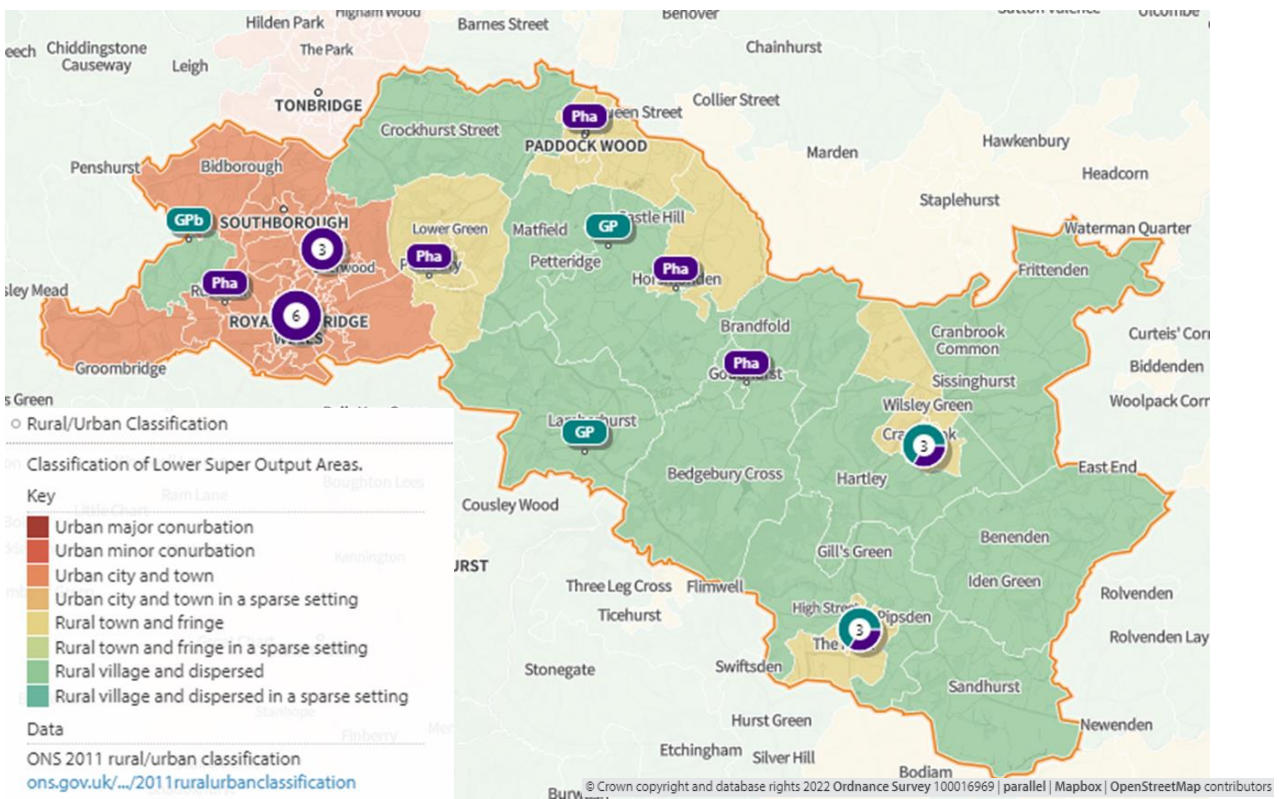


19 Tunbridge Wells Council Locality

1. Key Facts

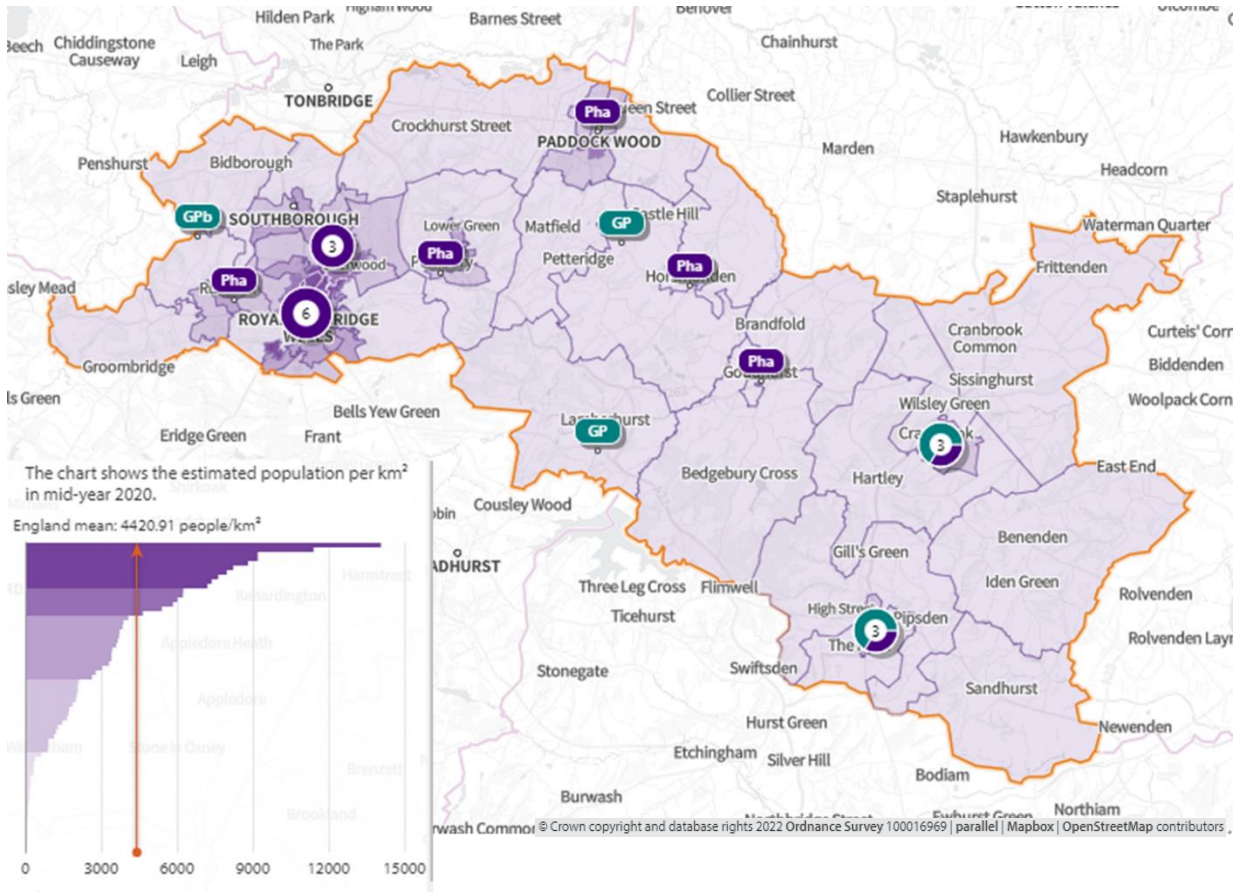
Tunbridge Wells is a local government district in the west of the county. It covers an area of 331.3 square km. Maps 221 and 222 show that the population is concentrated in and around the urban area of Royal Tunbridge Wells, located in the west of the district. Beyond this, the district is largely rural and sparsely populated although there are two large villages in the east and a small town in the north.

