

# **Kent Pharmaceutical Needs Assessment**

**Maidstone, Maidstone, Tonbridge, Sevenoaks,  
Tonbridge Wells and Wealden villages  
Co-terminus with the West Kent CCG**

**The accompanying maps etc. in Appendix A should  
be viewed alongside this document**

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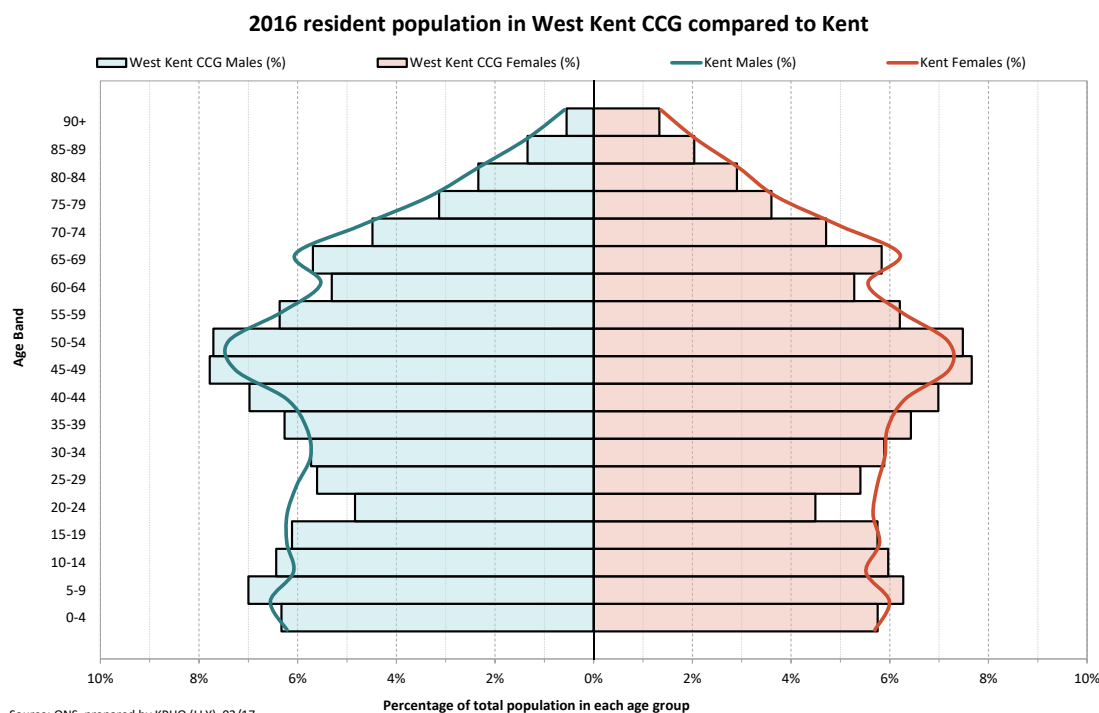
## Introduction

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 area comprises of Tunbridge Wells, Sevenoaks, Tonbridge, the Malling area including Kings Hill/Snodland, Maidstone and a number of villages.

West Kent Clinical Commissioning Group (West Kent CCG) covers patients from 61 practices, with a registered practice population of just under 488,400. The CCG area covers the same area as Tunbridge Wells Borough Council, Tonbridge and Malling Borough Council, Maidstone Borough Council along with parts of Sevenoaks District Council.



West Kent has a lower proportion of 15 to 30 year olds than the national profile. The largest section of the population in West Kent are aged between 40 and 55 years old. The proportion of the population in all categories above age 70 is similar to the national average.

Commissioners may need to take into account that West Kent has a considerably higher proportion of 40 to 70 year olds compared to other areas Kent and consequently demands for services in the future will increase.

Practice data<sup>1</sup> shows that out of a practice population of 488,377 there are 57,747 children aged 0-9 living in West Kent (12.2%), 92,834 people who are over 65 in West Kent (19%), These age groups are considered to be the main users of pharmaceutical services.

