6% of the population (28.1% of 65+) is not within 20 minutes by public transport of a community pharmacy that opens until at least 7pm on one day a week.

Map 42. Locations of community pharmacies open until at least 7pm and lower super output areas not within 20-minutes by public transport



In **map 43**, below, access during **core opening hours, Saturdays and Sundays** is shown. The olive-green shaded areas are within a **20-minute drive** of a community pharmacy/dispensing GP practice. The entire population is within a 20-minute drive.

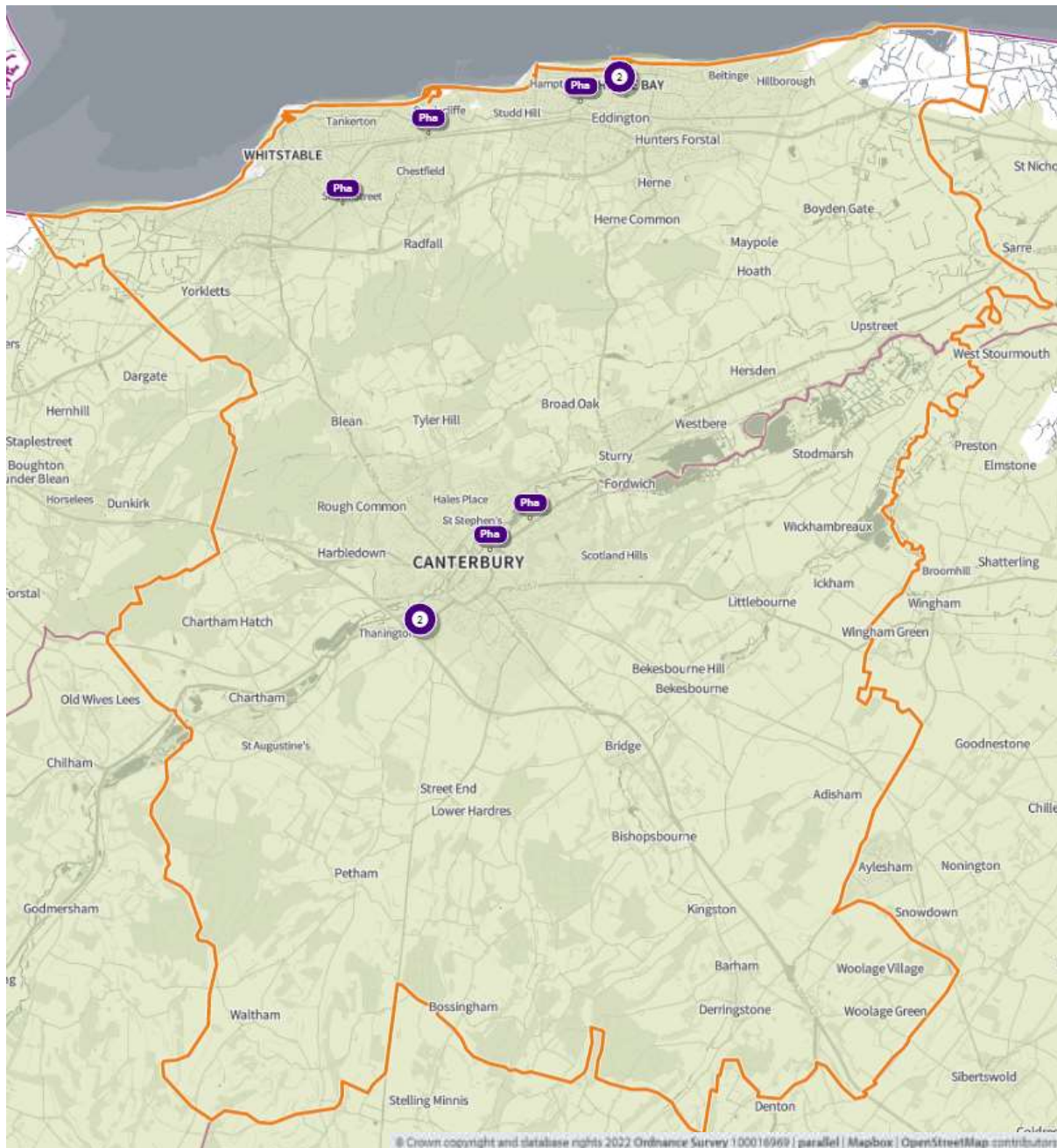
Map 43. Locations of community pharmacies and areas within 20-minutes by car



S = open Saturday N = open Sunday

In **map 44**, below, the green shaded areas are within **20-minutes by car** of a community pharmacy that opens **until at least 7pm on weekdays**. The entire population is within a 20-minute drive.

Map 44. Locations of community pharmacies open until at least 7pm on weekdays and areas within 20-minutes by car



3. Necessary services: current provision outside the localities area ⁽¹⁾

The information below indicates the number of prescriptions dispensed in and outside the locality.

