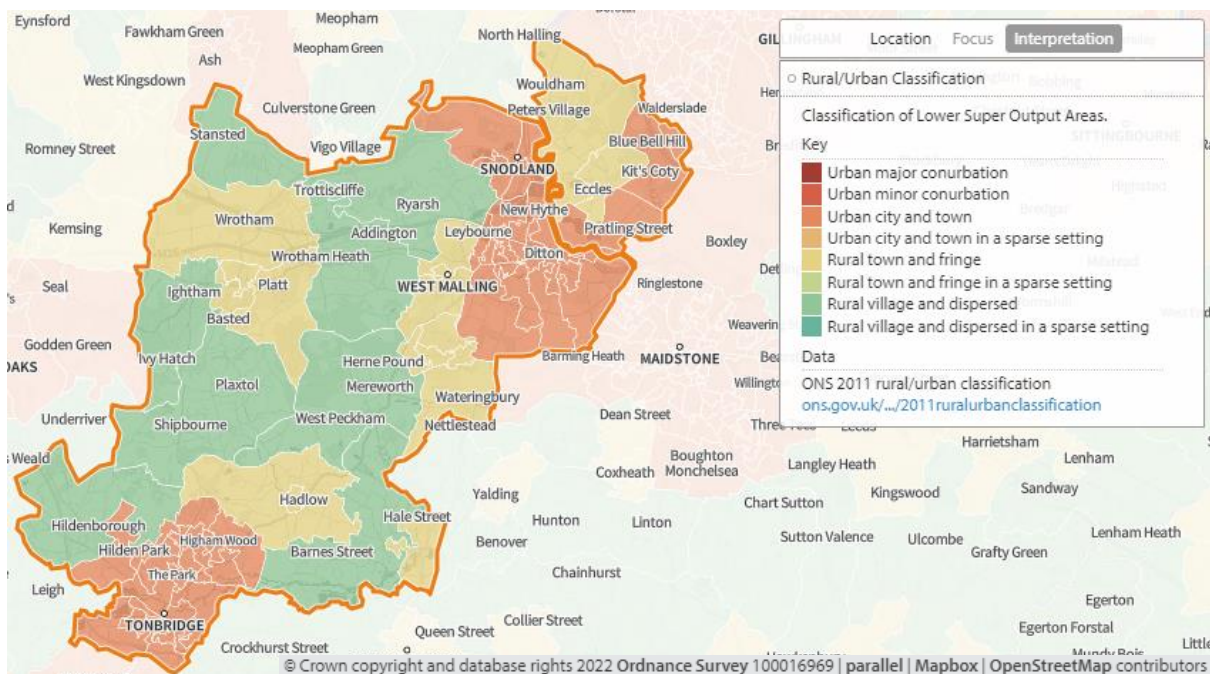


18 Tonbridge and Malling Borough Council Locality

1. Key Facts

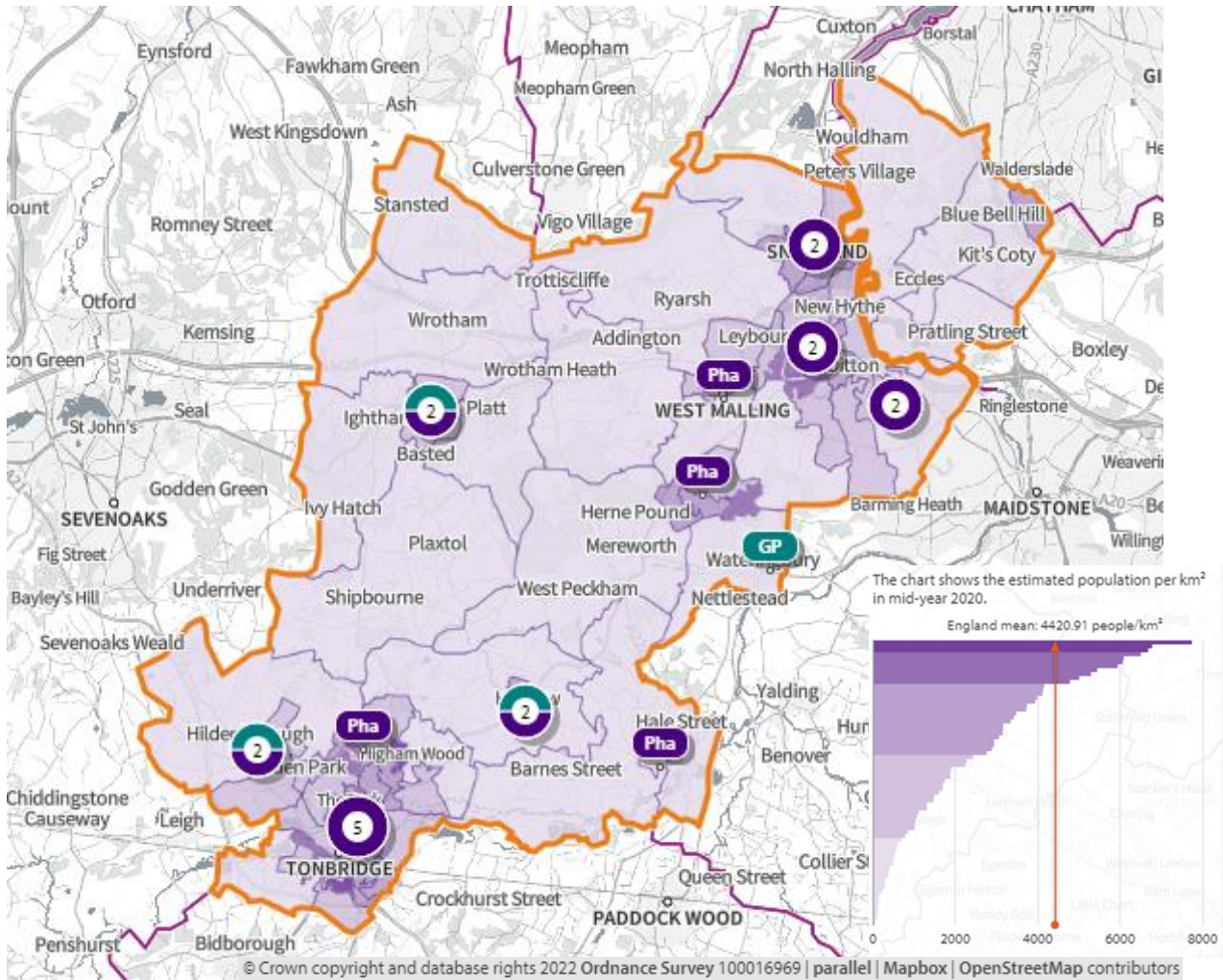
Tonbridge & Malling is a local government district in the west of the county. It covers an area of 240.1 square km. The population is concentrated in the north and south of the district but there are large villages throughout the district with significant concentrations of the population and associated facilities.

Map 188. Rural/urban classification of lower super output areas



Population

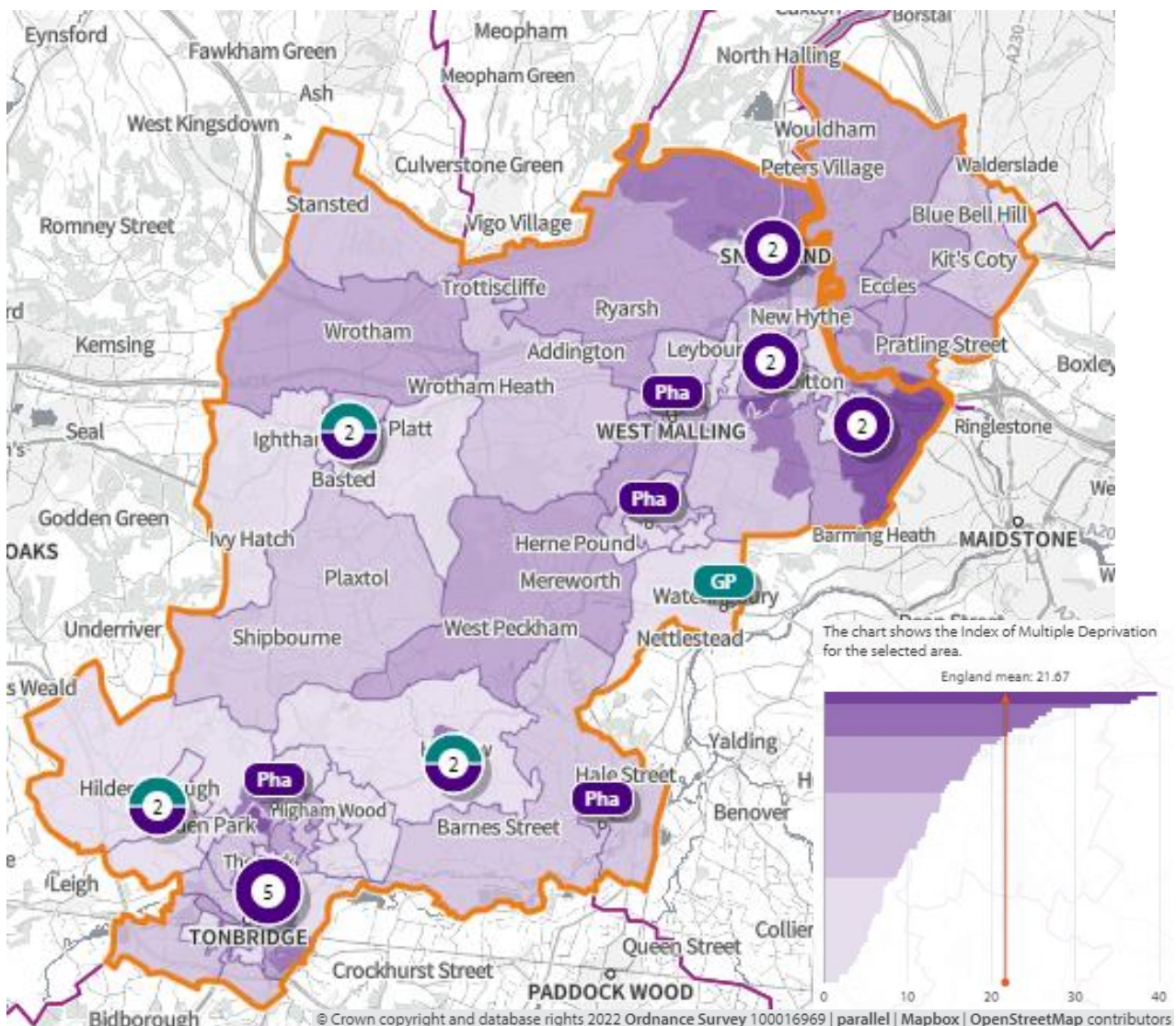
Map 189. Population density of lower super output areas overlaid with locations of pharmacies and dispensing doctors