Map 204. Rural/urban classification of lower super output areas



Population

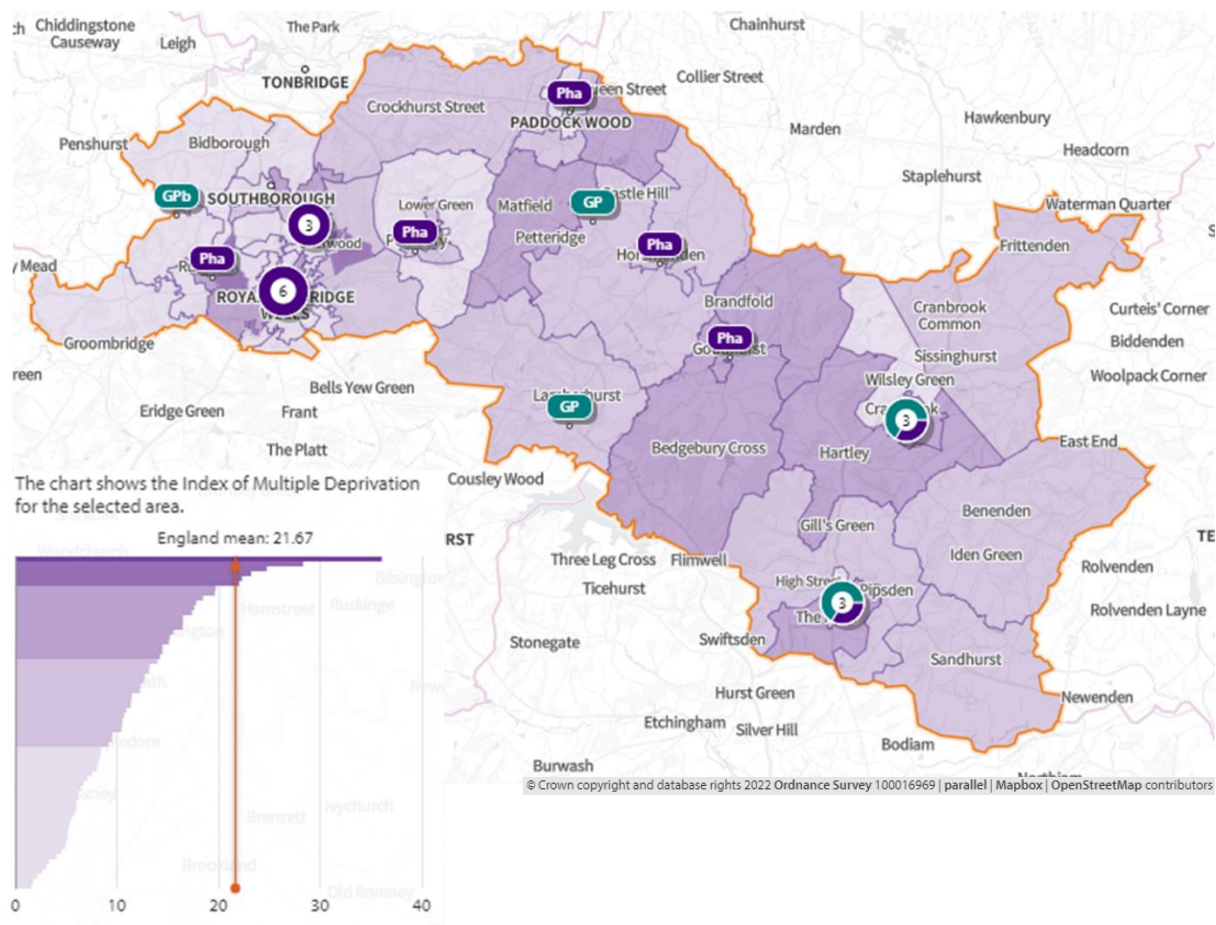
Map 205. Population density of lower super output areas overlaid with locations of pharmacies and dispensing doctors



Deprivation

Map 206 below shows the areas of deprivation in the Tunbridge Wells District locality. Deprivation is low across the district and average deprivation is the lowest in Kent. Employment rates are the second highest in Kent⁽⁶³⁾ and educational attainment is the highest in Kent⁽⁶⁴⁾.

Map 206. Deprivation of lower super output areas overlayed with locations of pharmacies and dispensing doctors



Language

English is the main language for all people aged 16 or over in 94.4% of households in the district. 2.4% of households have no people with English as the main language⁽²⁾.

Home ownership

66% of houses are owned either outright (32%) or with a mortgage (34%). The average number of occupants per household is 2.4, the same as the Kent average⁽²⁾.

Age Distribution

The average age of Tunbridge Wells district residents is 41.7, similar to the Kent average of 41.4. 19.7% of the population is over 65 and 20.1% 0-15⁽²⁾. Life expectancy at birth is 81.6 for males, the highest in Kent and 84.2 for females, the second highest in Kent⁽⁴⁶⁾.

Economy

By industry, the top three employers in the Tunbridge Wells district are wholesale and retail trade (18.8%), human health and social work activities (14.9%), and education (9.9%)⁽¹⁵⁾. Tunbridge Wells has a much higher proportion of employees working in financial and insurance activities compared to the Kent average⁽¹⁵⁾.

Car ownership

17% of households in Tunbridge Wells district do not have a car or van in the household⁽¹³⁾.

Care Homes

There are a considerable number of care homes in the Tunbridge Wells 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

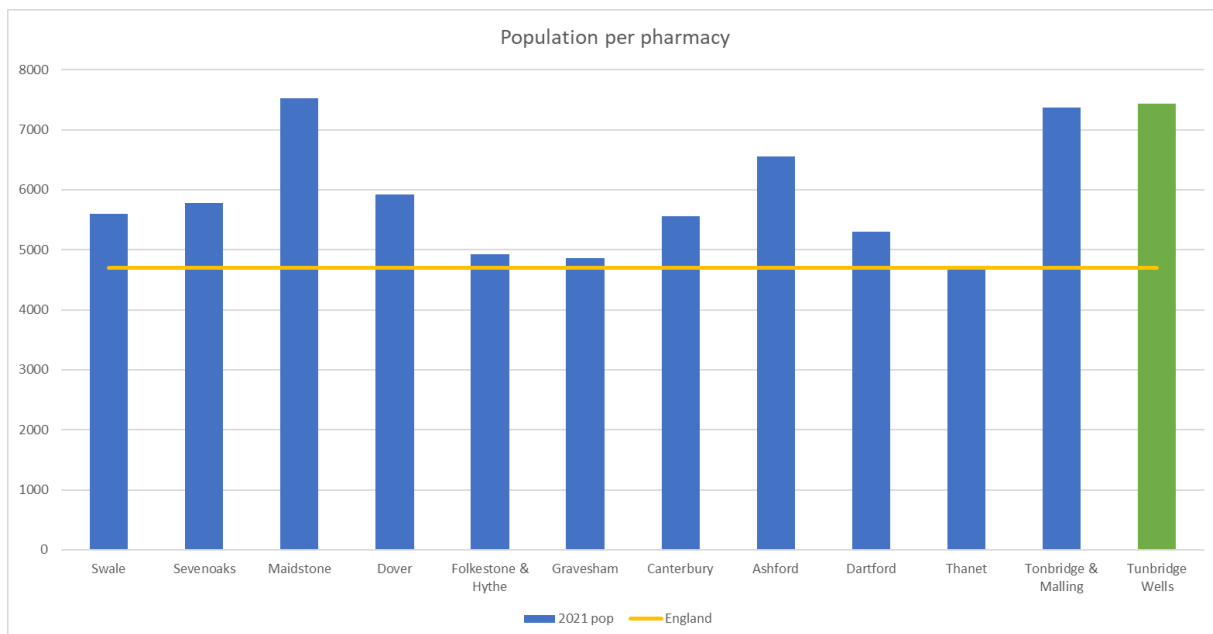
(All data presented in this section is for the financial year 2020/21 with the exception of lateral flow devices data which covers the 4 months from April 2021 to July 2021)

There are sixteen Community pharmacies providing dispensing services in the Tunbridge Wells locality.

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

Each pharmacy provides on average services for 7,434 of the area's population. Figure 48 below shows how this compares with the other localities of Kent.

Figure 48 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 but a slightly higher percentage that are generated outside the locality and dispensed by Tunbridge Wells community pharmacies ⁽¹⁾.

- 1,194 outside prescribers dispense in Tunbridge Wells
 - 8.3% of all items dispensed in Tunbridge Wells
- 19 prescribers in Tunbridge Wells
 - 91.7% of all items dispensed in Tunbridge Wells
- 34 dispensers in Tunbridge Wells
 - 92.1% of all items prescribed in Tunbridge Wells
- 1,419 dispensers outside of Tunbridge Wells
 - 7.9% of all items prescribed in Tunbridge Wells

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 Saturday, with 2 opening on Saturdays and Sundays. This gives a weekly opening hours range of 40 to 101 hours and an average of 54 hours of opening each week. Fourteen of these pharmacies open for at least one hour after 5pm on weekdays.

Table 66 below show the core and supplementary hours of each pharmacy⁽⁶⁵⁾.