- 2.9 million items prescribed in Canterbury
 - 2.74 million items dispensed in Canterbury
 - 2.36 (86.1%) million via Electronic Prescription Service
 - 164,096 dispensed outside of the district
 - 97,914 distance selling
 - 18,624 dispensed in Dover
 - 12,140 dispensed in Thanet

- 2.9 million items dispensed in Canterbury
 - 2.6 million items dispensed by community pharmacies in Canterbury
 - 308,401 dispensed by 10 GP practices:
 - Old School Surgery – 143,921
 - Canterbury Medical Practice – 56,881
 - Northgate Medical Practice – 46,796
 - 170,545 items prescribed outside borough i.e. more going out than coming in

Some residents choose to access contractors outside both the locality and the Health and Wellbeing Board's area in order to access services:

- Offered by dispensing appliance contractors
- Offered by distance selling premises
- Which are located near to where they work, shop or visit for leisure or other purposes.

Taking into account this choice of pharmacy outside of the locality, the majority of residents can access a pharmacy and do access pharmacy services within the locality.

4. Other relevant services: current provision

The following advanced services were delivered by pharmacies in the Canterbury locality in 2020/21.

Table 28. Number of pharmacies providing advanced services

| Advanced service name | No. of pharmacies |
|---|-------------------|
| New Medicine Service | 27 |
| Appliance Use Review | 0 |
| Hypertension Service [‡] | 27 |
| Stoma Appliance Customisation | 1 |
| Community Pharmacist Consultation Service (CPCS) [‡] | 28 |
| Hepatitis C Antibody Testing Service | 0 |
| Seasonal Influenza Vaccination Advances Service | 29 |
| Covid Vaccination Service* | 0 |
| Covid Home Delivery Service* | 22 |
| Covid lateral flow device distribution* | 31 |

*Specific to the Covid-19 pandemic

[‡]Services introduced during the year of study

Please note that three of these services were specific to the Covid-19 pandemic and that others were new services introduced within the year. There is, however, good participation and early adoption of new services from pharmacies in this locality.

5. Other NHS services

The Strategic Health Asset Planning and Evaluation (SHAPE) web application provides the following information:

- Canterbury Health Centre is open 7.45pm on Monday and Wednesday
- Canterbury Medical Centre is open until 8.30pm on Thursdays and 8.45am-1pm on Saturdays
- Littlebourne Surgery is open until 8.30pm on Tuesdays
- Heron Medical Practice is open until 8pm Tuesdays-Thursdays
- New Dover Road Surgery is open until 8.15pm on Wednesdays and Thursdays
- Northgate Medical Practice is open until 8pm Tuesdays-Thursdays
- Chartham Surgery is open until 7.30pm on Wednesdays
- Sturry Surgery is open until 8pm on Tuesdays and from 7am on Wednesdays
- University Medical Centre is open until 8.45pm on Tuesdays and Thursdays
- Whitstable Medical Practice is open 8am-8pm every day
- Chestfield Medical Centre is open from 7am on Thursdays
- Whitstable Heath Centre is open from 7am on Wednesdays

There are also drug and alcohol services, Kent and Medway NHS Hospital Trusts and Kent and Medway NHS and Social Care Partnership Trust and Kent Community Health NHS Foundation Trust with services that generate prescriptions that are dispensed by community pharmacies in this locality.

- ^{*} 22 pharmacies dispensed a total of 4,902 items (mean = 223, range = 1-747) from drug and alcohol services
- ^{**} 30 pharmacies dispensed a total of 3,287 (mean = 110, range = 20-299) items from Kent and Medway NHS and Social Care Partnership Trust (secondary mental health services)
- ^{*} 24 pharmacies dispensed a total of 132 (mean = 5.5, range = 1-15) items from KCHFT
- ^{*} 30 pharmacies and 3 GP practices dispensed a total of 19,290 (mean = 585, range = 63-1,680) items from KCHFT

* 1 pharmacy closed in April 2021

** 1 pharmacy on the current list of 30 was not open in financial year 2020/21 and 1 pharmacy that dispensed KMPT items closed in April 2021

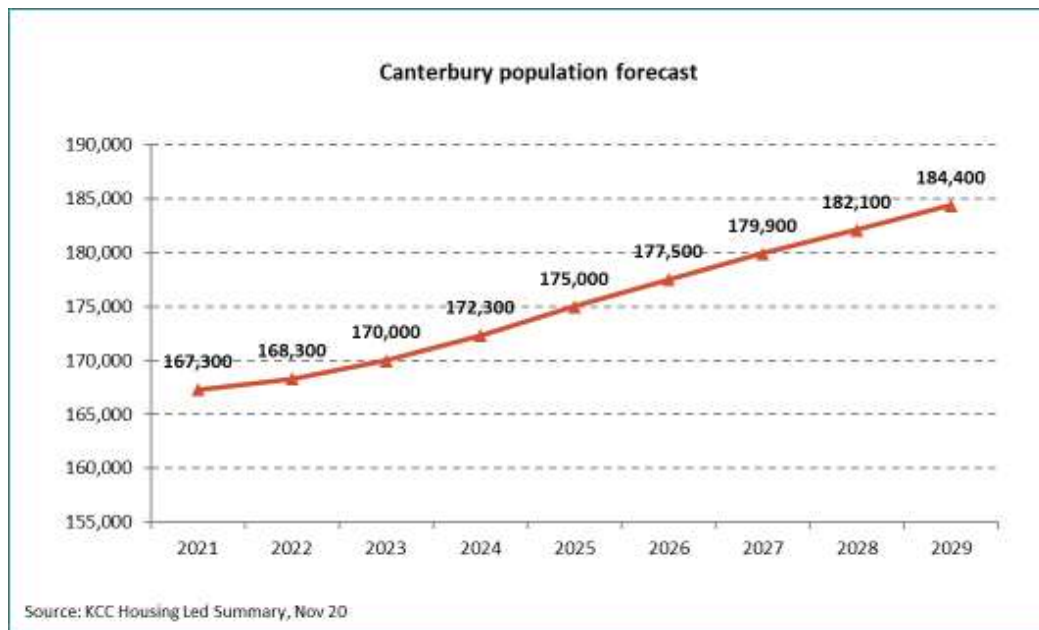
6. Choice with regard to obtaining pharmaceutical; services