Deprivation

Map 190 below shows the areas of deprivation in the Tonbridge and Malling District locality. Deprivation is low across the district and average deprivation is the third lowest in Kent. Employment rates are the third highest in Kent ⁽⁶³⁾ and educational attainment is slightly higher than the Kent average ⁽⁶⁴⁾.

Map 190. 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 96.7% of households in the district. 1.2% of households have no people with English as the main language ⁽²⁾.

Home ownership

72% of houses are owned either outright (33%) or with a mortgage (39%). The average number of occupants per household is 2.5, marginally higher than the Kent average ⁽²⁾.

Age Distribution

The average age of Tonbridge and Malling district residents is 40.9, slightly lower than the Kent average of 41.4 ⁽²⁾. 19% of the population is over 65 and 20.4% 0-15. Life expectancy at birth is 80 for males and 84.5 for females, the highest in Kent ⁽⁴⁶⁾.

Economy

By industry, the top three employers in the Tonbridge and Malling district are wholesale and retail trade (18.5%), education (9.7%), and administrative and support service activities (9.7%) ⁽¹⁵⁾.

Car ownership

14% of households in Tonbridge and Malling district do not have a car or van in the household, this is the second lowest in Kent ⁽¹³⁾.

Care Homes

There are a considerable number of care homes in the Tonbridge and Malling 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

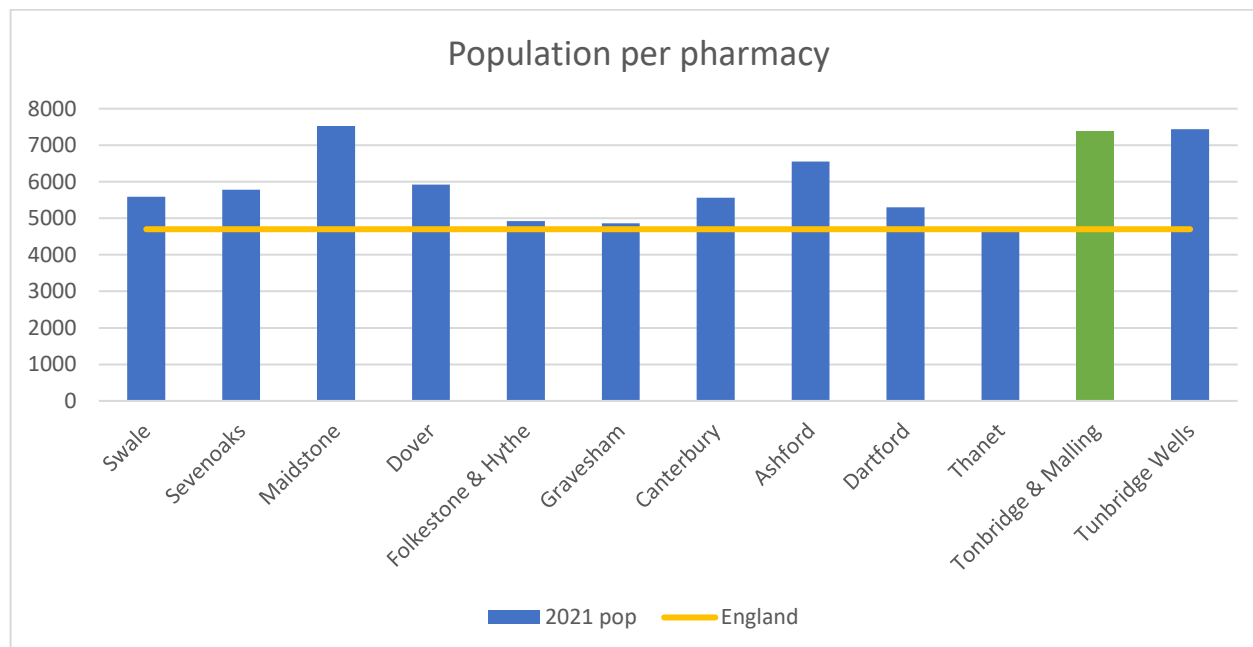
(All data presented in this section is for the financial year 2020/21 with the exception of lateral flow devices data which covers the 4 months from April 2021 to July 2021)

There are eighteen Community pharmacies providing dispensing services in the Tonbridge and Malling locality.

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

Each pharmacy provides on average services for 7,365 of the area’s population. Figure 46 below shows how this compares with the other localities of Kent.

Figure 46 Number of people per pharmacy in each locality



The facts below indicate that the majority of prescriptions generated in the locality are dispensed in the locality. There is a small percentage of prescriptions generated in the area that are dispensed in neighbouring areas and a slightly lower percentage that are generated outside the locality and dispensed by Tonbridge and Malling community pharmacies⁽¹⁾.

- 1,127 outside prescribers dispense in Tonbridge and Malling
 - 7.2% of all items dispensed in Tonbridge and Malling
- 24 prescribers in Tonbridge and Malling
 - 92.8% of all items dispensed in Tonbridge and Malling
- 29 dispensers in Tonbridge and Malling
 - 91.2% of all items prescribed in Tonbridge and Malling
- 1,255 dispensers outside of Tonbridge and Malling
 - 8.8% of all items prescribed in Tonbridge and Malling

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

Opening times: All are open Monday to Friday, with seventeen opening on Saturdays and 4 opening on Saturdays and Sundays. This gives a weekly opening hours range of 41.5 to 102 hours and an average of 58.6 hours of opening each week. Sixteen of these pharmacies open for at least one hour after 5pm on weekdays.

Table 63 below show the core and supplementary hours of each pharmacy⁽⁶⁵⁾.

Table 63. Opening times for all pharmacies

Pharmacy	Total core weekly hours	Total supplementary weekly hours	Total weekly hours	Max. hours open after 5pm at least 1 day/week	Saturday hours	Sunday Hours
Clarke & Coleman Pharmacy	40	13.5	53.5	1	8.5	0
Boots the Chemists	40	10	50	1	7.5	0
Field Pharmacy	41.5	0	41.5	0.5	4	0
Hadlow Pharmacy	40	9.5	49.5	1.5	7	0
Paydens Pharmacy	40.5	13	53.5	1	8.5	0
Curries Pharmacy	40	10	50	1	5	0
Kings Hill Pharmacy	40	13	53	1	8	0
Hobbs Pharmacy	40	1.5	41.5	0.5	4	0
East Street Pharmacy	100	0	100	5	15	10

Table 63 continued

Pharmacy	Total core weekly hours	Total supplementary weekly hours	Total weekly hours	Max. hours open after 5pm at least 1 day/week	Saturday hours	Sunday Hours
LloydsPharmacy	102	0	102	5	16	6
Catts Pharmacy	40	6	46	1.5	0	0
Paydens Pharmacy	40	18.5	58.5	1.5	8.5	0
Tesco Pharmacy	42	36	78	3	12	6
Boots the Chemists	40	22.5	62.5	1	9	6
Avicenna Pharmacy	46	5.5	51.5	1	4	0
Thompson Pharmacy	40	17.5	57.5	1.5	8.75	0
Oaks Pharmacy	40	6	46	1	3.5	0
LloydsPharmacy	40	21	61	2	8.5	0

The dispensing GP practices in the Tonbridge and Malling locality are:

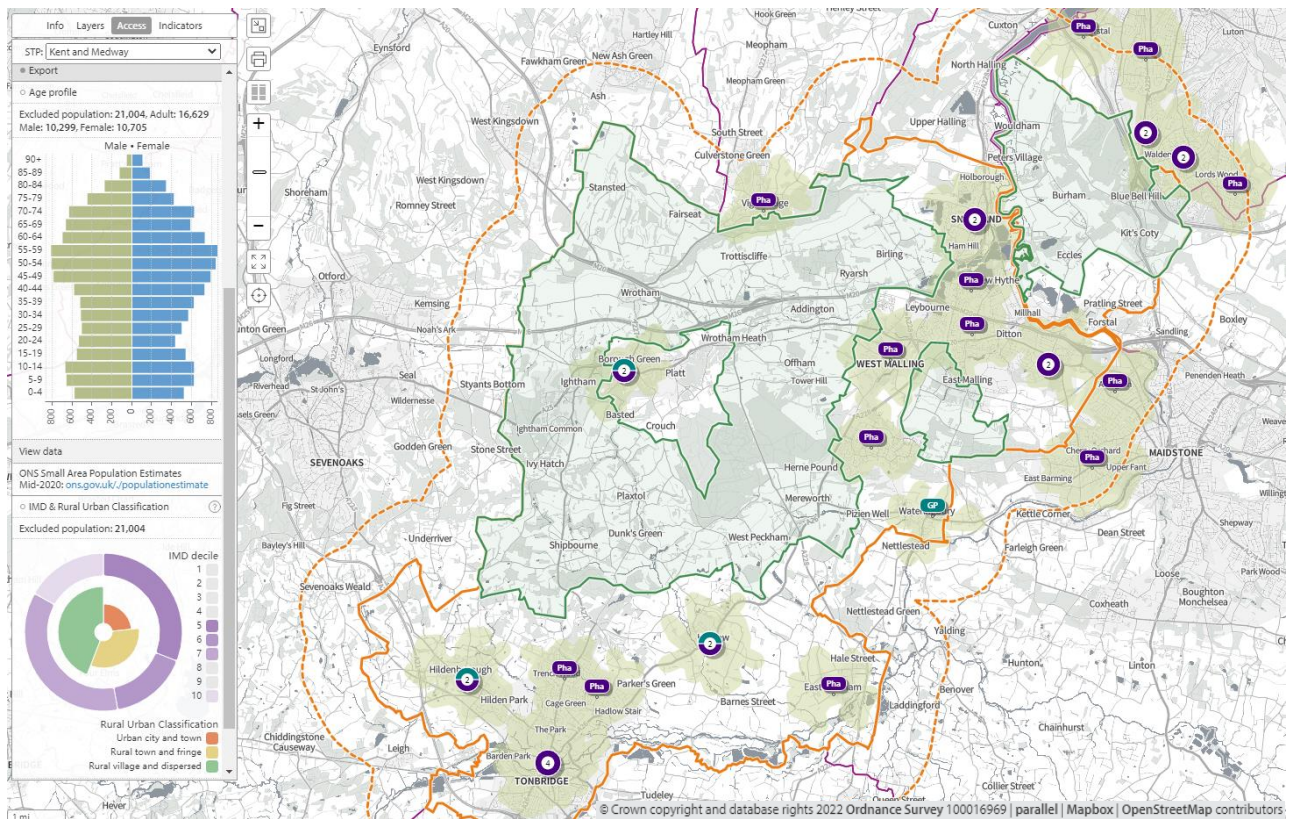
- Hildenborough Medical Practice TN11 9HL
- Borough Green Medical Practice TN15 8RQ
- Wateringbury Surgery ME18 5SS
- Hadlow Medical centre TN11 0ET

Travel times

Access during core opening hours

In **map 191**, below, the olive-green shaded areas are within a 20-minute walk of a community pharmacy/dispensing GP practice. Olive green shaded areas are within a 20-minute walk of a community pharmacy/dispensing GP. 21,004 (15.4%) people are not within a 20-minute walk. 15.4% (4,443) of 65+ population is not within a 20 minute walk of a community pharmacy/dispensing GP

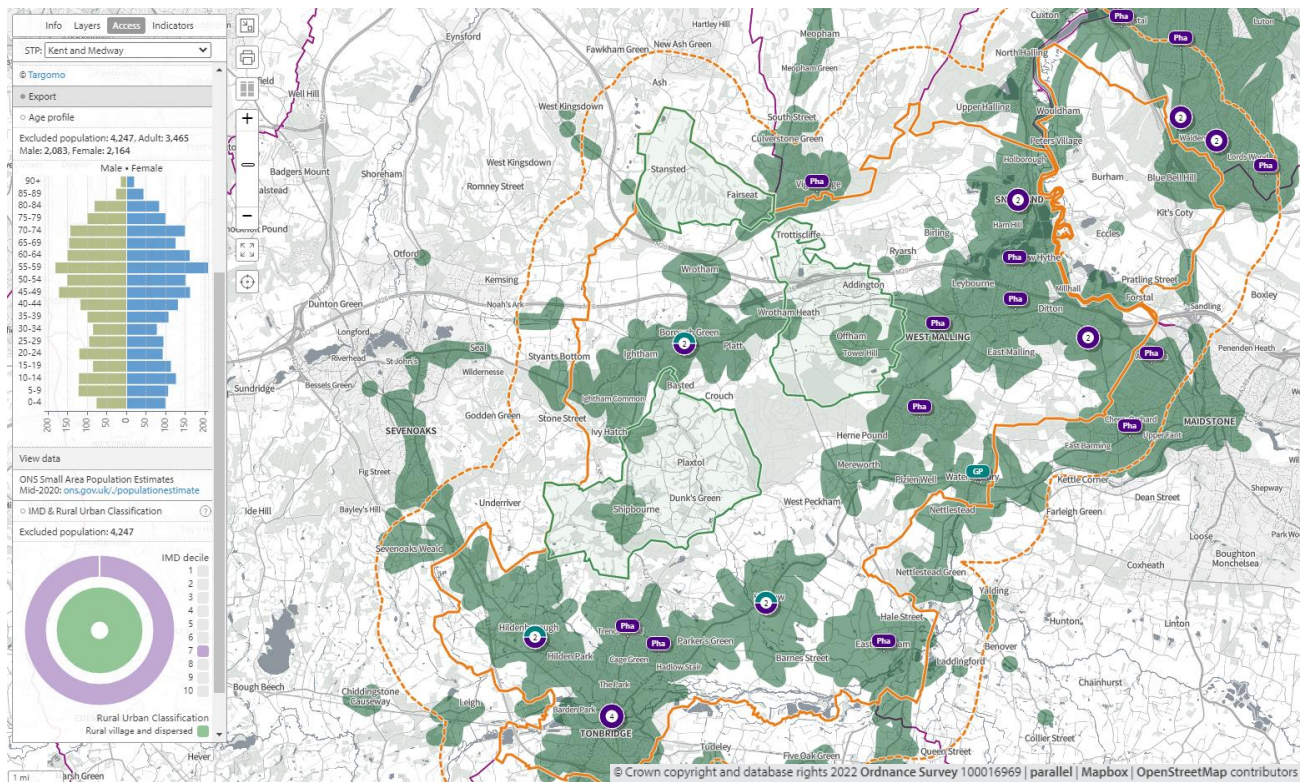
Map 191. Locations of community pharmacies/dispensing GPs and lower super output areas not within a 20-minute walk



Public Transport 20 minutes

In map 192, below, the green shaded areas are within 20-minutes by public transport of a community pharmacy/dispensing GP practice. Green shaded areas are within 20-minutes by public transport of a community pharmacy/dispensing GP on weekdays. 4,247 (3.6%) people are not within 20-minutes by public transport of a community pharmacy/dispensing GP. 2.8% (1,033) of 65+ population is not within a 20-minute walk of a community pharmacy/dispensing GP