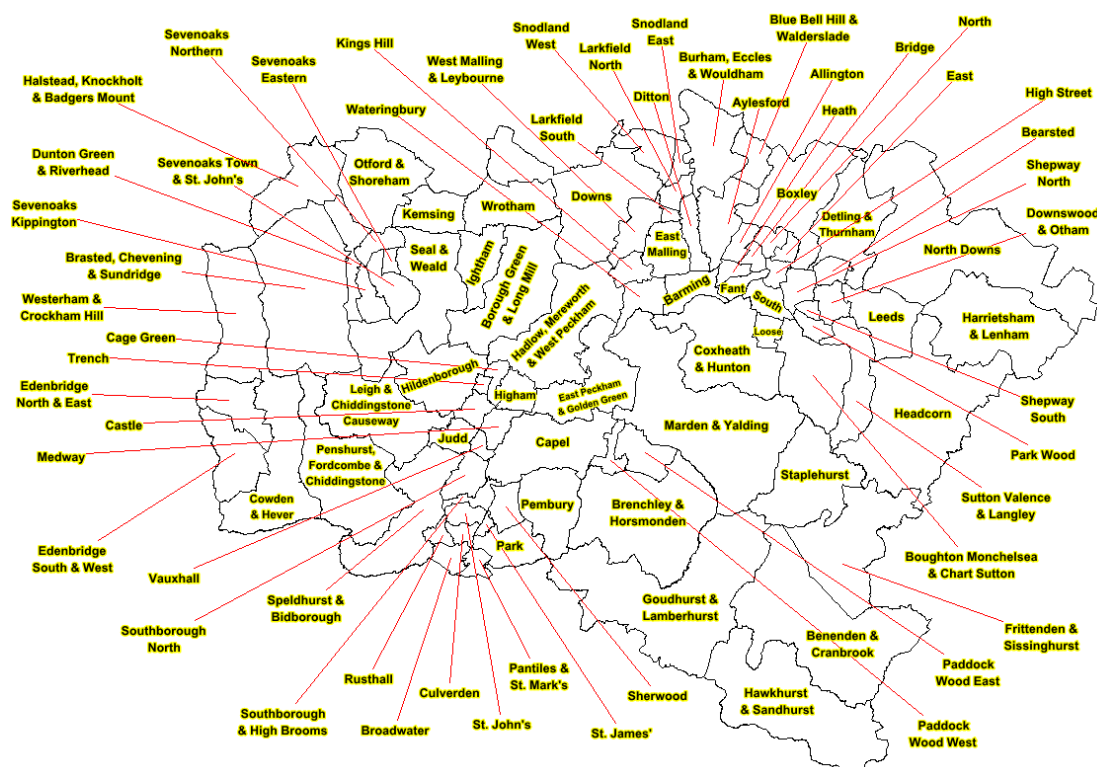
## Care Homes

There are a considerable number of care homes in the West Kent 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 considered to be any relationship between the number of care homes and the need for local pharmaceutical services.

<sup>1</sup> PCIS practice data June 2017

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

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



#### Prime electoral wards within West Kent CCG area

West Kent is predominantly rural with the majority of the population clustered around the main towns of Tunbridge Wells, Tonbridge, Sevenoaks and Maidstone although there is a significant proportion of the population situated alongside the main arterial roads of the M20 and A20/25.

The ward with the highest life expectancy is in Detling and Thurnham (89.5). This is 13.1 years more than the lowest life expectancy which is in Bridge (76.5). The West Kent CCG life expectancy is 82.7, higher than the Kent life expectancy of 81.7. The most deprived areas are in the High Street, Parkwood and Shepway areas of Maidstone but deprivation is often found in some of the more rural villages in the Weald.