As can be seen from sections 2 and 3, those living within the locality and registered with one of the GP practices generally choose to access one of the pharmacies in the locality in order to have their prescriptions dispensed or, if eligible, to be dispensed to by their practice. Those that look outside the locality usually do so either to access a neighbouring pharmacy, or a dispensing appliance contractor or distance selling premises outside of the Health and Wellbeing Board's area.

7. Developments

Figure 29 below shows the predicted increase in the population of the Canterbury locality continuing to grow over the lifetime of this PNA. By 2025 it is estimated that each pharmacy will serve a population of 5,833.

Figure 29 Canterbury Population forecast



 **1 pharmacy per 5,833 people in 2025**

This is an increase of 244 people per pharmacy from 2022. As stated in the community pharmacy contracts survey the pharmacies in the Canterbury locality do have capacity to respond to an increase in demand for their service.

Map 45 below shows where there are major housing developments planned in the coming years and the table indicates the number of dwellings planned for each site. With an average of 2.4 people per proposed dwelling, the population around the major urban centre will increase by 12,079 by 2025.

Map 45. Location of housing developments

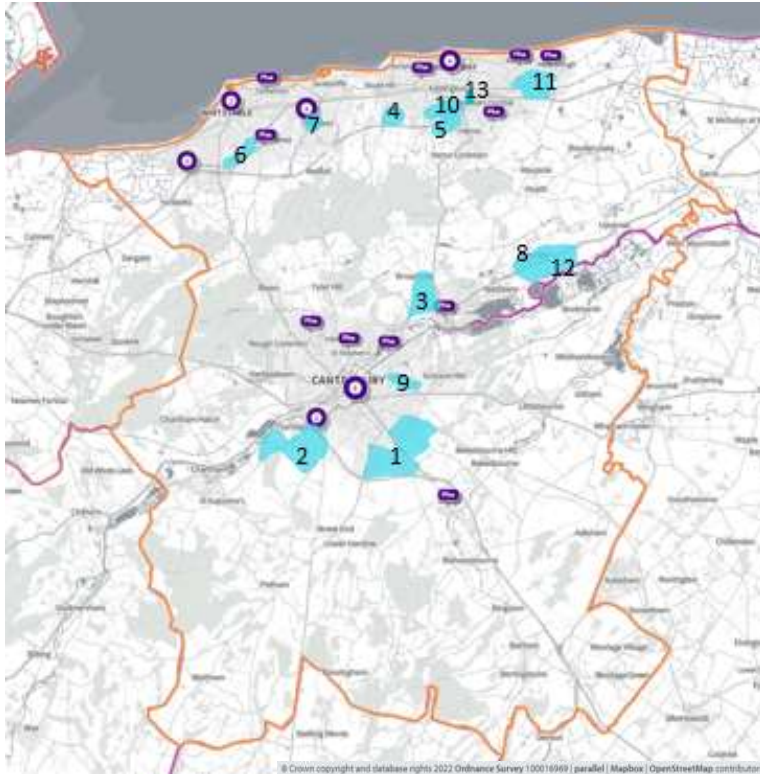
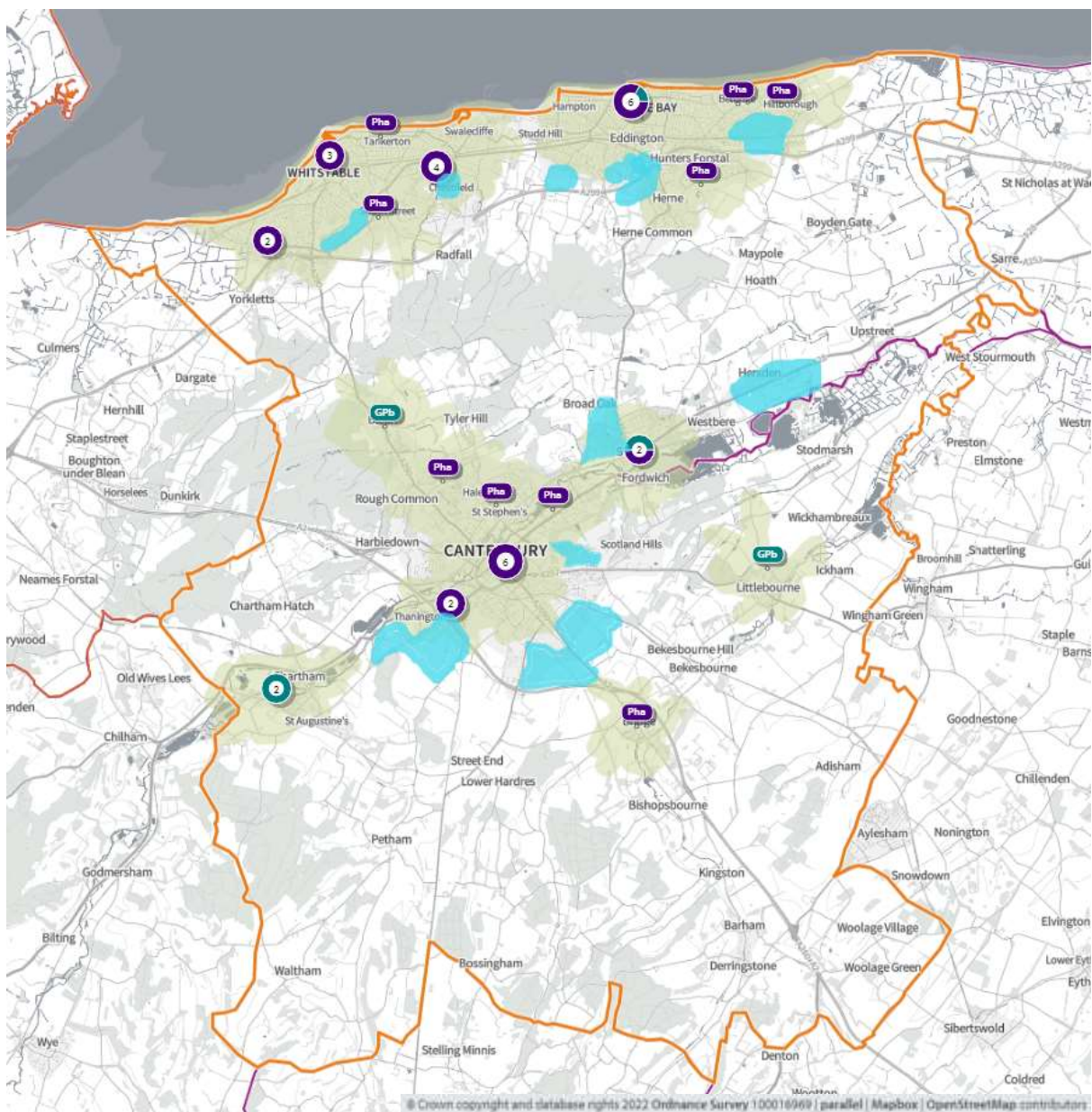