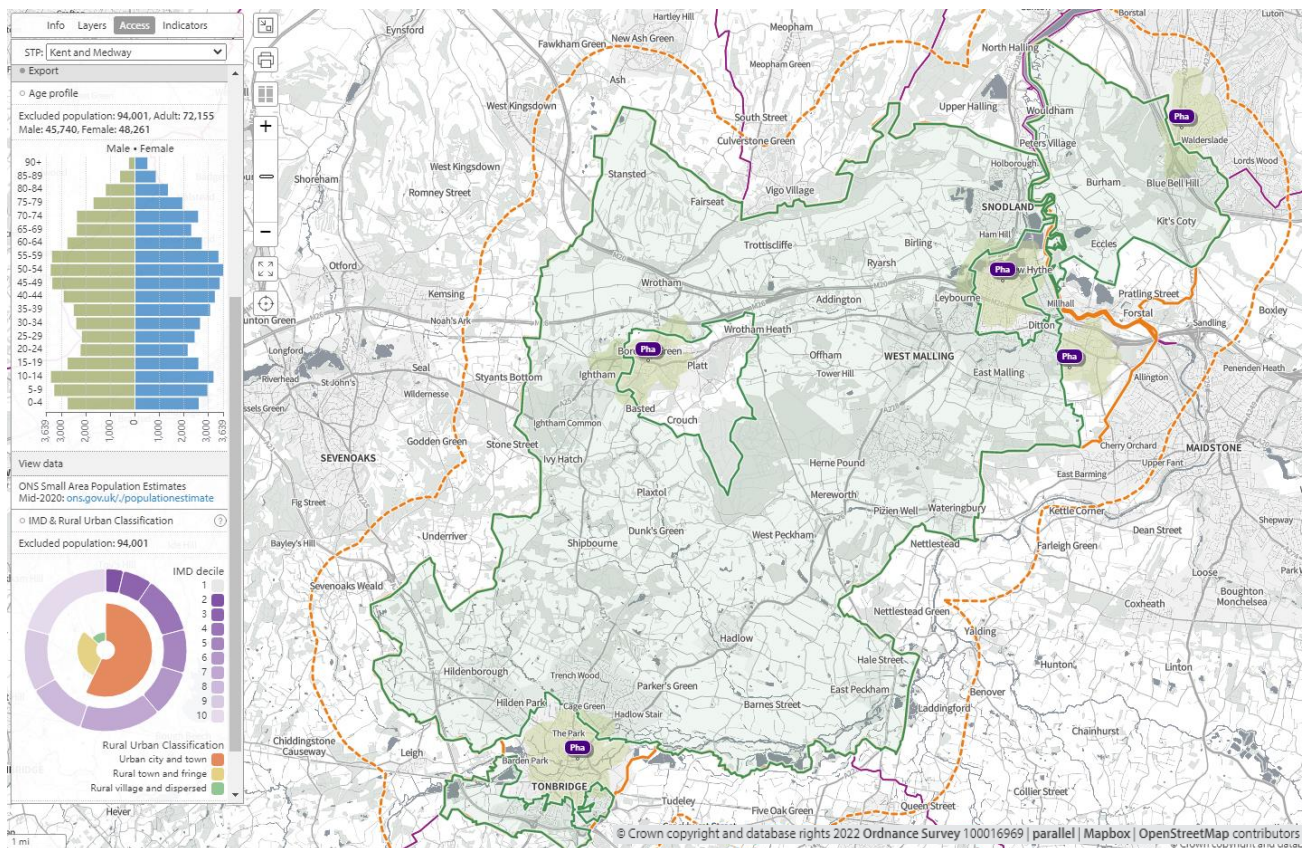
Map 192. Locations of community pharmacies/dispensing GPs and lower super output areas not within 20-minutes by public transport on weekday mornings



After 7 pm weekdays walking

In **map 193**, below, the olive-green shaded areas are within a 20-minute walk of a community pharmacy that opens until at least 7pm on weekdays. Olive green shaded areas are within a 20-minute walk of a community pharmacy that opens until at least 7pm on weekdays. 94,001 (62.2%) people are not within a 20-minute walk of a community pharmacy that opens until at least 7pm on weekdays. 62.7% (18,087) of 65+ population is not within a 20-minute walk of a community pharmacy that opens until at least 7pm on weekdays.

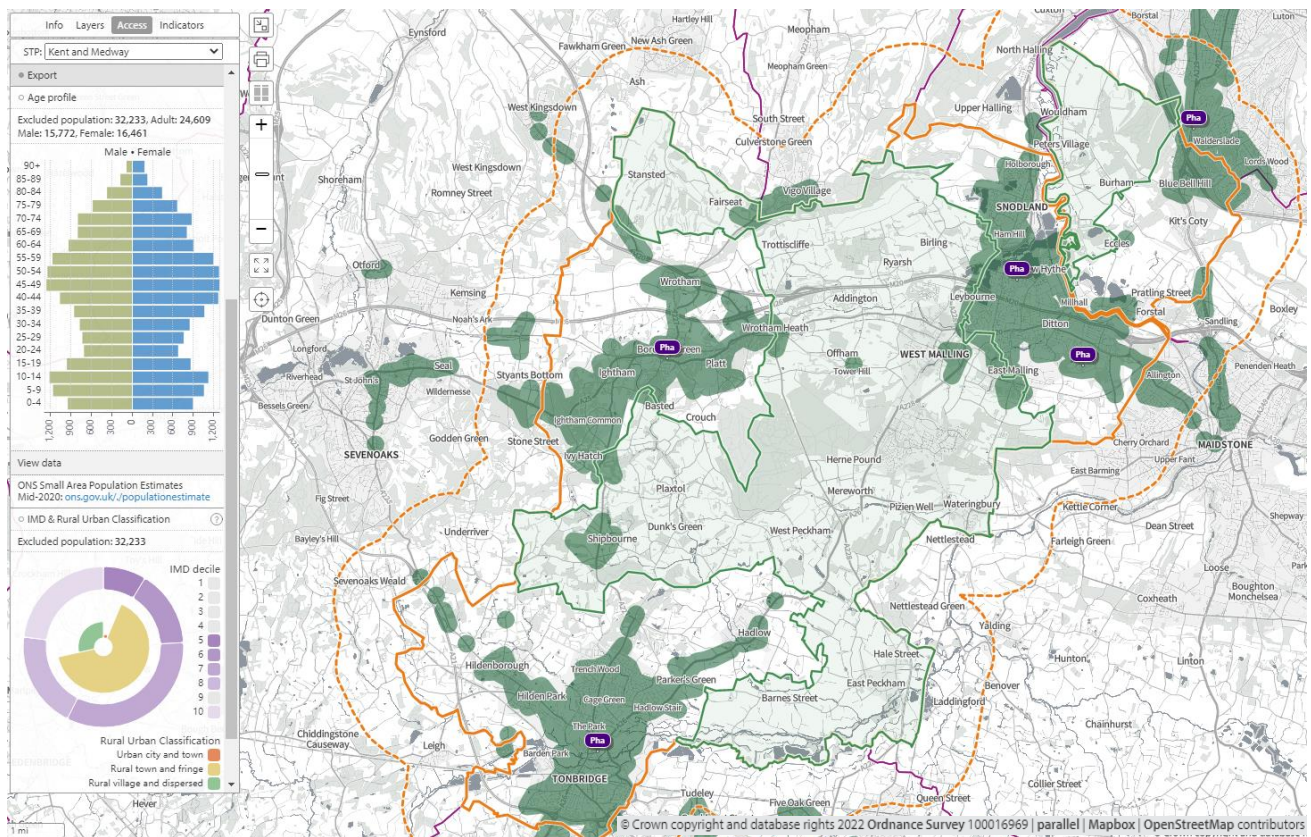
Map 193. Locations of community pharmacies open until at least 7pm and lower super output areas not within a 20-minute walk



After 7pm weekdays public transport

In **map 194**, below, the green shaded areas are within 20-minutes by public transport of a community pharmacy that opens past 7pm on weekdays. Green shaded areas are within 20-minutes by public transport of a community pharmacy that opens past 7pm on weekdays. 32,233 (21.3%) people are not within 20-minutes by public transport that opens past 7pm on weekdays. 20.8% (5,993) of 65+ population is not within 20 minutes by public transport of a community pharmacy that opens past 7pm on weekdays.

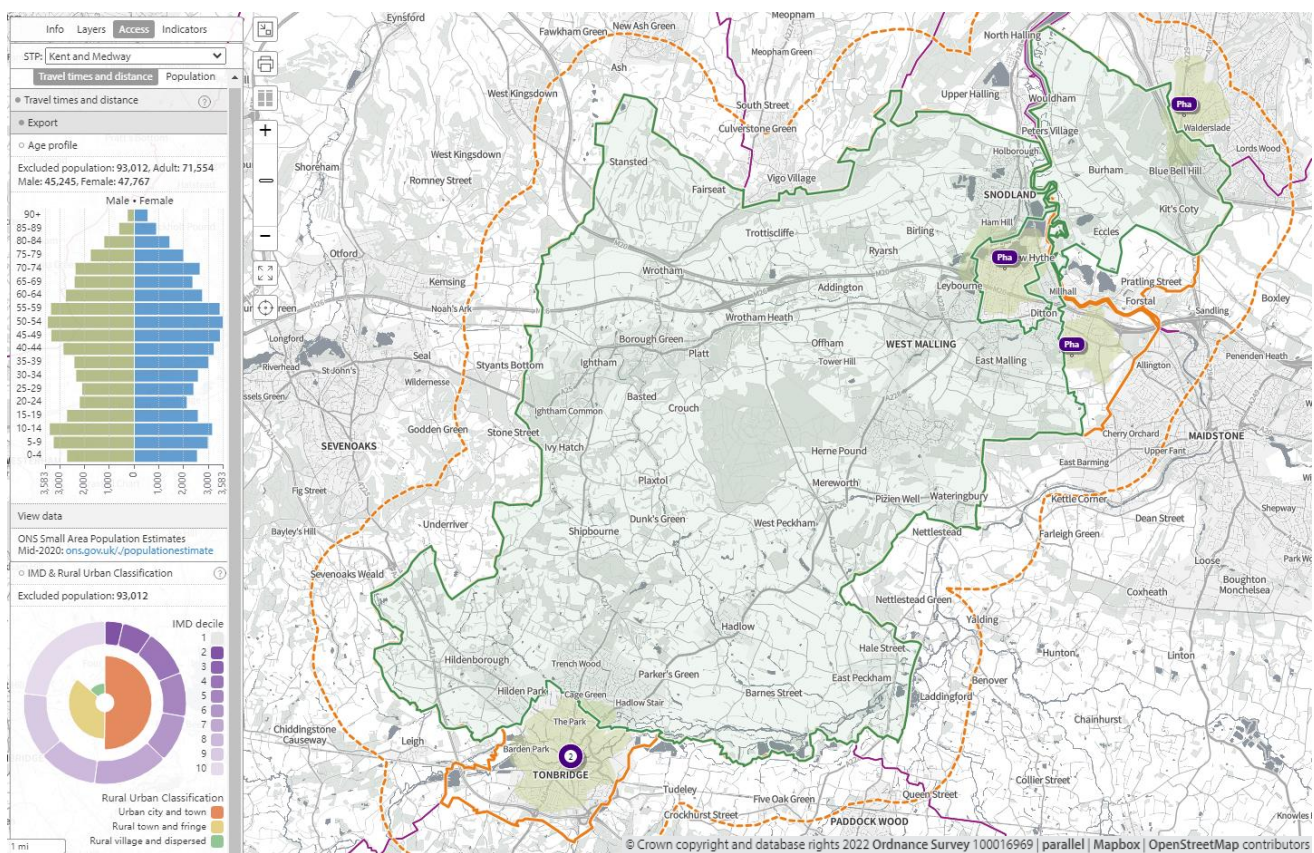
Map 194. Locations of community pharmacies open until at least 7pm and lower super output areas not within 20-minutes by public transport on weekday evenings