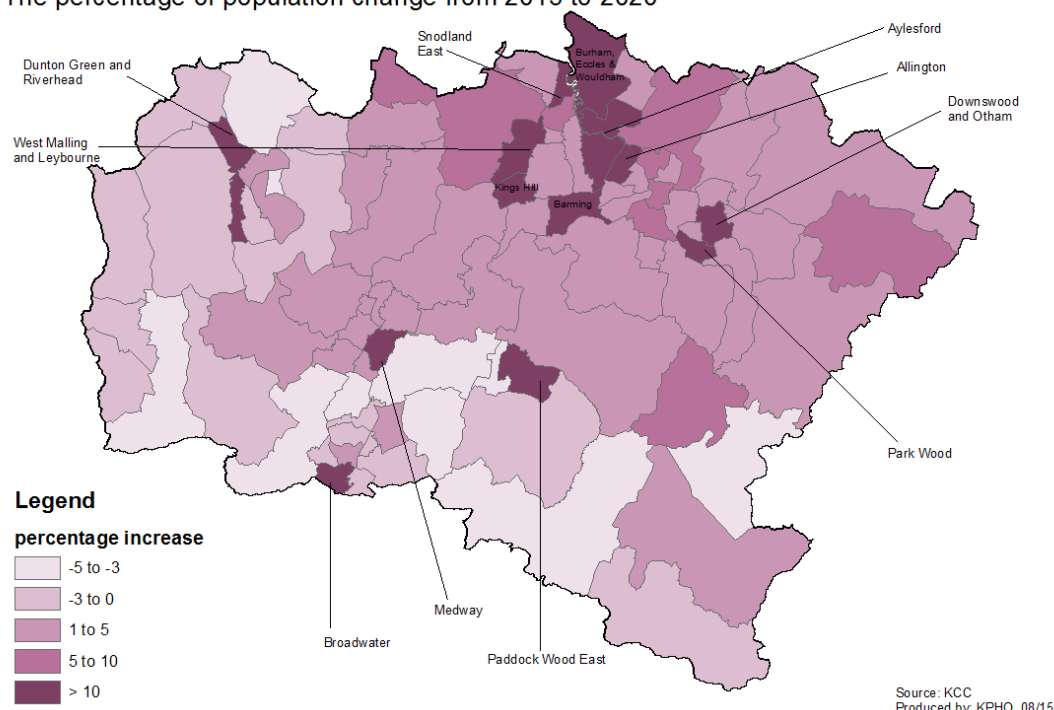
## Mosaic Public Sector definitions

There are four dominant groups in West Kent CCG, which account for 55.0% of the population:

- Group A: Country Living - “Well-off owners in rural locations enjoying the benefits of country life” accounts for 11.9%
- Group B: Prestige Positions – “Established families in large detached homes living upmarket lifestyles” accounts for 17.0%
- Group D: Domestic Success – “Thriving families who are busy bringing up children and following careers” accounts for 14.8%
- Group H: Aspiring Homemakers - “Younger households settling down in housing priced within their means” accounts for 11.4%

Other groups are identified in full in the area Health and Social Care Maps.

The percentage of population change from 2013 to 2020



Across West Kent CCG, the population is expected to increase by 4.9% between 2015 and 2020, with the greatest increase (22.4%) observed in the 85 and above age band. By 2020, the West Kent CCG population is expected to be 499,690 people.

## Transport Links

See map on Page 3

Railways connect West Kent CCG towns to both London, Sussex, Surrey and the East Kent towns.

Transport links for the Tonbridge area are limited when compared to other Kent towns who sit alongside motorway networks. From Tonbridge, access to the M20 is via the A26, access to M25 and London beyond via A21 (which also extends southwards). Transport links to and from Tunbridge Wells area are generally limited, with the A21 and A26 connecting to M25 and M20 respectively.

Sevenoaks links to the south east coast via M26 and M20, London via M25 and A21 and south and west via A21 and M25 respectively, whilst the A20/M20 connects Maidstone with Ashford and London and the A2 (via the A229 and A249) links to Canterbury and north Kent.