Table 29. Table of proposed housing developments – number of dwellings per year at each development

| Site Name | 20/21 | 21/22 | 22/23 | 23/24 | 24/25 | 25/26 | 26/27 | 27/28 | 28/29 | 29/30 | 2025 | 2030 |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|------|
| 1. Land at South Canterbury | | 50 | 100 | 150 | 300 | 300 | 300 | 300 | 300 | 300 | 900 | 2100 |
| 2. Cockering Road, Thanington | | | 190 | 190 | 180 | 165 | 155 | 131 | | | 725 | 1011 |
| 3. Land At Sturry/Broad Oak - Northern Section | | | | 105 | 125 | 155 | 155 | 161 | 80 | 80 | 540 | 1016 |
| 4. Land at Greenhill, Herne Bay | | | 50 | 75 | 75 | 75 | 75 | 75 | 25 | | 275 | 450 |
| 5. Land at Strode Farm, Herne Bay | | | 30 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 270 | 590 |
| 6. Land north of Thanet Way, Whitstable | | 85 | 106 | 100 | 70 | 39 | | | | | 400 | 400 |
| 7. Grasmere Gardens, Land South of The Ridgeway | | 10 | 60 | 60 | 60 | 60 | 50 | | | | 250 | 300 |
| 8. Land North of Hersden | | | | 80 | 80 | 80 | 110 | 120 | 110 | 110 | 240 | 690 |
| 9. Howe Barracks, Littlebourne Road, Canterbury | | 85 | 80 | 85 | 79 | | | | | | 329 | 329 |
| 10. Land at Herne Bay Golf Course, Thanet Way A2990, Herne | | 82 | 108 | 55 | 54 | | | | | | 299 | 299 |
| 11. Land at Hillborough, Herne Bay - Largest Phase TW | | | | | 50 | 50 | 65 | 80 | 80 | 100 | 100 | 425 |
| 12. Westbere | 21 | 51 | 80 | 148 | 140 | 90 | 70 | | | | 530 | 600 |
| 13. Herne Bay Court (retirement village) | | | 35 | 53 | 40 | 47 | | | | | 175 | 175 |