Table 66. 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
Rusthall Pharmacy	40	4	44	0.5	4	0
Heath Pharmacy	40	7	47	1.5	4.5	0
Hawkhurst Pharmacy	40	18.5	58.5	2	8.5	0
Hollis Pharmacy	40.17	5.33	45.5	1	6.75	0
Day Lewis Pharmacy	40	7	47	1	7	0
Imperial Pharmacy	40	13.5	53.5	1	8.5	0
Greggswood Pharmacy	40	4	44	1	4	0
Lloydspharmacy (in Sainsbury)	101	0	101	6	15	6

Table 66 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
The Pharmacy	40	0	40	1	4	0
Paddock Wood Pharmacy	40	15.5	55.5	1.5	8	0
Paydens	40	9	49	1	4	0
Carrs Corner Chemists	45	6.5	51.5	1.5	4	0
A E Hobbs Ltd	40	11	51	0.5	8.5	0
Boots the Chemists	40	23	63	3	9.5	6
LloydsPharmacy	40	15.5	55.5	1.5	8	0
Pembury Pharmacy	40	15.5	55.5	1.5	8	0

The dispensing Gp practices in the Tunbridge Wells are are:

- The Old bakery Surgery, Speldhurst TN3 0PF
- Northridge Medical Practice, Hawkhurst TN18 4EX
- Howell Surgery, Brenchley TN12 7NQ
- Lamberhurst Surgery TN3 8EX
- Old School Surgery, Cranbrook TN17 3JB
- Wish Valley Surgery, Hawhurst TN18 4NB
- Orchard End Surgery, Cranbrook TN17 3AY

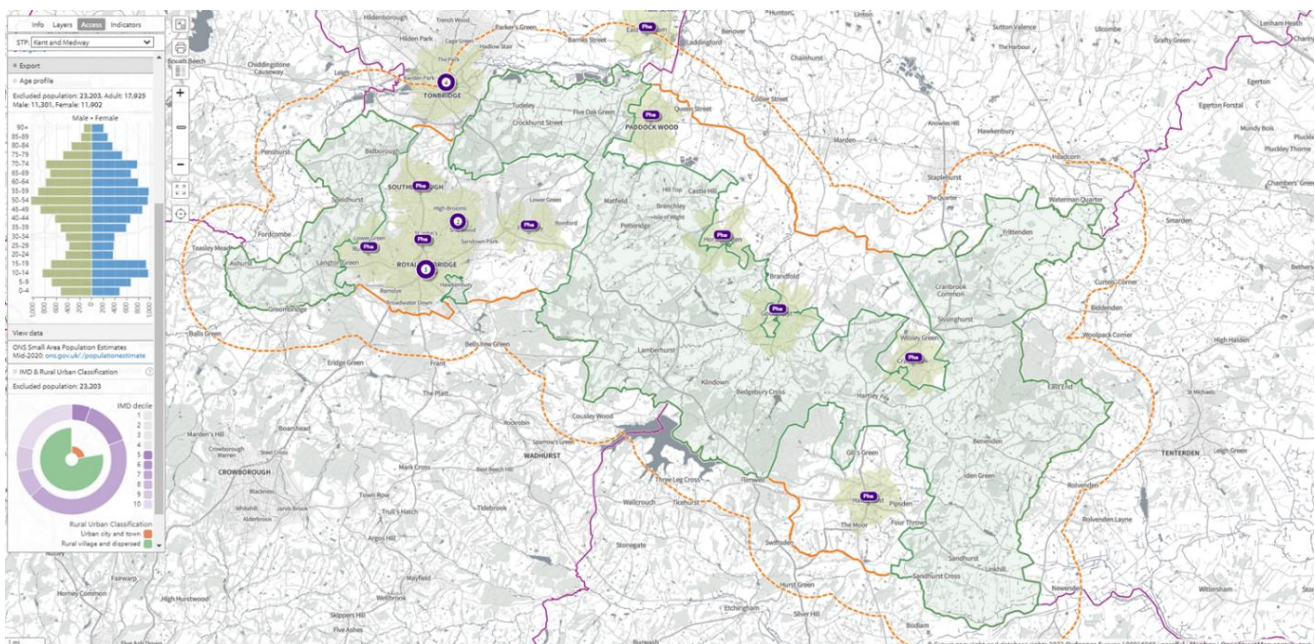
Travel times

Access during **core opening hours**

Walking 20 minutes

In **map 207**, below, the olive-green shaded areas are within a 20-minute walk of a community pharmacy. Olive green shaded areas are within a 20-minute walk of a community pharmacy. 23,203 (19.5%) people are not within a 20-minute walk. 23.5% (5,422) of 65+ population is not within a 20-minute walk of a community pharmacy.

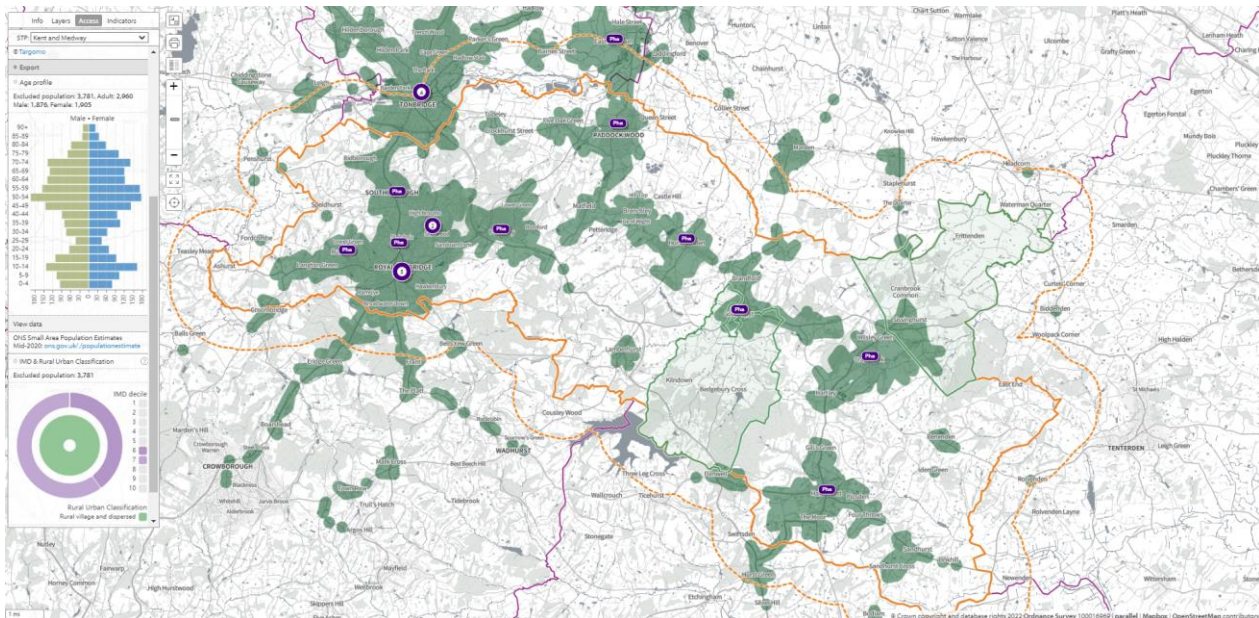
Map 207. Locations of community pharmacies and lower super output areas not within a 20-minute walk



Public Transport 20 minutes

In **map 208**, below, the green shaded areas area within 20-minutes by public transport of a community pharmacy/dispensing GP practice. Green shaded areas area within 20-minutes by public transport of a community pharmacy on weekdays. 3,781 (3.2%) people are not within 20-minutes by public transport of a community pharmacy. 4% (912) of 65+ population is not within a 20-minute walk of a community pharmacy