More information is available in the KMPHO Health and Social Care Maps- West Kent

[https://www.kpho.org.uk/\\_data/assets/pdf\\_file/0018/46134/Overview-West-Kent-CCG.pdf](https://www.kpho.org.uk/_data/assets/pdf_file/0018/46134/Overview-West-Kent-CCG.pdf)

## Pharmaceutical Services in area

There are two ways that patients can access pharmaceutical services within the West Kent 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(communty pharmacies &amp; GP dispensing practices) per 100,000 population</b>			
Locality	Number of providers	Practice Population	Ratio/100,000 population
NHS West Kent CCG	93	488,377	19
Kent			21
England			23

## **Community Pharmacy**

### **Funding Cuts**

From December 1<sup>st</sup> 2016 the Department of Health (DH) imposed a reduction in the funding for community pharmacy while suggesting that the services provided can be improved. This presents a potential risk of community pharmacies being forced to cut services which are currently provided for free, with consequences for patients and for the local health and social care economy. The cuts may result in pharmacies serving the same population consolidating and closing down one or more premises and may lead to the closure of essential pharmacies in rural and semi-urban areas where over 90% of their turnover come from essential NHS services. You can find more information about the possible effects of the community funding cuts in the main Kent PNA document.

There are 69 community pharmacies who are registered on the Kent NHS pharmaceutical list as providing the full range of NHS pharmaceutical services and located within the West Kent CCG area.

<b>NHS West Kent CCG - Community Pharmacies</b>	
Total number of Community Pharmacies providing NHS pharmaceutical services	69
Number of standard 40 hour pharmacies	63
Number of 100 hour pharmacies	6
Number of mail order/internet pharmacies	0
Number of appliance contractors	0
Number of pharmacies offering electronic prescription service (EPS)	69

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



Pharmaceutical services from community pharmacies comprise of essential, advanced and enhanced services. Explanations of these services can be found in the main overarching Kent Pharmaceutical Needs Assessment. All West Kent area pharmacies must provide the **Essential** services. (For a description of essential services please refer to the overarching Kent document)

Maps showing which ones provide the **Advanced** services of

Medicine Use reviews (MURs),

New Medicines Service (NMS)

NHS Flu Vaccination Service

Appliance Use Reviews (AURs)

Stoma Customisation

can be found in Appendix A.

NUMSAS (NHS Urgent Medicine Supply Advanced Service) is currently being rolled out across the South of England by NHS England. Currently all the pharmacies in West Kent offer this service. Patients can only access this service by being referred by NHS 111.

### **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 West Kent

### **Essential Small Pharmacy Local Pharmaceutical Services (ESPLPS) scheme.**

This scheme finished in March 2015 and the one ESPLPS pharmacy in the area has reverted to a standard 40 hour contract

### **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 West Kent area.

### **Opening times**

A review of all opening times was carried out in October 2017 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 on Monday – Friday across the area

#### **Maidstone – 19 pharmacies in total**

Services before 8am (2 pharmacies) and after 6.30pm (4 pharmacies) are provided in the Maidstone area

18 pharmacies are open Saturday mornings and 14 pharmacies also provide services on Saturday afternoons. 4 pharmacies also provide services on Sundays.

#### **Malling area including Kings Hill & Snodland – 8 pharmacies in total**

Services before 8am (1 pharmacy) and after 6.30pm (8 pharmacies) are provided in the Malling area.

8 pharmacies are open Saturday mornings and 6 pharmacies also provide services on Saturday afternoons. 2 pharmacies also provide services on Sundays.

#### **Sevenoaks – 7 pharmacies in total**

Services before 8am (1 pharmacy) and after 6.30pm (2 pharmacies) are provided in the Sevenoaks area.

All 7 pharmacies are open Saturday mornings and 4 pharmacies also provide services on Saturday afternoons. 2 pharmacies also provide services on Sundays.