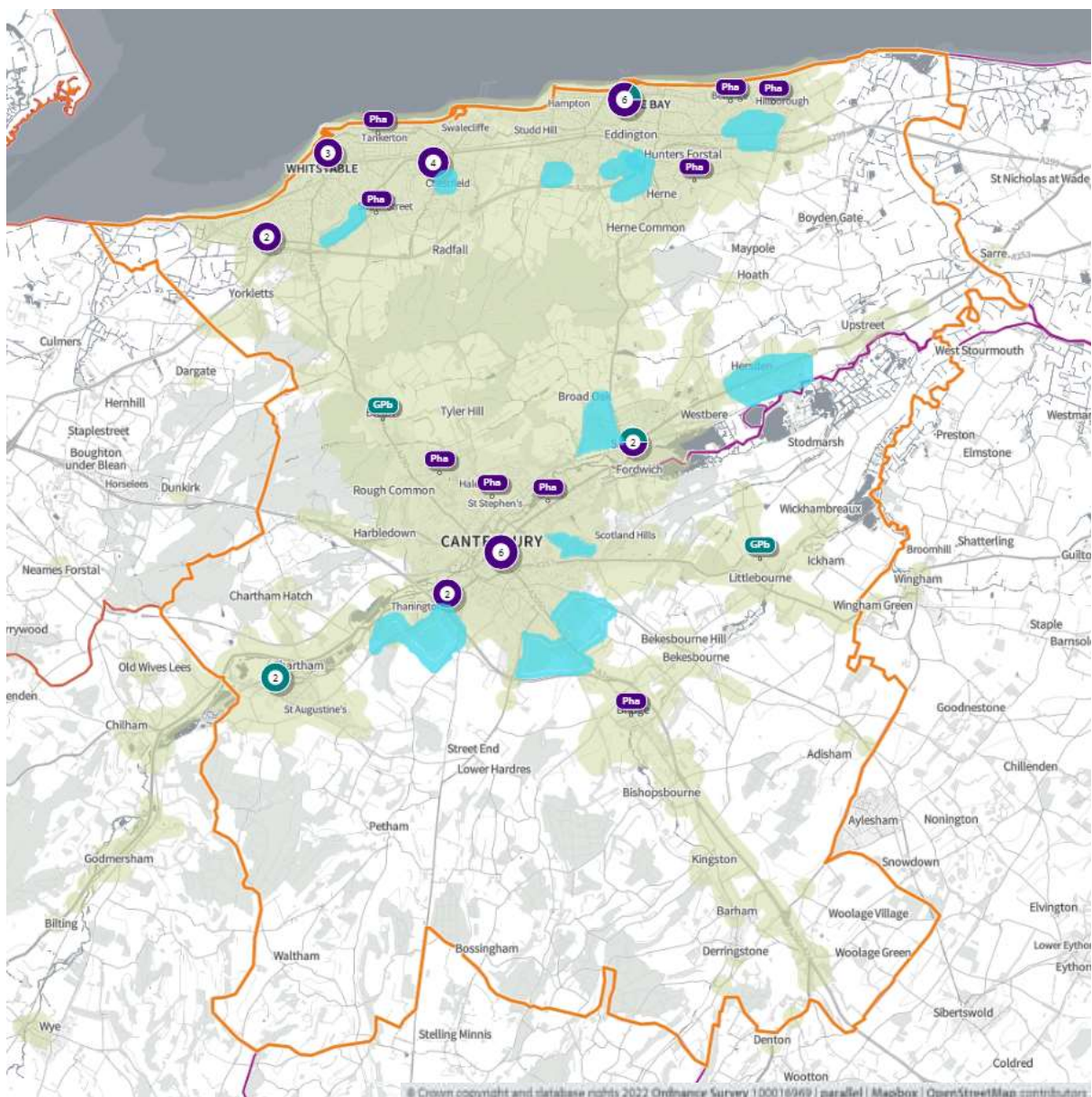
In **map 46**, below, the **green shaded areas** are within a **20-minute walk** of a community pharmacy/dispensing GP practice and the **blue shaded areas** are locations of **major housing developments (≥100 dwellings)**

Map 46. Location of community pharmacies/dispensing GPs, proposed housing developments, and areas within a 20-minute walk of a community pharmacy/dispensing GP