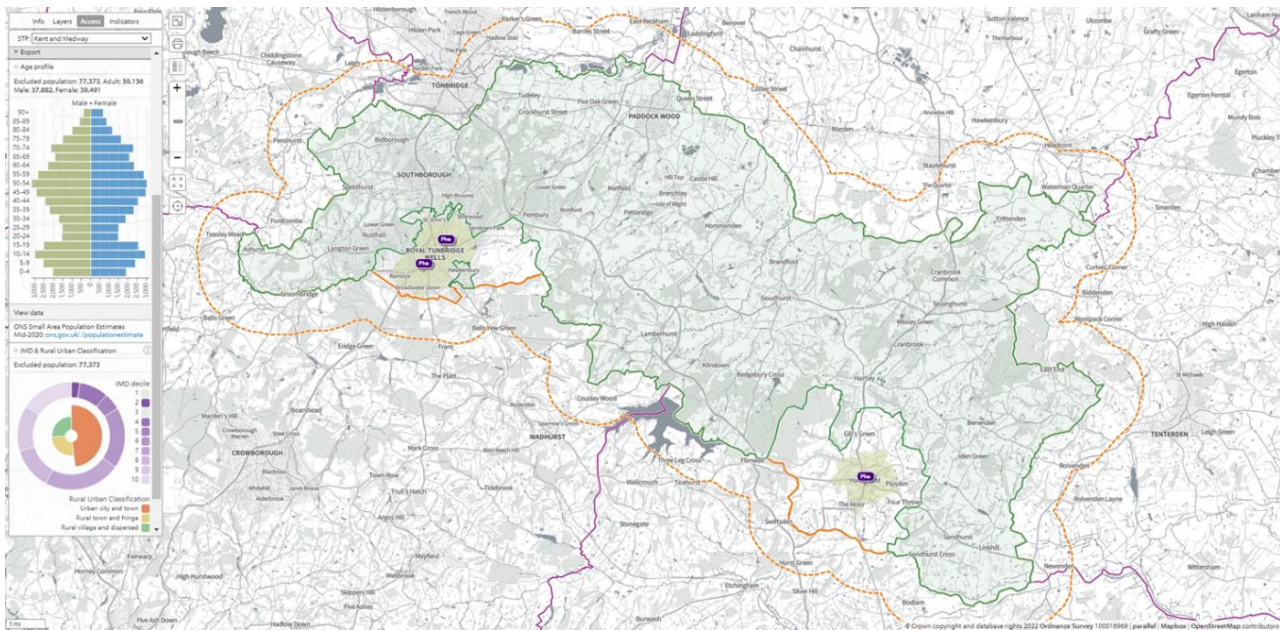
Map 208. Locations of community pharmacies and lower super output areas not within 20-minutes by public transport on weekday mornings



After 7 pm weekdays walking

In **map 209**, 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. 77,373 (65%) people are not within a 20-minute walk of a community pharmacy that opens until at least 7pm on weekdays. 69.8% (16,082) of 65+ population is not within a 20-minute walk of a community pharmacy that opens until at least 7pm on weekdays.

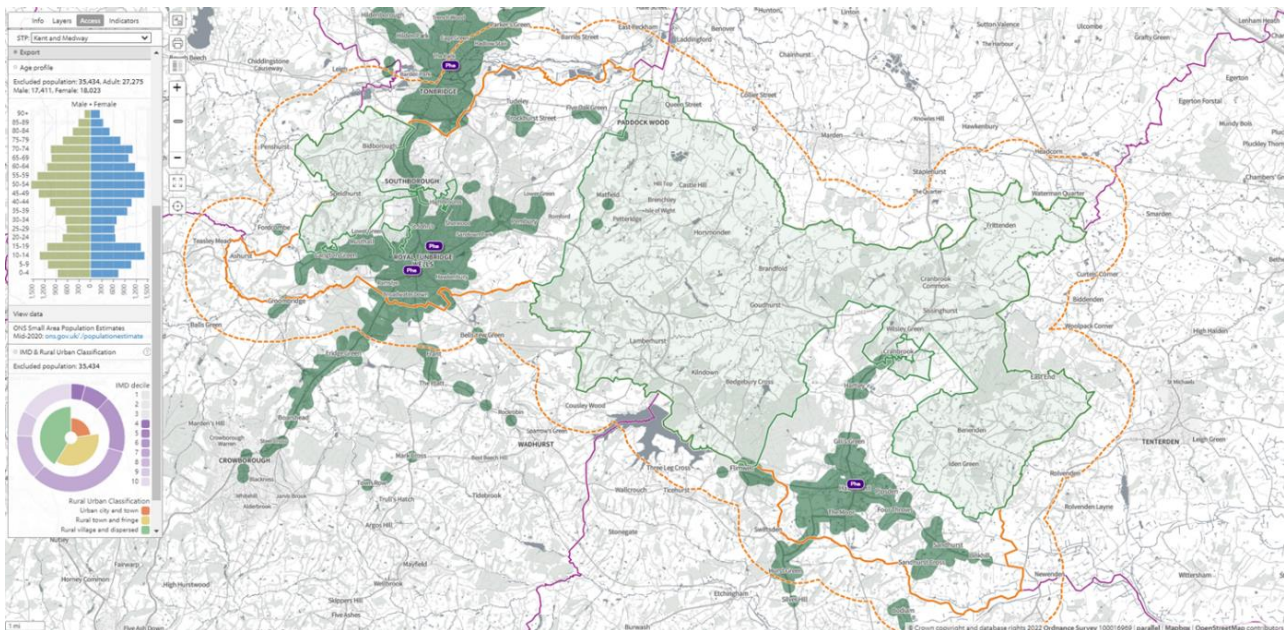
Map 209. Locations of community pharmacies open until at least 7pm and lower super output areas not within a 20-minute walk



After 7pm weekdays public transport

In **map 210**, 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. 35,434 (25.9%) people are not within 20-minutes by public transport that opens past 7pm on weekdays. 29.6% (6,819) of 65+ population is not within 20 minutes by public transport of a community pharmacy that opens past 7pm on weekdays.

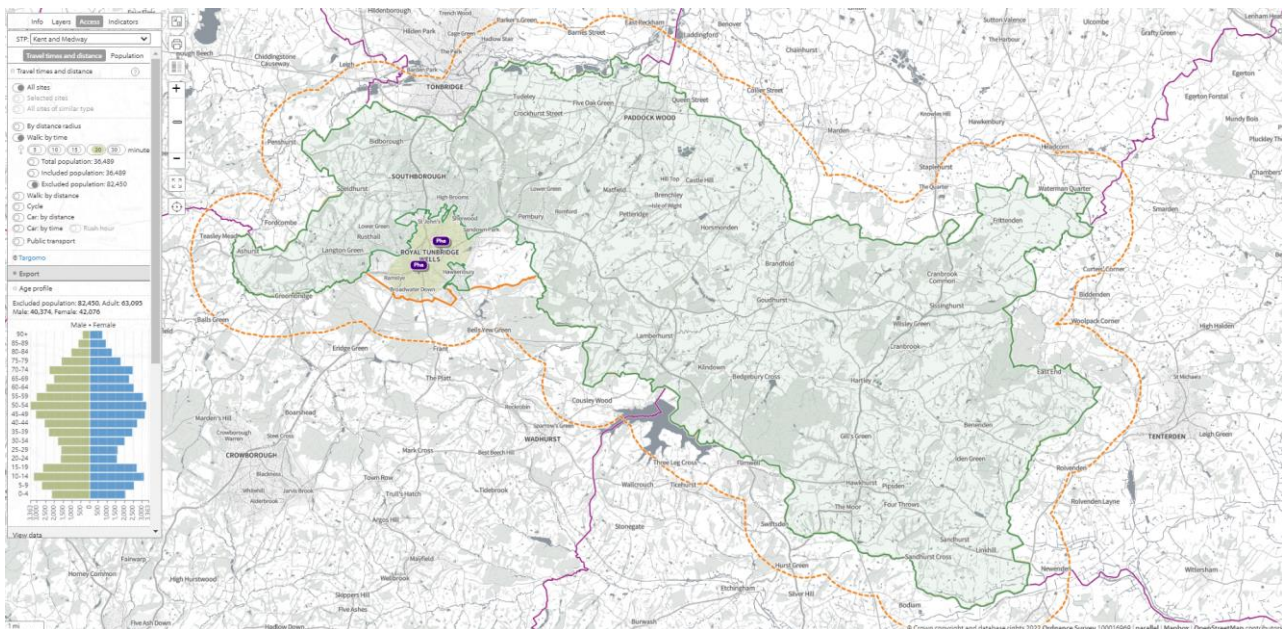
Map 210. Locations of community pharmacies open until at least 7pm and lower super output areas not within 20-minutes by public transport on weekday evenings