#### **Edenbridge – 2 pharmacies**

Both pharmacies are open all day on Saturdays but are not currently open on Sundays. However there are plans to redevelop health services in Edenbridge which can be viewed [here](#) which may affect the current provision therefore this area should be reviewed regularly,

#### **Tonbridge – 7 pharmacies**

Services before 8am (1 pharmacy) and after 6.30pm (1 pharmacy) are provided in the Tonbridge area.

All 7 pharmacies are open Saturday mornings and 4 pharmacies also provide services on Saturday afternoons. 2 pharmacies also provide services on Sundays.

#### **Tunbridge Wells – 10 pharmacies**

Services before 8am (1 pharmacy) and after 6.30pm (1 pharmacy) are provided in the Tunbridge Wells area.

All 10 pharmacies are open Saturday mornings and 7 pharmacies also provide services on Saturday afternoons. 3 pharmacies also provide services on Sundays.

### **West Kent Villages – 16 pharmacies**

The area has several large villages, many of whom support a pharmacy within the village, providing a community hub type of service to the village.

Most of these are open after 6.30pm and on Saturdays to meet the needs of the village and are often flexible dependant on demand. It is important that these contracts are maintained as they are often a mainstay of the village.

Out of Hours providers of medical services provide access to urgent medical care including urgent medicines when there is not a pharmacy open and the need is considered to be urgent.

Subsequent changes to opening times will be identified in supplementary statements which will be published at 3 monthly intervals alongside the PNA and the opening times of all pharmacies along with the additional services that they offer can be found on NHS Choices.

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

### **Dispensing practices.**

<b>NHS West Kent CCG – Dispensing practices</b>	
Total number of GP surgeries providing pharmaceutical services to their patients	23
Total number of sites (including branches) providing pharmaceutical services to their patients	24

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

Agreement to changes to provision of pharmaceutical services through dispensing surgeries are the responsibility of the local CCG. It has been noted that this information is sometimes not passed onto NHS England and therefore does not appear in the supplementary statements for the PNA. This must be rectified in future PNAs.

### **Provision of pharmaceutical services through dispensing surgeries**

Dispensing practices can provide pharmaceutical services to specific patients including the dispensing of medicines and appliances. Many practices have developed these services further depending on the needs of their patients

They can also sign up to the Dispensing Services Quality Scheme (DSQS). This is a voluntary scheme which includes DRUMs–Dispensing Review of Use of Medicines– (which are similar to MURs in pharmacies), many of the essential services, as well as following the same principles of clinical governance. For a more detailed explanation of the regulations governing the dispensing of pharmaceutical services through a GP surgery please see the overarching Kent document Page 18.

Surgeries must always give these patients the choice of either obtaining their medicines through the GP dispensary or being allowed to take their prescription to a community pharmacy of choice.

The majority of dispensing surgeries provide dispensing services Monday to Friday during normal surgery opening hours. There are no dispensing services listed as being provided on a Saturday or Sunday from dispensing surgeries in the area

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

The West Kent CCG area currently has six '100 hour' pharmacies, two of which are located in the middle of Maidstone, one in Sevenoaks, one in Tonbridge, one in Aylesford close to the M20 and Maidstone Hospital and one in Tunbridge Wells. These provide services from early in the morning until late at night Monday to Saturday and are open 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 which treat minor injuries and minor ailments at Sevenoaks Community Hospital and Edenbridge Community Hospital. These services have accessible from early in the morning until late in the evening. A&E services are available at Maidstone Hospital and Pembury Hospital.

### **Rota services**

NHS England manages a 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.

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

There are no longer any enhanced services managed by NHS England in the area.

### **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, substance misuser and sexual health.

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.