Access on Sundays

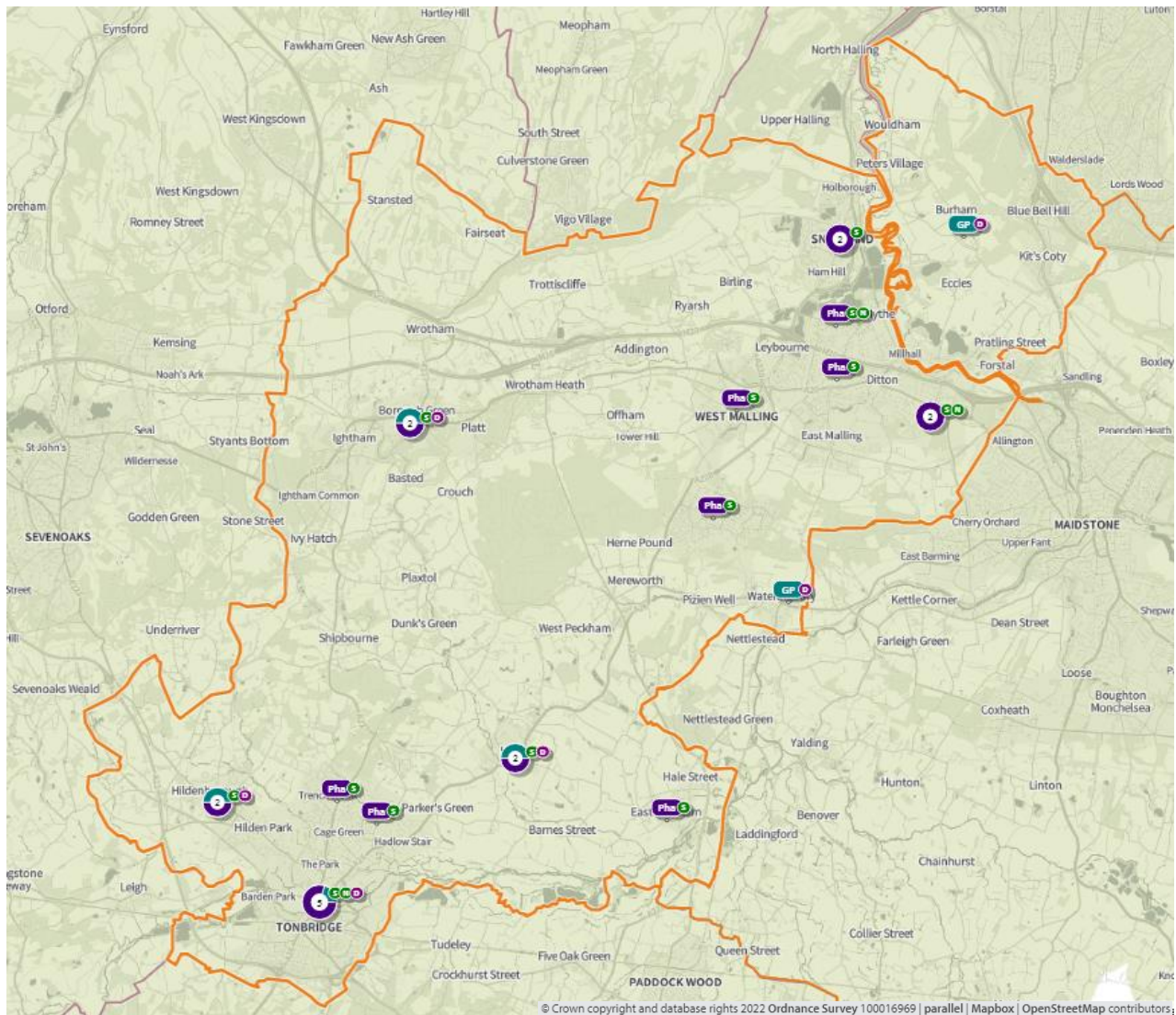
In **map 195**, below, the olive-green shaded areas are within a 20-minute walk of a community pharmacy that opens on Sundays. 61.6% (93,012) of the population is not within a 20-minute walk of a community pharmacy that opens on Sundays. 63.8% (18,411) of 65+ population is not within a 20-minute walk of a community pharmacy that opens on Sundays

Map 195. Locations of community pharmacies open on Sundays and lower super output areas not within a 20-minute walk



Map 196 below shows access during **core opening hours, Saturdays and Sundays**. 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.

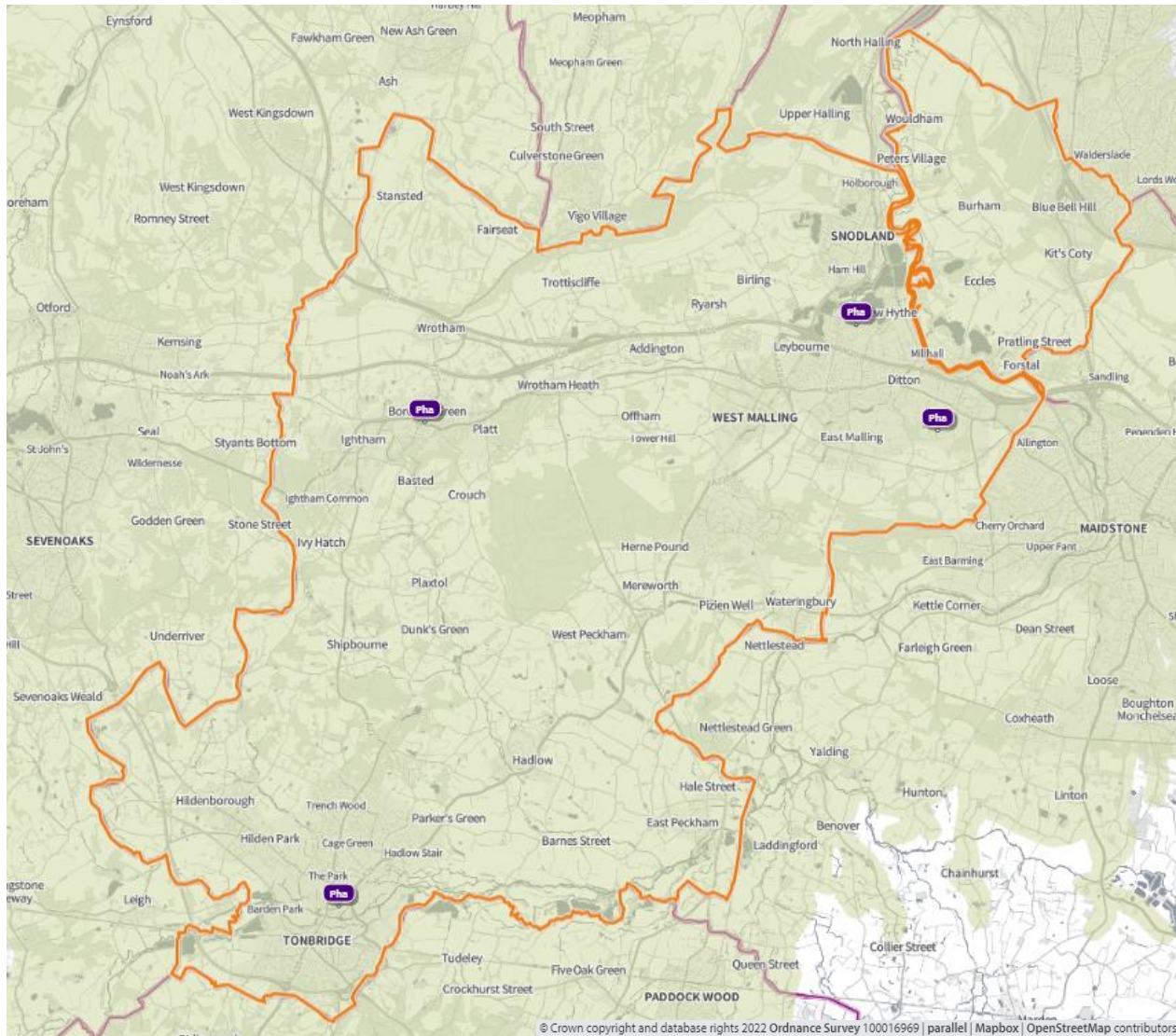
Map 196. Locations of community pharmacies, dispensing GPs and areas within 20-minutes by car



S = open Saturday N = open Sunday

Map 197 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 197. Locations of community pharmacies open until at least 7pm 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.