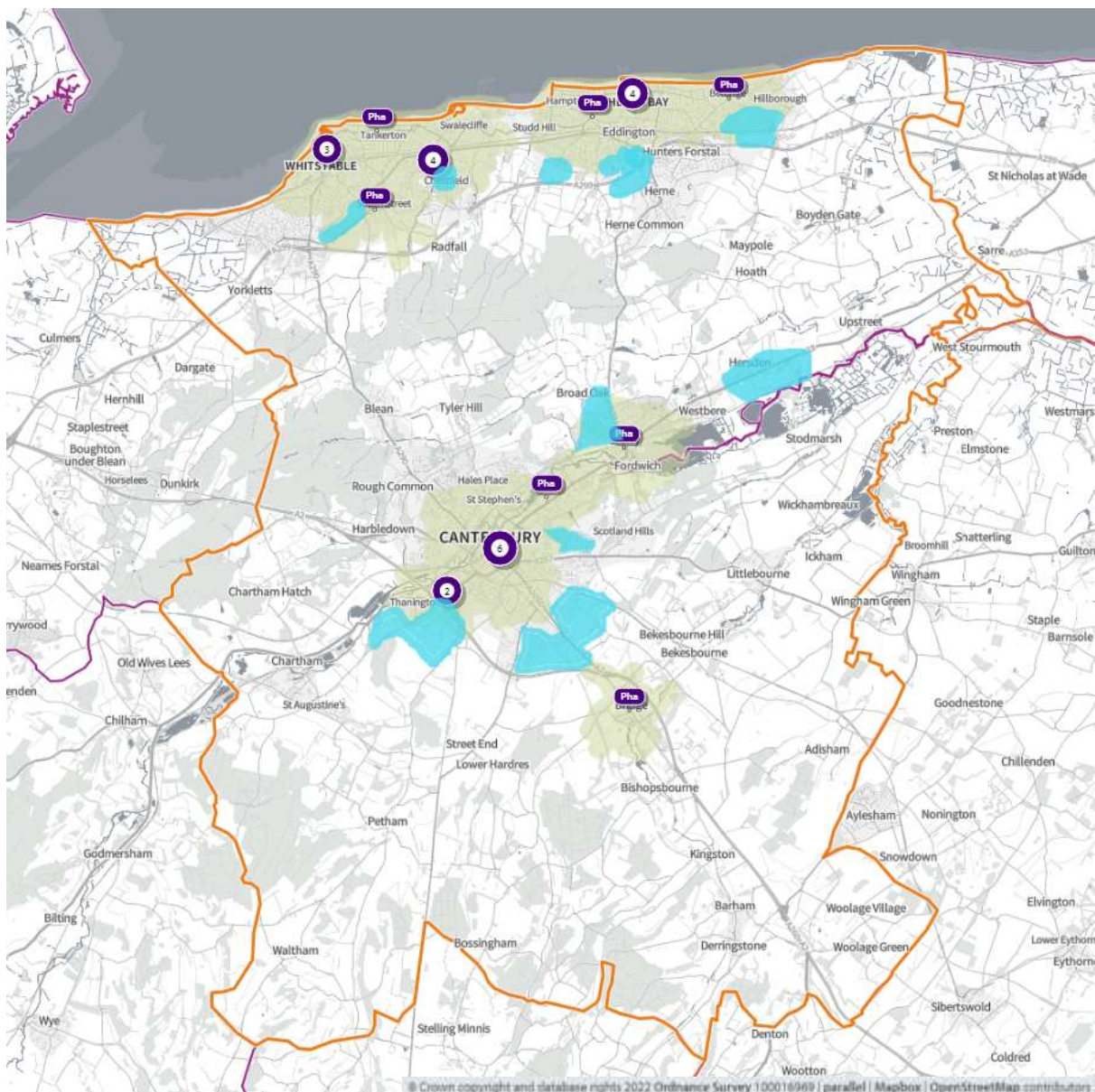
In **map 47**, below, the green shaded areas are within 20-minutes by **public transport** of a community pharmacy/dispensing GP practice and the **blue shaded areas** are locations of major housing developments (≥ 100 dwellings)

Map 47. Location of community pharmacies, proposed housing developments, and areas within 20 minutes of a community pharmacy by public transport on weekday mornings



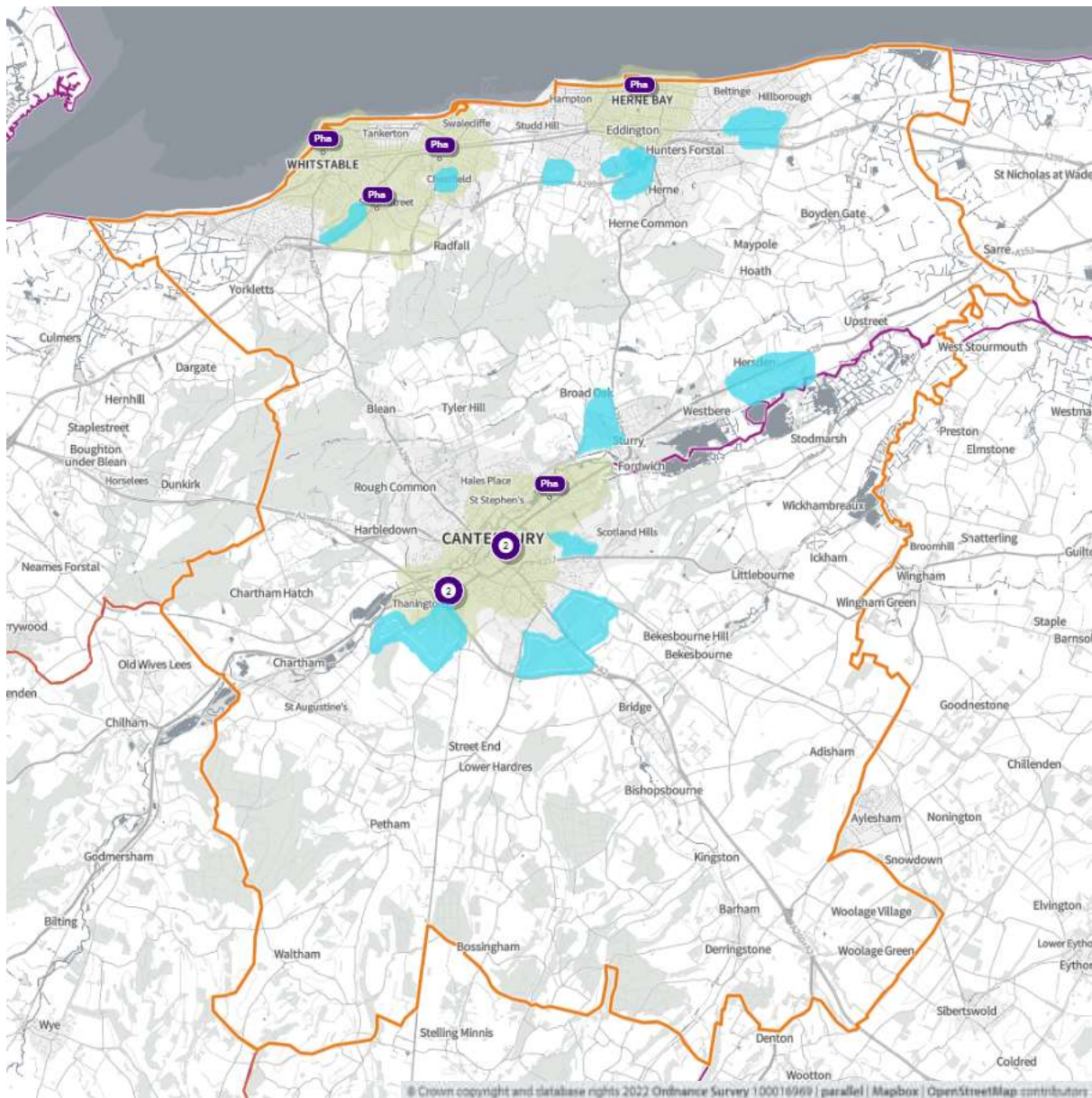
In **map 48**, below, the green shaded areas are within a 20-minute walk of a community pharmacy that is open at least one day at weekends. The blue shaded areas are locations of major housing developments (≥ 100 dwellings)