#### **“Pharmacy First “Common Ailments Scheme**

The West Kent Common Ailments Scheme is provided by West Kent Community Pharmacies for patients who are registered with a GP surgery within the West Kent CCG area. It is run jointly by the West Kent CCG and the Kent LPC and is now in its 4th year. It is primarily available to enable patients to access medication for the treatment of common ailments without having to visit a GP first, thus freeing up GP appointment time. There is a specific list of ailments that can be treated and a specific list of medicines which can be issued on the scheme. The main users of the scheme are under 10s and over 60's and the most common ailments are head lice, hay fever and conjunctivitis.

All patients wanting to use the scheme, must have a consultation first to ensure that the condition being presented is part of the scheme and that the medicine issued is safe and effective for that particular patient's symptoms.

### **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 **blood pressure testing, blood glucose testing, cholesterol testing, 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 the West Kent CCG area has 9 community pharmacies who have met the accreditation as a Healthy Living Pharmacy Level 2.

The rest of the West Kent CCG pharmacies are working towards achieving their **HLP Level 1** status through Public Health England. An up-to-date list of Level 1 HLPs can be found [here](#).

Please see map in Appendix A for details.

## Housing

Like most of Kent, considerable new housing is expected to be built in the West Kent area over the next 20 years. The Planning departments at Maidstone Borough Council, Tunbridge Wells Borough Council, Tonbridge & Malling Borough Council and Sevenoaks District Council were consulted to identify any new developments that have or are due to be built since the 2015 PNA.

### **Maidstone**

There has been considerable house building in and around Maidstone within the last 3 years with more planned for the next 20 years. So far most of the building has taken place in areas where there are already pharmacies nearby. There is a substantial housing development proposed to the North of the town centre around Springfield and Royal Engineers Road/Mill Lane which along with any development on the old sorting office will need to be reviewed regularly as to whether that area has a future need for extra pharmaceutical services.

There are proposed new dwellings in the A20 corridor towards Lenham and new dwellings on the Sutton Road towards Sutton Valence both of which fall within a controlled area. The services in these areas are currently provided by dispensing surgeries but the areas will need to be reassessed in the future as to whether the landscape has changed from rural to urban.

### **Tonbridge & Malling**

Most of the Tonbridge and Malling area has adequate pharmaceutical services provided by either community pharmacies or dispensing surgeries. There are two areas in Tonbridge & Malling where there have been major house building in the last 3 years and these areas now need to be reassessed. The house building in the areas of Leybourne Chase (approx. 2 miles from West Malling and Leybourne Village) and Peters Village (between Wouldham & Burham) have now reached the situation where there will be a need for extra pharmaceutical services to serve those areas within the

next 3 years. The opening of St Peters Bridge across the Medway between Halling and Wouldham has also changed the access to the area completely with more housing being built alongside the A228 at Halling (in Medway). Both areas are currently designated as rural and are in a Controlled locality. NHS England are currently reassessing the areas to decide whether the increase in housing has changed the areas from rural to urban.

### **Tunbridge Wells**

Currently there is a housing development being built in 3 phases just to the east of Paddock Wood (Mascalls Farm), which has the possibility, on completion, to be large enough to need extra pharmaceutical services. However this is in early stages and is therefore identified as a future need which will need reassessing regularly.

Tunbridge Wells are also exploring the possibility of a Garden Village within its area although nothing yet has been proposed as to location or size. It is important that the need for pharmaceutical services is considered if the proposal goes ahead.

### **Sevenoaks**

Many of the villages around Sevenoaks and Edenbridge are being developed although most of the sites are relatively small. There is the potential of a large retail/industrial area being developed near Fort Halstead which may include residential dwellings. This is unlikely to happen within in the next 3 years and will therefore be reviewed regularly.

There is potential for in-filling right across the area of West Kent CCG especially in more rural areas and in the outskirts of the towns. Such areas will be reviewed regularly especially if the house building changes the landscape from rural to urban.