- 2.59 million items prescribed in Tonbridge and Malling
 - 2.36 million items dispensed in Tonbridge and Malling
 - 1.77 million (68.61%) via Electronic Prescription Service
 - 227,603 dispensed outside of the district
 - 112,947 distance selling
 - Maidstone – 27730
 - Gravesham – 20518

- 2.54 million items dispensed in Tonbridge and Malling
 - 2.17 million items dispensed by community pharmacies in Tonbridge and Malling
 - 373,300 dispensed by 11 GP practices:
 - 92,396 – Phoenix Medical Practice
 - 91,096 - Borough Green Medical Practice
 - 181,617 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 Tonbridge and Malling locality in 2020/21.

Table 64. Number of pharmacies providing advanced services

Advanced service name	No. of pharmacies
New Medicine Service	17
Appliance Use Review	0
Hypertension Service [‡]	17
Stoma Appliance Customisation	1
Community Pharmacist Consultation Service (CPCS) [‡]	17
Hepatitis C Antibody Testing Service	0
Seasonal Influenza Vaccination Advances Service	18
Covid Vaccination Service*	1
Covid Home Delivery Service*	13
Covid lateral flow device distribution*	19

*Specific to the Covid-19 pandemic

[‡]Services introduced during the year of study

Please note that three services were specific to the Covid-19 pandemic (Covid vaccination, homedelivery and lateral flow device distribution services) and that others were new services (CPCS, Hypertension service) 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:

- Hildenborough GP open Saturday 8am-12pm
- Tonbridge Medical Group (3 River Lawn Road) open until 8pm Tuesdays and Wednesdays
- Warders Medical Centre open until 8pm on Mondays, Tuesdays and Thursdays
- Wateringbury Surgery open until 8pm Tuesdays

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.

- 17 pharmacies dispensed a total of 1,457 (mean = 86, range = 1-380) items from drug and alcohol services

- 18 pharmacies and 3 GPs dispensed a total of 728 (mean = 35, range = 2-96) items from Kent and Medway NHS and Social Care Partnership Trust (secondary mental health services)
- 16 pharmacies and 1 GP dispensed a total of 124 items (mean = 7, range = 1-20) from KCHFT
- 18 pharmacies and 3 GPs dispensed a total of 4,424 items (mean = 211, range = 20-591) from Kent and Medway hospitals

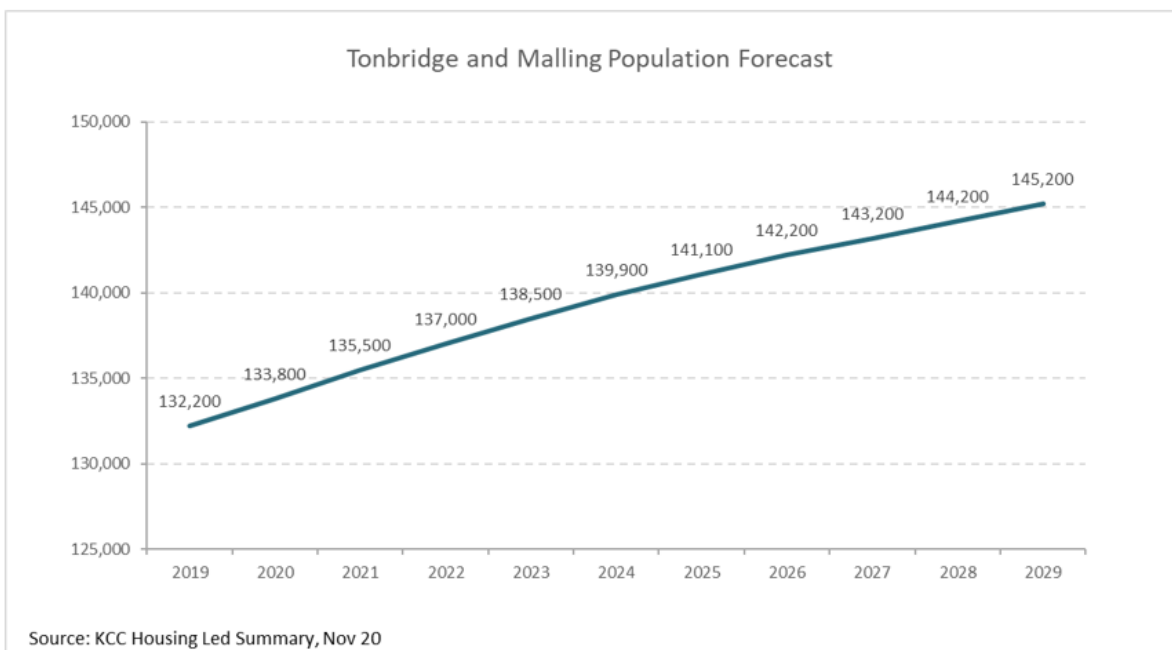
6. Choice with regard to obtaining pharmaceutical; services

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 47 below shows the predicted increase in the population of the Tonbridge and Malling locality continuing to grow over the lifetime of this PNA. By 2025 it is estimated that each pharmacy will serve a population of 7,838.

Figure 47 Tonbridge & Malling population forecast



 **1 pharmacy per 7,838 people in 2025**

The population of Tonbridge and Malling district is projected to increase by 5% to 141,100 in 2025. This is an increase of 500 people per pharmacy from 2020. As stated in the community pharmacy contracts survey one pharmacy in the Tonbridge and Malling locality does not have the capacity to meet an increased demand for services. However, no major developments are planned in the catchment area of this pharmacy.

Map 198 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, by 2025 these sites will provide accommodation for approximately 4,000 people.