Access on Sundays

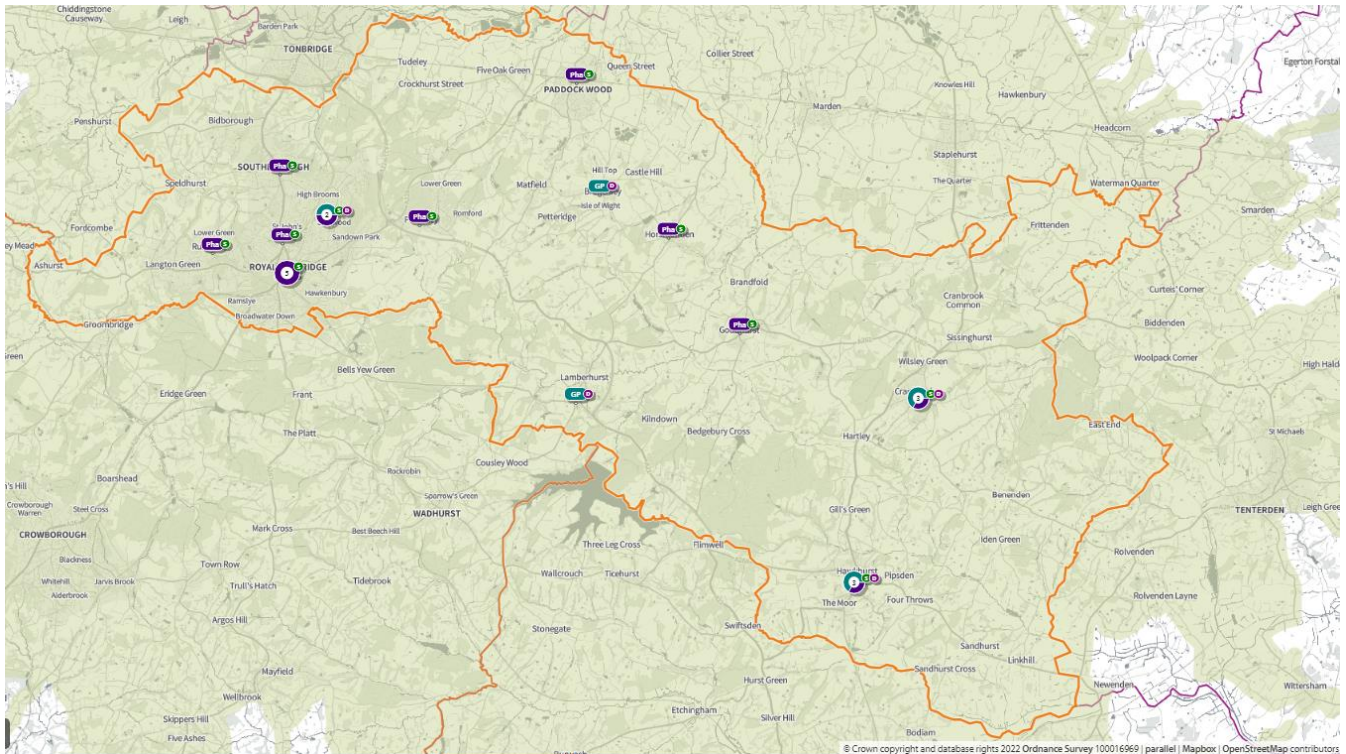
In **map 211**, below, the olive-green shaded areas are within a 20-minute walk of a community pharmacy that opens on Sundays. Olive green shaded areas are within a 20-minute walk of a community pharmacy that opens on Sundays. 69.3% (82,450) of the population is not within a 20-minute walk of a community pharmacy that opens on Sundays. 75.2% (17,342) of 65+ population is not within a 20-minute walk of a community pharmacy that opens on Sundays

Map 211. Locations of community pharmacies open on Sundays and lower super output areas not within a 20-minute walk



In **map 212** below, access during **core opening hours and Saturdays** 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.

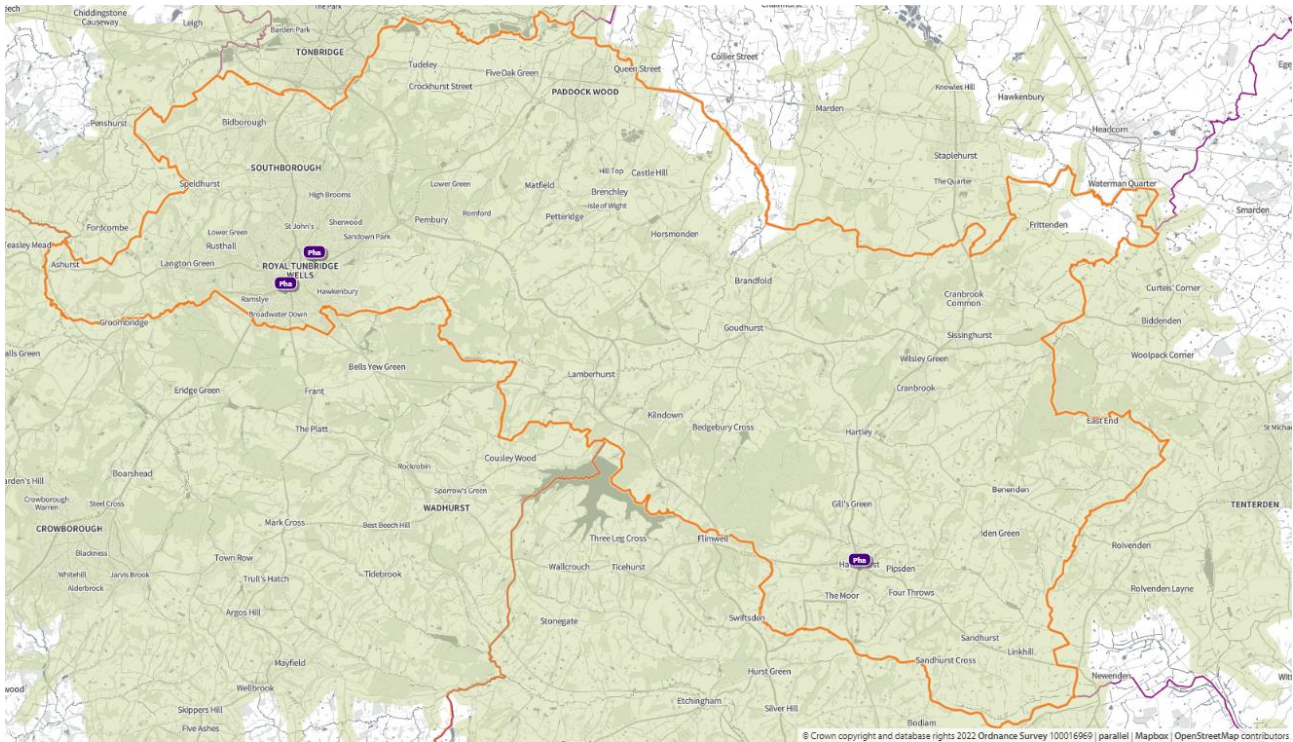
Map 212. Locations of community pharmacies, dispensing GPs and areas within 20-minutes by car



S = open Saturday N = open Sunday

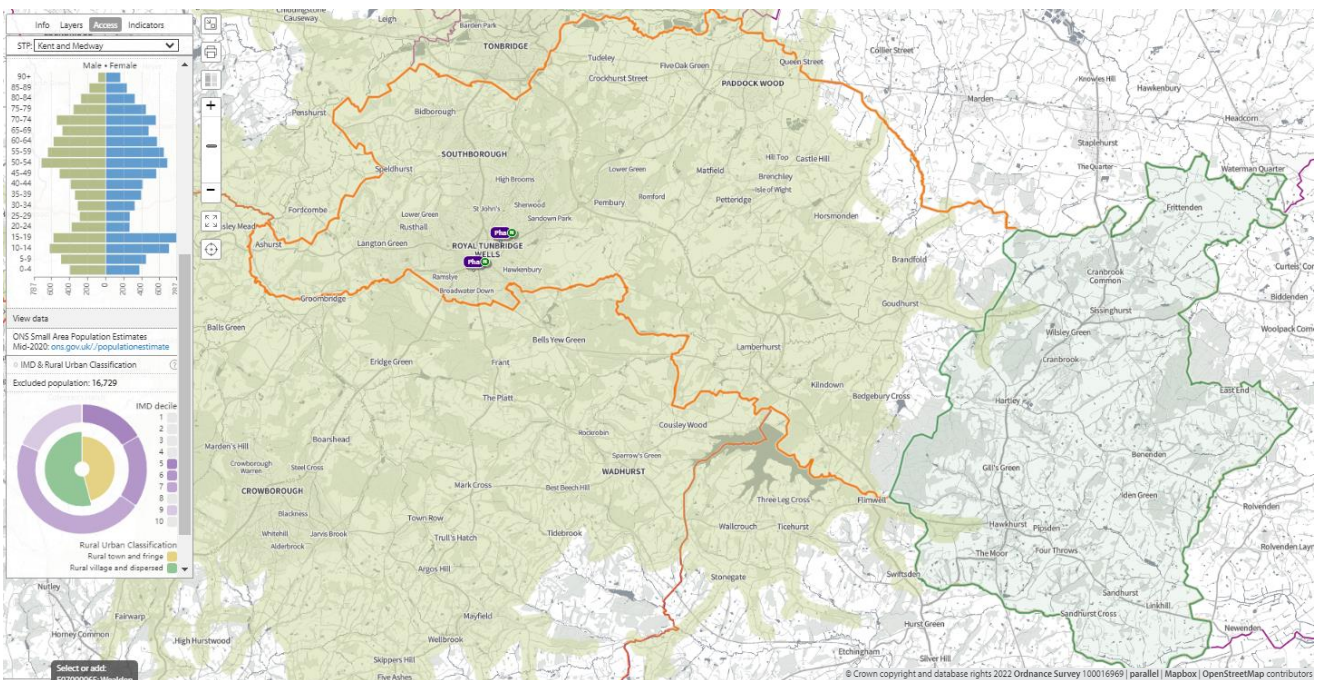
In **map 213** below, the green shaded areas are within **20-minutes by car** of a community pharmacy that opens **until at least 7pm on weekdays**. The entire population is within a 20-minute drive.