## **Kent PNA 2015 – West Kent CCG area**

As part of this assessment, reference was made to the previous one carried out in 2015. <http://www.kpho.org.uk/health-intelligence/service-provision/pharmacy/pharmaceutical-needs-assessments>

### **Within that document it was noted that**

#### ***“Rurality***

*We have been informed that all the areas in NHS West Kent have been reviewed and are designated as either controlled or not controlled.*

#### ***Pharmacy Contracts***

*There has been a slight increase in the provision of pharmaceutical services since 2011 but the number of providers (including dispensing practices) of pharmaceutical services are still below Kent and England average.*

*The pharmacies serving outlying areas and rural Wealden villages 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.*

*The housing developments are still mainly in the planning stage.*

*In 2015 it was recommended that in the West Kent CCG area*

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

*The provision of '100 hour' pharmacies needs to be maintained.*

*The rural pharmacies need to be preserved*

*The provision of new housing in the West Kent area especially in the Wouldham area needs to be reviewed regularly."*

## Consultation

The consultation ran from 15 November 2017 to 22 January 2018 inclusive. All consultation information was held on the consultation directory on [kent.gov.uk](http://kent.gov.uk) with its own weblink: [www.kent.gov.uk/pharmaceuticalneeds](http://www.kent.gov.uk/pharmaceuticalneeds)

The results of the survey and relevant comments can be found within the main Kent overarching folder in Appendices C - F

## Conclusions and recommendations Kent PNA 2018 West Kent CCG area

### **Monday to Friday**

There is good provision of full pharmaceutical services in and around the towns and larger villages. Most of the smaller villages in the area have access to pharmaceutical services through their dispensing surgery.

### **Saturdays**

There is good provision of pharmaceutical services on Saturdays in and around the towns and larger villages.

### **Sundays**

There is good provision of full pharmaceutical services on a Sunday in and around the towns.

The essential small pharmacy scheme has now ended and the pharmacy has reverted to a standard 40 hour contract.

Therefore pharmaceutical services are mainly good across the area from Mondays to Fridays and we do not need any more providers in the area except

- 1) There will be a need for pharmaceutical services in the Leybourne Chase development and in the Peters Village development, within the life of this PNA.
- 2) Much of the current and proposed development in the area will result in the landscape changing from rural to urban. This may have an effect on current provision in these areas.
- 3) Future developments in Paddock Wood and Fort Halstead need to be reviewed regularly.



- 4) Redevelopment of health services in Edenbridge should be reviewed regularly

The provision of '100 hour' pharmacies needs to be maintained.

The provision of rural/outlying pharmacies needs to be preserved.

Lack of parking and access for the disabled was a recurring comment by responders to the consultation. Therefore any new contract must also demonstrate that there is adequate parking available for the business and that access for the disabled is available.

Any application must demonstrate that it can improve on the availability of services across the specific area without destabilising the current provision. It is recommended that if a need is identified, whether foreseen or unforeseen, that the current providers are approached to establish whether they can meet the need, before a completely new contract is considered.

Permission for any applicant to provide extra pharmaceutical services to this area must be carefully considered as to whether it will destabilise the current providers, resulting in closures and less pharmaceutical services being available at crucial times.

The area is changing rapidly and as well as consulting this PNA, the PSRC at NHS England should carry out a rapid review of any area where there is an application, to ensure that the needs of this area have not changed in the lifetime of the PNA. This could include review of rural and urban classification and should be published alongside the PNA in the supplementary statements.

### Document Version Control

<b>Version</b>	<b>Date</b>	<b>Author(s)</b>	<b>Comments</b>
Draft 1	Oct 2017	Cheryl Clennett	1 <sup>st</sup> draft
Draft 2	Oct 2017	KMPHO	Supplementary maps etc. agreed
Draft 3	Oct 2017	PNA Steering Group	Agreed amendments made
Draft 4	Mar 2018	PNA Steering Group	Agreed amendments as a result of the consultation responses
Final Version	Mar 2018	PNA steering Group	Final checks prior to publication after approval from HWB