Map 198. Location of housing developments

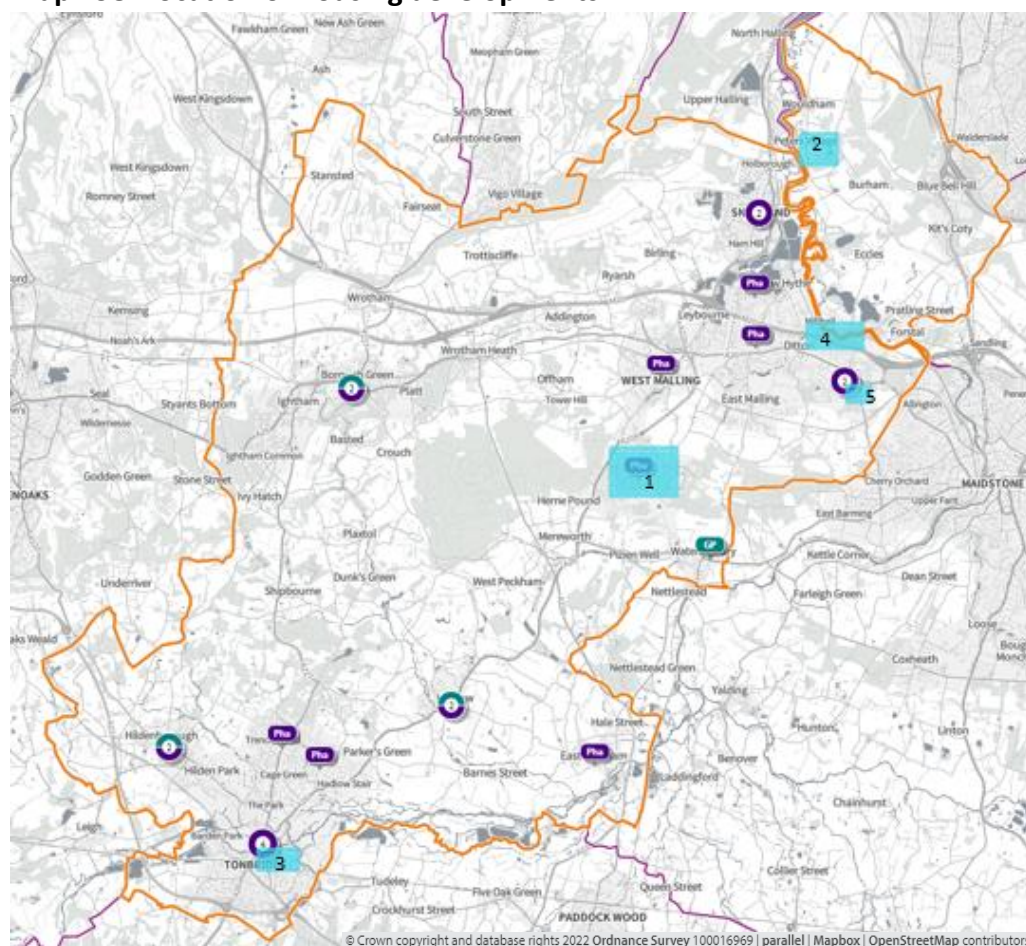


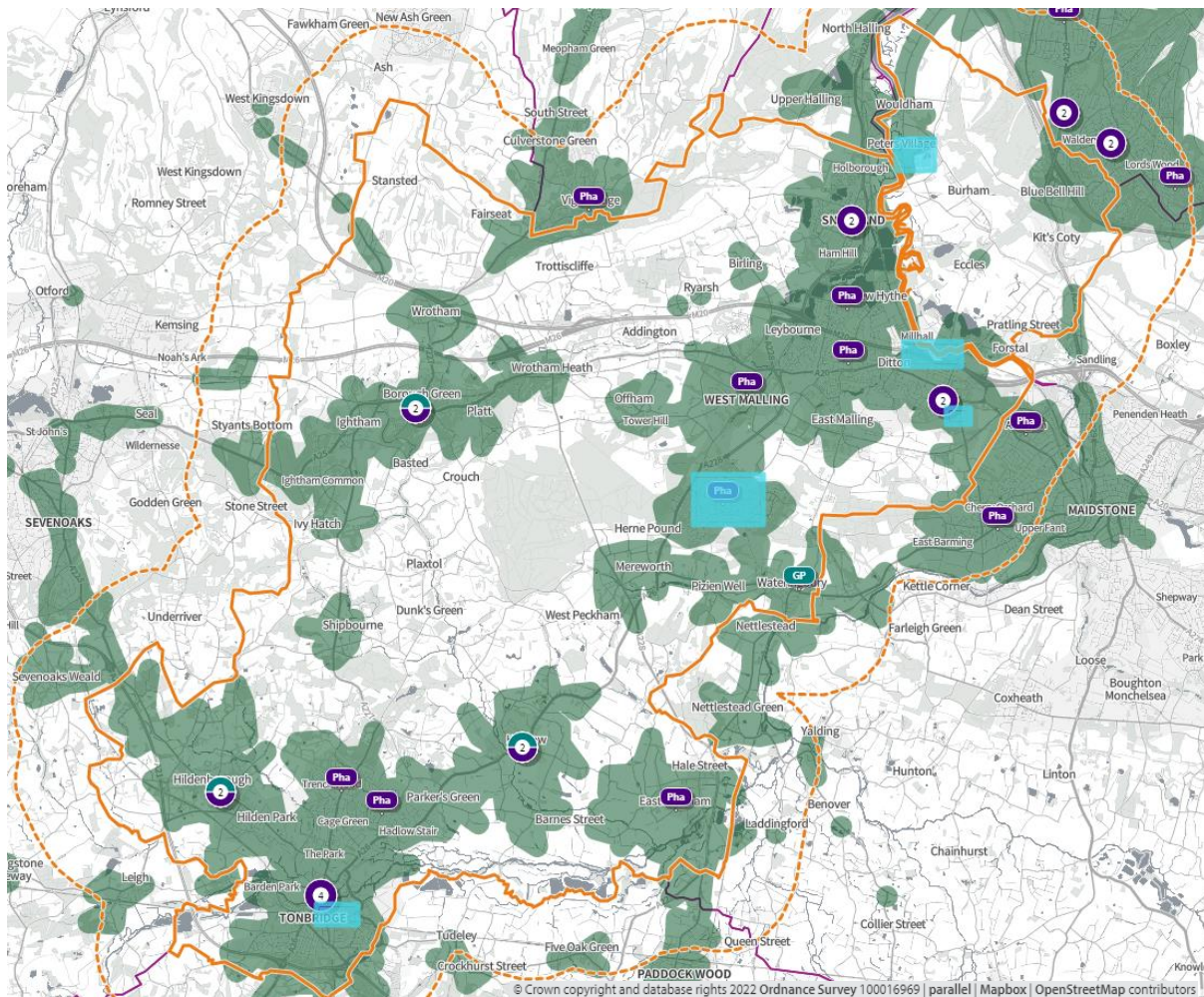
Table 65. Proposed housing developments – number of dwellings per year at each development

Site Name	21/22	22/23	23/24	24/25	2026
1. Kings Hill	190	262	244	160	856
2. Wouldham	241	160	122	13	536
3. Tonbridge town	103	7	9		119
4. Ditton	61				61
5. Ditton	28				28

Public Transport 20 minutes Monday to Friday 09:00 to 17:00

In **map 200**, 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.

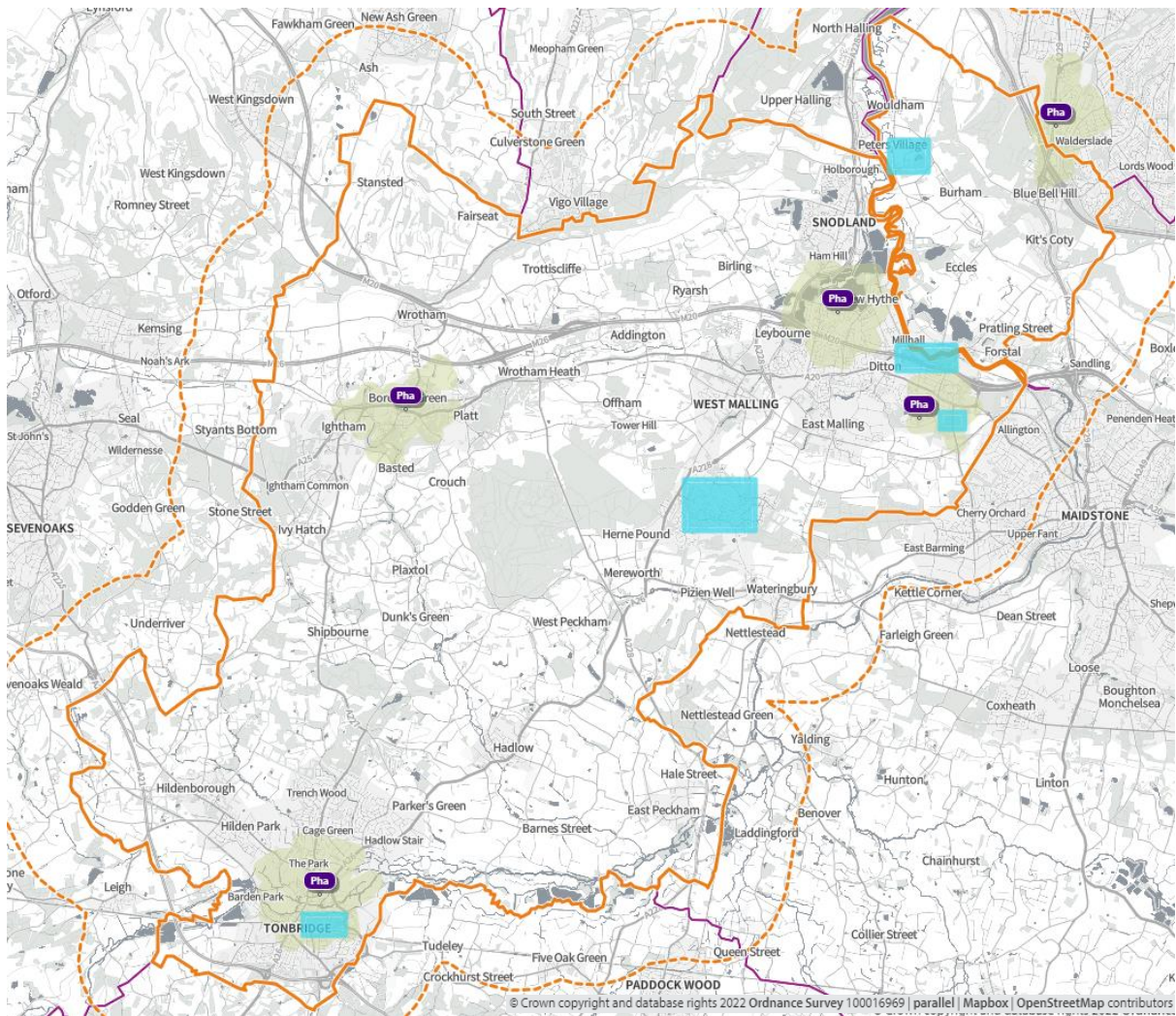
Map 200. Location of community pharmacies, proposed housing developments, and areas within 20 minutes of a community pharmacy by public transport on weekday mornings



Walking 20 minutes 7pm opening Monday to Friday

In **map 201**, below, the green shaded areas are within a 20-minute walk of a community pharmacy that is open until at least 7pm and the blue shaded areas are locations of major housing developments.