Map 213. Locations of community pharmacies open until at least 7pm and areas within 20-minutes by car



In **map 214** below, the green shaded areas are within **20-minutes by car** of a community pharmacy that opens on **Sundays**. 14.1% of the population (17.8% of 65+) is not within 20-minutes by car.

Map 214. Locations of community pharmacies open on Sundays 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.

- 2.24 million items prescribed in Tunbridge Wells
 - 2.03 million items dispensed in Tunbridge Wells
 - 1.51 million (74.7%) via Electronic Prescription Service
 - 210,727 dispensed outside of the district
 - 87,830 distance selling
 - 69,436 - Tonbridge and Malling
- 2.14 million items dispensed in Tunbridge Wells
 - 1.85 million items dispensed by community pharmacies in Tunbridge Wells
 - 294,137 dispensed by 18 GP practices:
 - 62,558 – North Ridge Medical Practice
 - 41,819 – Howell Surgery
 - 118,543 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 pharmacies
- 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 Tunbridge Wells locality in 2020/21.

Table 67. Number of pharmacies providing advanced services

Advanced service name	No. of pharmacies
New Medicine Service	14
Appliance Use Review	0
Hypertension Service [‡]	13
Stoma Appliance Customisation	1
Community Pharmacist Consultation Service (CPCS) [‡]	14
Hepatitis C Antibody Testing Service	0
Seasonal Influenza Vaccination Advances Service	14
Covid Vaccination Service*	0
Covid Home Delivery Service*	14
Covid lateral flow device distribution*	17

*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:

- Brenchley and Horsmonden Surgery: Horsmonden Surgery opens 6.30pm-7.30pm on Mondays
- Lamberhurst Surgery opens 4pm-7.45pm on Mondays
- Orchard End Surgery opens until 8pm on Tuesdays

- The Wells Medical Practice opens at 6.15am on Tuesdays, Wednesdays and Thursdays, and opens until 7.30pm on Wednesdays
- Waterfield House opens until 7.30pm on Mondays

There is an urgent treatment centre situated in the Tunbridge Wells Hospital at Pembury. It is open 8am to 8pm every day of the year.

There is an Accident and Emergency department situated in the Tunbridge Wells Hospital at Pembury. It is open 24 hours a day every day of the year.

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.

The number of prescriptions from these services is shown below:

- 10 pharmacies dispensed a total of 1,859 (mean = 186, range = 22-572) items from drug and alcohol services
- All 16 pharmacies and 3 GPs dispensed a total of 611 (mean = 32, range = 1-81) items from Kent and Medway NHS and Social Care Partnership Trust (secondary mental health services)
- 10 pharmacies dispensed a total of 95 items (mean = 10, range = 4-17) from KCHFT
- 16 pharmacies and 5 GPs dispensed a total of 3,315 items (mean = 158, range = 375) from Kent and Medway hospitals

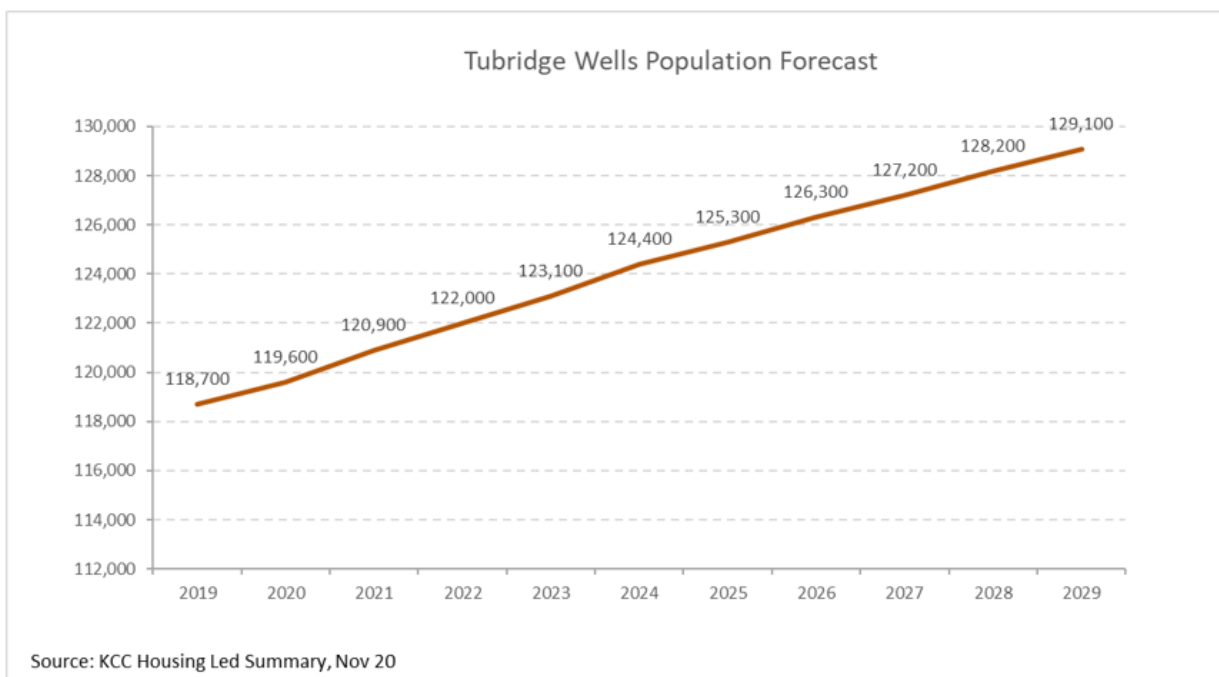
6. Choice with regard to obtaining pharmaceutical; services

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

The population of Tunbridge Wells district is projected to increase by 5% to 125,300 in 2025 as can be seen in Figure 49 below. This is an increase of 400 people per pharmacy from 2020. As stated in the community pharmacy contractor survey one pharmacy in the Tunbridge Wells locality does not have the capacity to meet an increased demand for services. There are 1,150 new houses proposed in the catchment of this pharmacy, however, there are another 5 pharmacies within a one-mile radius.

Figure 49 Tunbridge Wells population forecast



 **1 pharmacy per 7,831 people in 2025**

Map 215 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 7,560 people.