Map 48. Location of community pharmacies, proposed housing developments, and areas within a 20-minute walk of a community pharmacy that is open at least one day at weekends



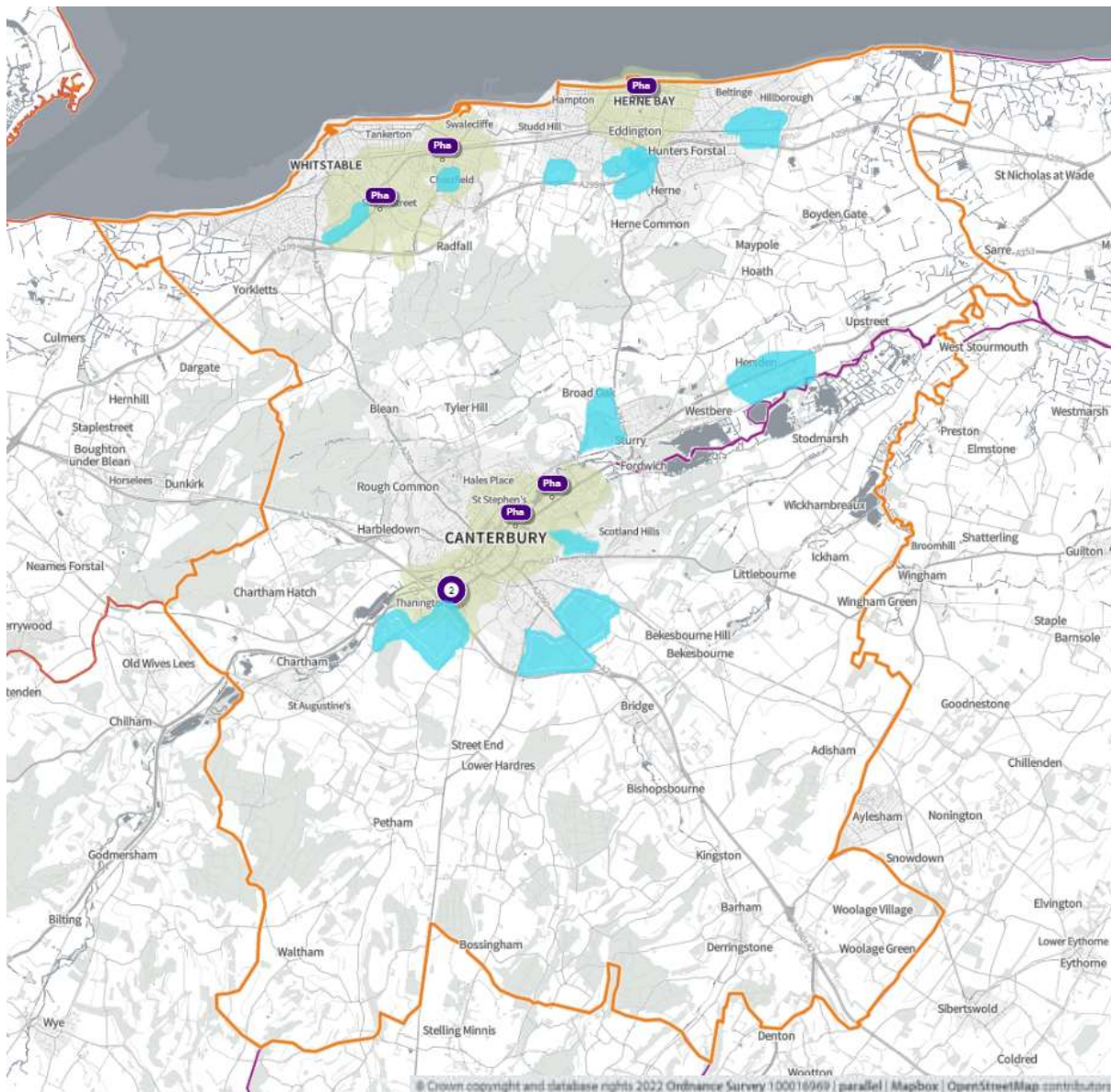
In **map 49**, below, the green shaded areas are within a 20-minute walk of a community pharmacy that is open on a Sunday and blue shaded areas are locations of major housing developments (≥ 100 dwellings)