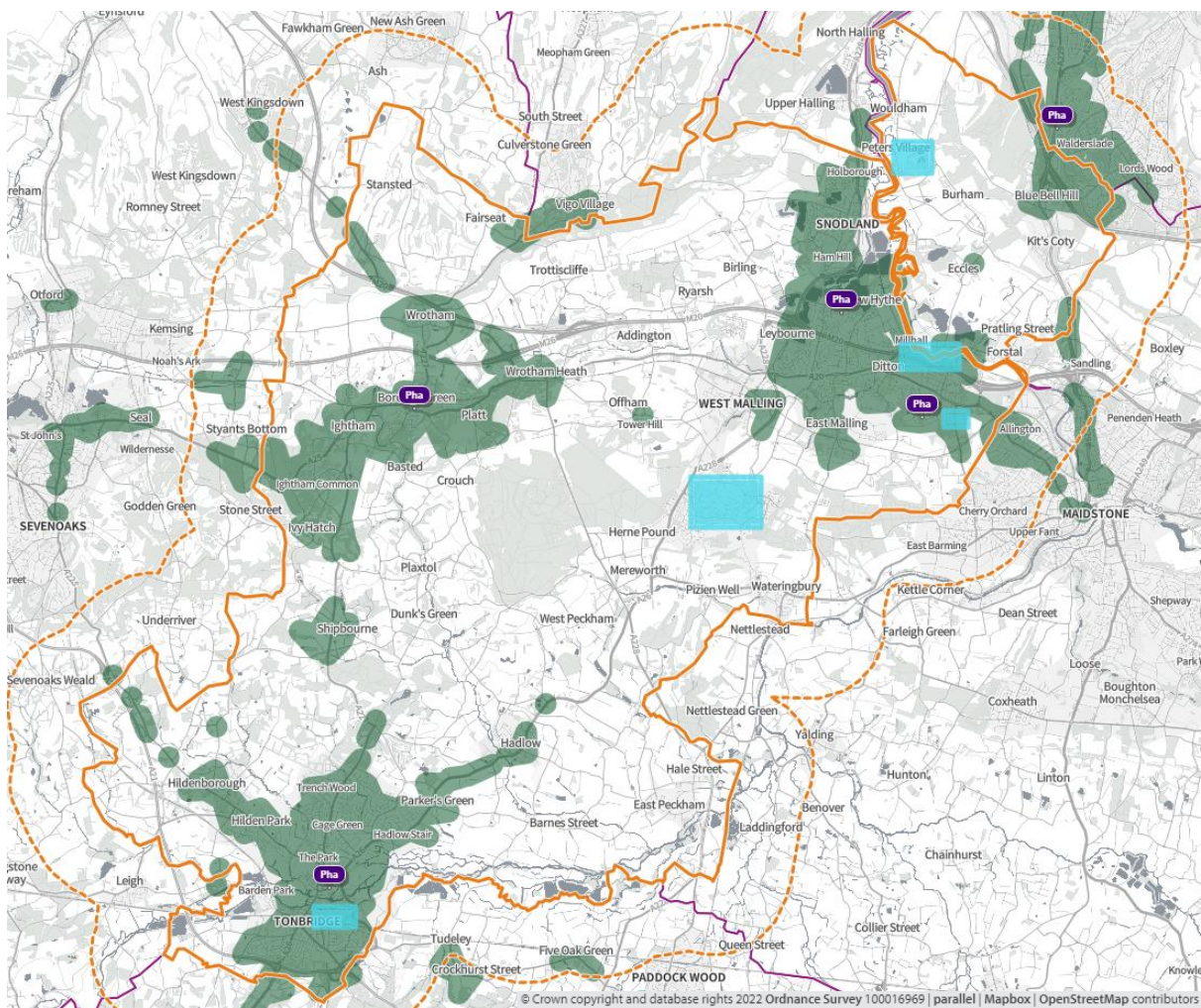
Map 201. Location of community pharmacies, proposed housing developments, and areas within a 20-minute walk of a community pharmacy that is open until at least 7pm on weekdays



Public transport 7pm opening Monday to Friday

In **map 202**, below, the green shaded areas are within 20-minutes by public transport of a community pharmacy that is open until at least 7pm and the blue shaded areas are locations of major housing developments.

Map 202. Locations of community pharmacies open until at least 7pm on weekdays, proposed housing developments, and areas within 20 minutes of a community pharmacy by public transport on weekday evenings

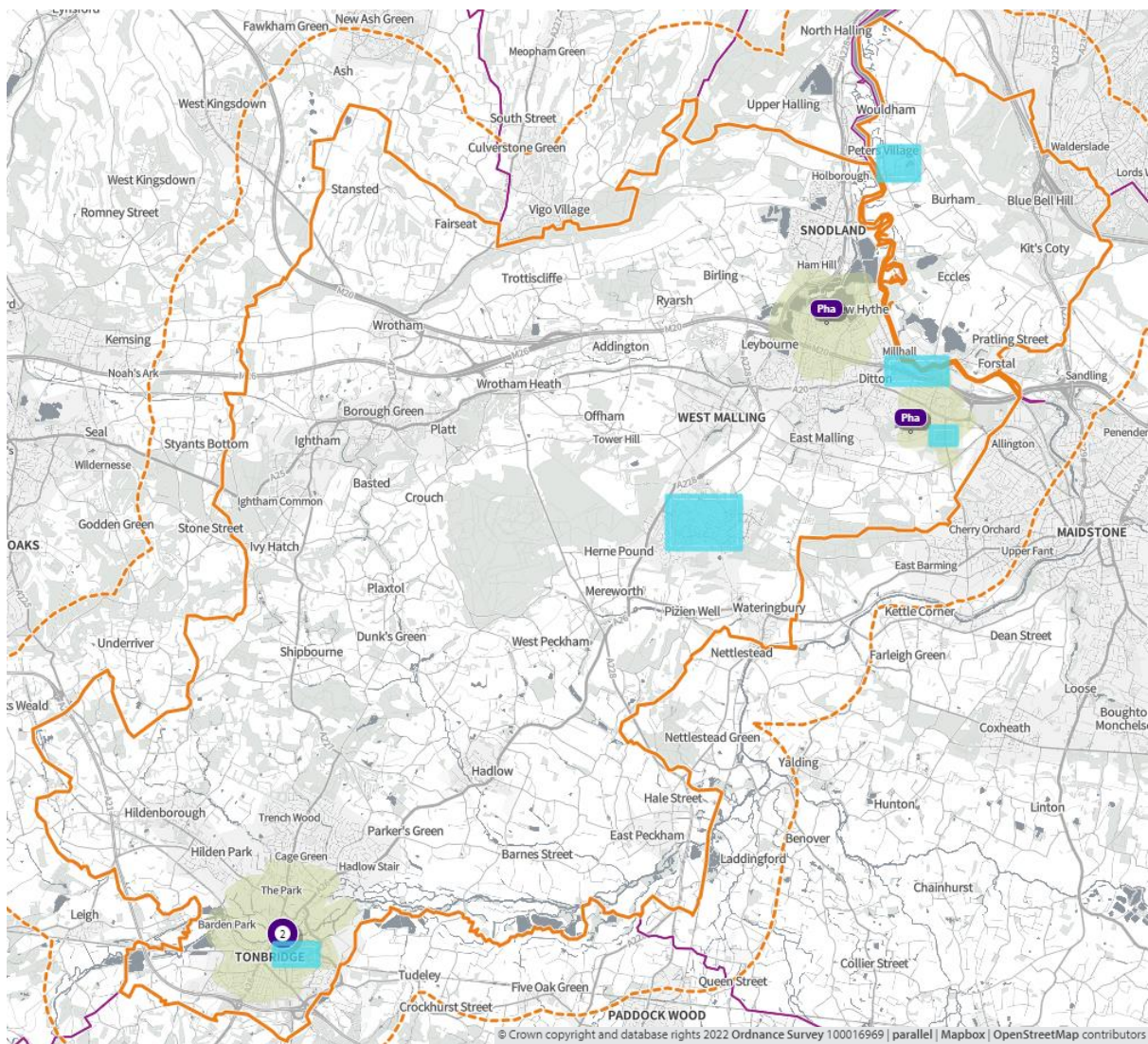


Walking 20 minutes Sunday

In **map 203**, below, the green shaded areas are within 20-minutes' walk of a community pharmacy that is open on Sundays

Blue shaded areas are locations of major housing developments.

Map 203. Location of community pharmacies, proposed housing developments, and areas within a 20-minute walk of a community pharmacy that is open on Sundays



8. Necessary services: - Gaps in provision

There are no gaps in necessary services as defined by the Kent HWB.

9. Improvements or better access: Gaps in provision

There are no Hep C providers in locality.

Borough Green pharmacy does not provide CPCS. This pharmacy is central to the eastern, more sparsely populated area of the locality. Provision of the CPCS at this pharmacy would allow access by public transport within 20 minutes for an LSOA population of around 10,000.

Evening opening for Kings Hill pharmacy would improve access for a densely populated area of the locality that has a further 856 homes planned by 2026.