Map 215. Location of housing developments

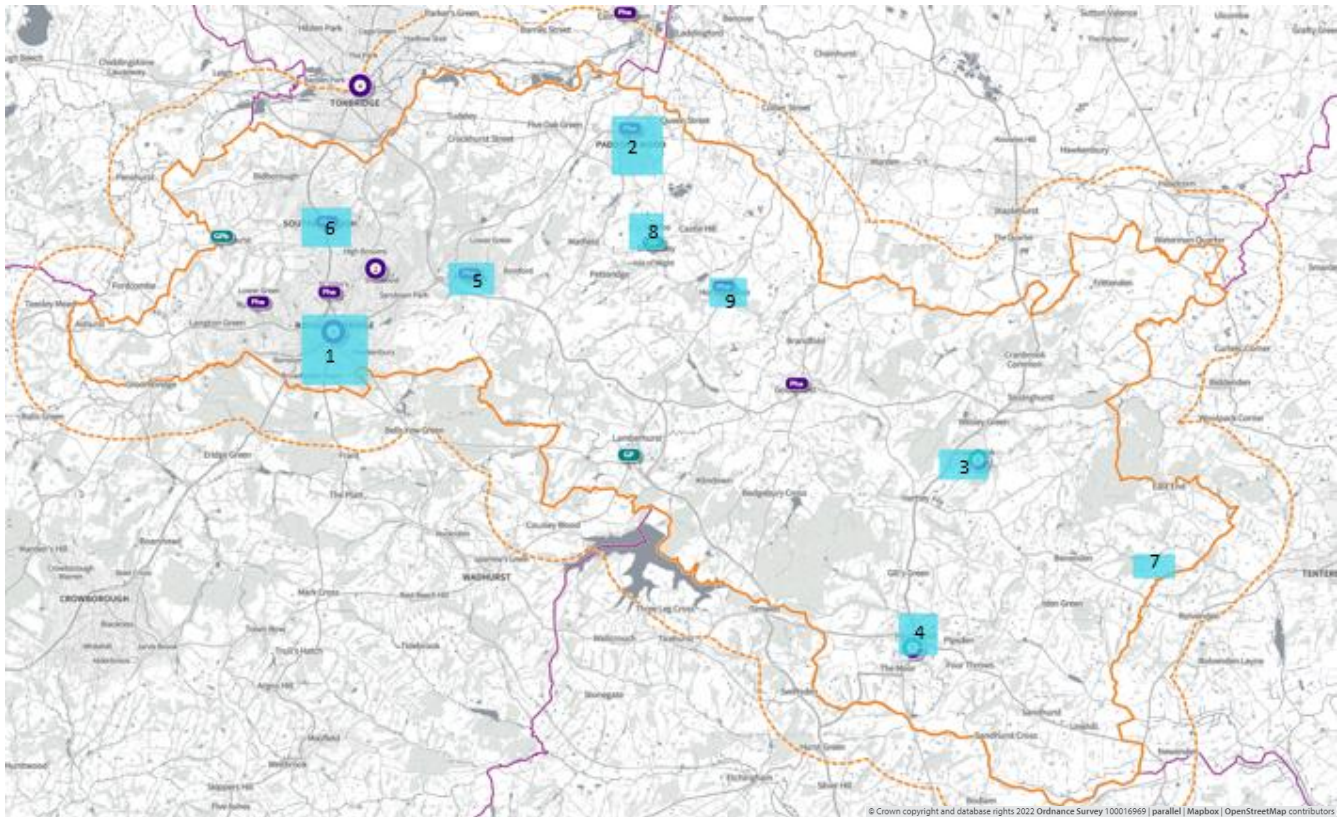


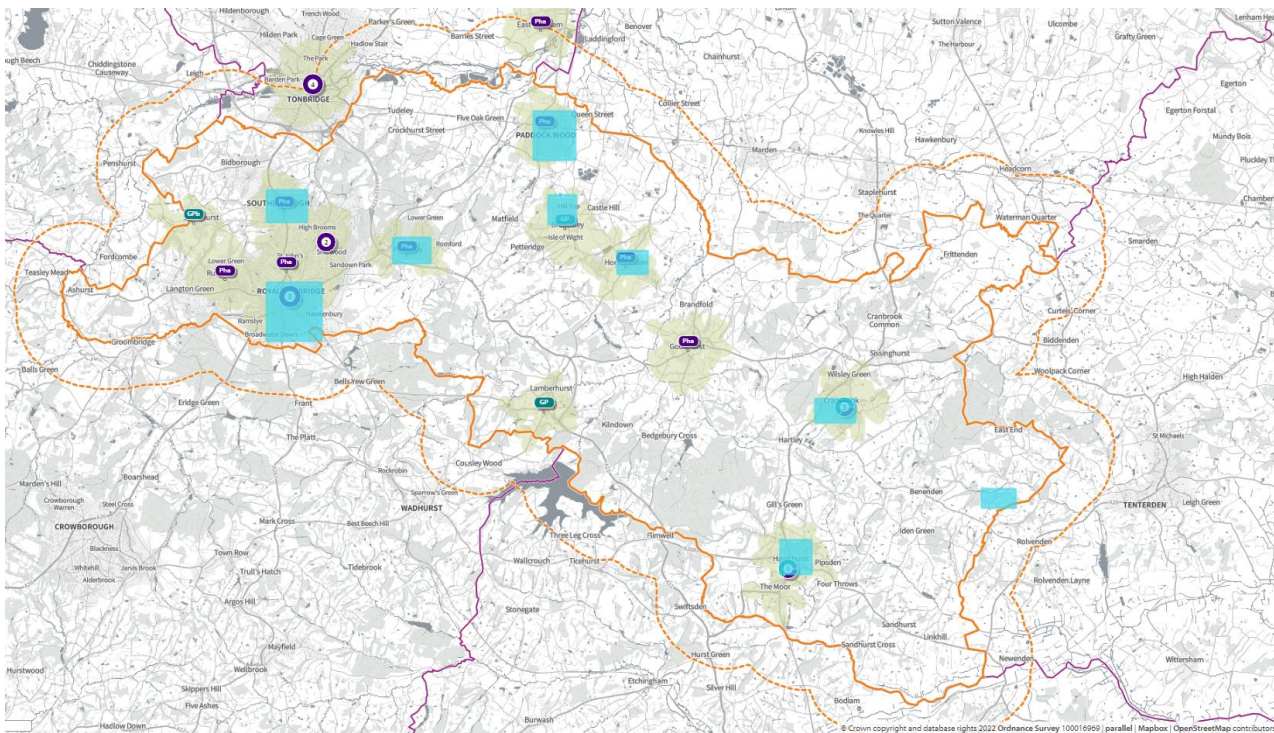
Table 68. Proposed housing developments – number of dwellings per year at each development

Site Name	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	2025	2030
1. Tunbridge Wells	416	257	248	229	165		98	70	15	1150	1498
2. Paddock Wood	222	229	240	147	447	325	300	300	300	838	2510
3. Cranbrook & Sissinghurst	22	153	125	157						457	457
4. Hawkhurst	42	49	44	31						166	166
5. Pembury	3	97	40	25						165	165
6. Southborough	64	44	26							134	134
7. Benenden	12	23	49	24						108	108
8. Brenchley and Matfield	8	44	14							66	66
9. Horsmonden	8	8	30	20						66	66

Walking 20 minutes Monday to Friday 09:00- 17:00

In **map 216**, 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.