Map 49. Location of community pharmacies, proposed housing developments, and areas within a 20-minute walk of a community pharmacy that is open on Sundays



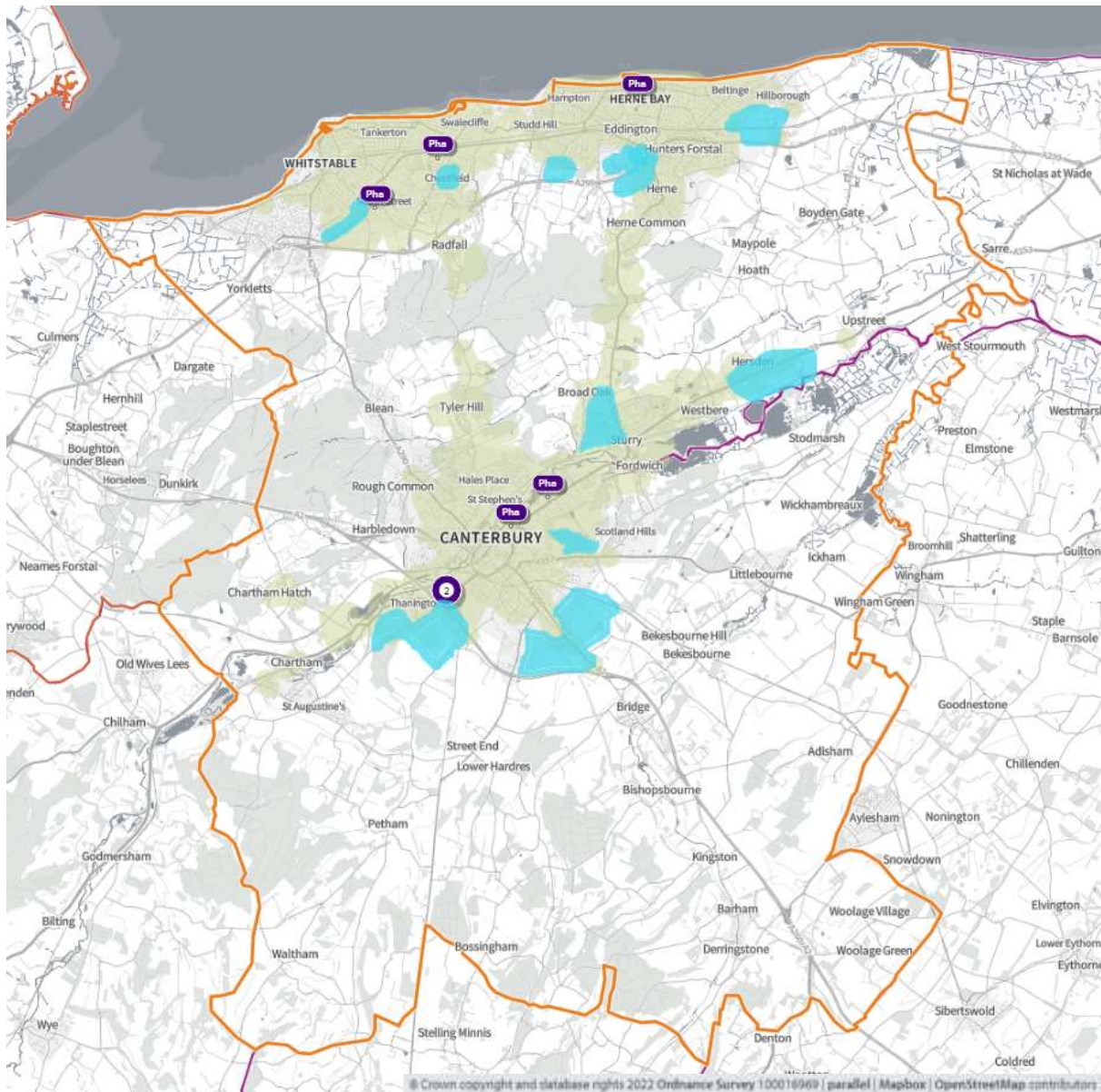
In **map 50**, below, the green shaded areas are within a 20-minute walk of a community pharmacy that is open to at least 8pm weekdays and the blue shaded areas are locations of major housing developments (≥ 100 dwellings)

Map 49. Location of community pharmacies, proposed housing developments, and areas within a 20-minute walk of a community pharmacy that is open until at least 8pm on weekdays



In **map 51, below**, the green shaded areas are within a 20-minutes by public transport of a community pharmacy that is open to at least 8pm weekdays and the blue shaded areas are locations of major housing developments (≥ 100 dwellings)

Map 51. Locations of community pharmacies open until at least 8pm on weekdays, proposed housing developments, and areas within 20 minutes of a community pharmacy by public transport on weekday evenings



8. Necessary services: - Gaps in provision

Currently there are no gaps in provision of pharmacy services in the Canterbury locality. There are housing developments planned across the locality. The access to pharmacies from the new developments is good and the 24 pharmacies that responded to the contractor questionnaire stated that they had capacity to respond to an increased demand.

No gaps in provision have been identified.

9. Improvements or better access: Gaps in provision

There are no suggested improvements.