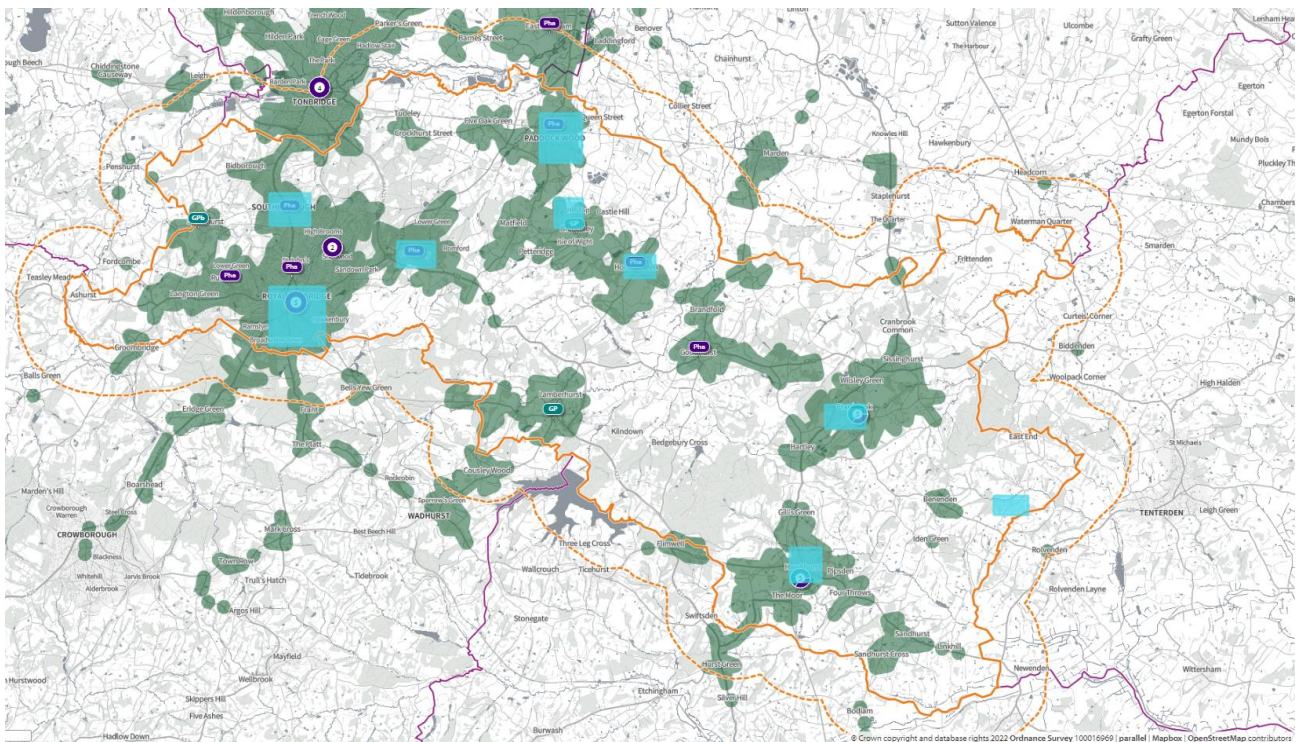
Map 216. Location of community pharmacies/dispensing GPs, proposed housing developments, and areas within a 20-minute walk of a community pharmacy/dispensing GP



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

In **map 217**, 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.

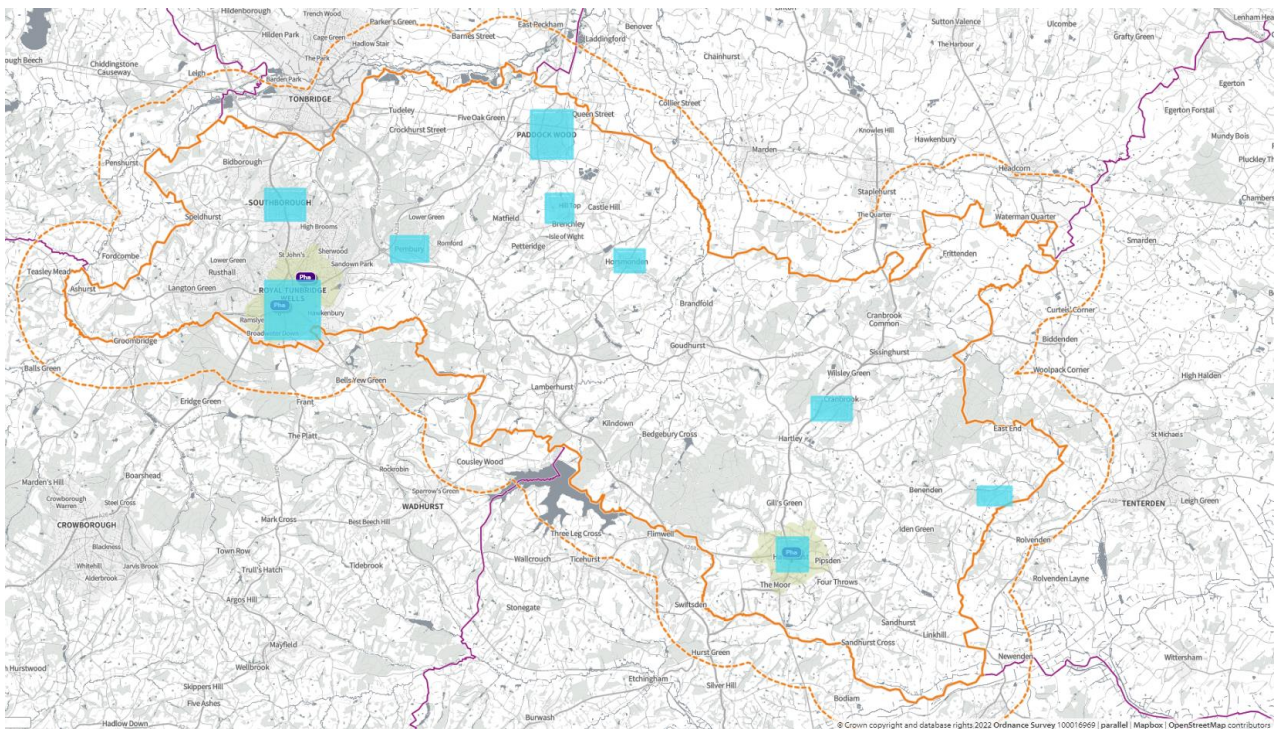
Map 217. Location of community pharmacies, proposed housing developments, and areas within 20 minutes of a community pharmacy by public transport on weekday mornings



Walking 20 minutes 7pm opening Monday to Friday

In **map 218**, 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.

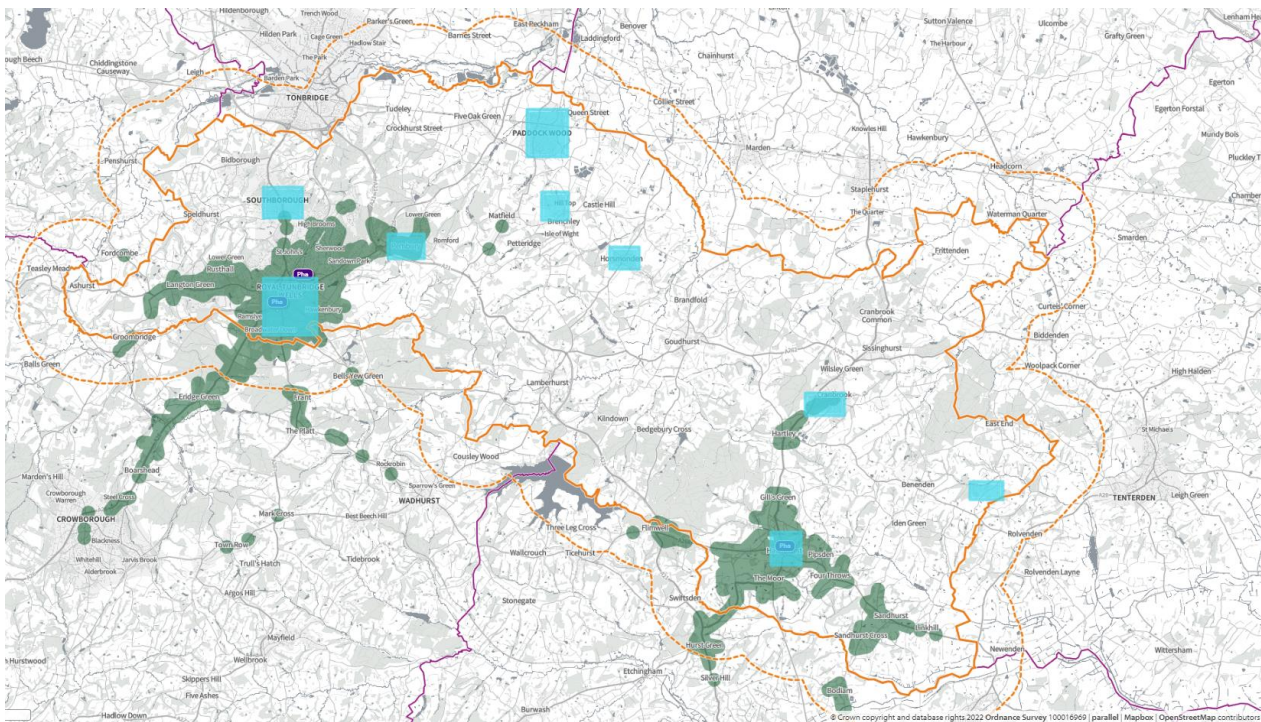
Map 218. Location of community pharmacies, proposed housing developments, and areas within a 20-minute walk of a community pharmacy that is open until at least 7pm on weekdays



Public transport 7pm opening Monday to Friday

In **map 219**, 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.

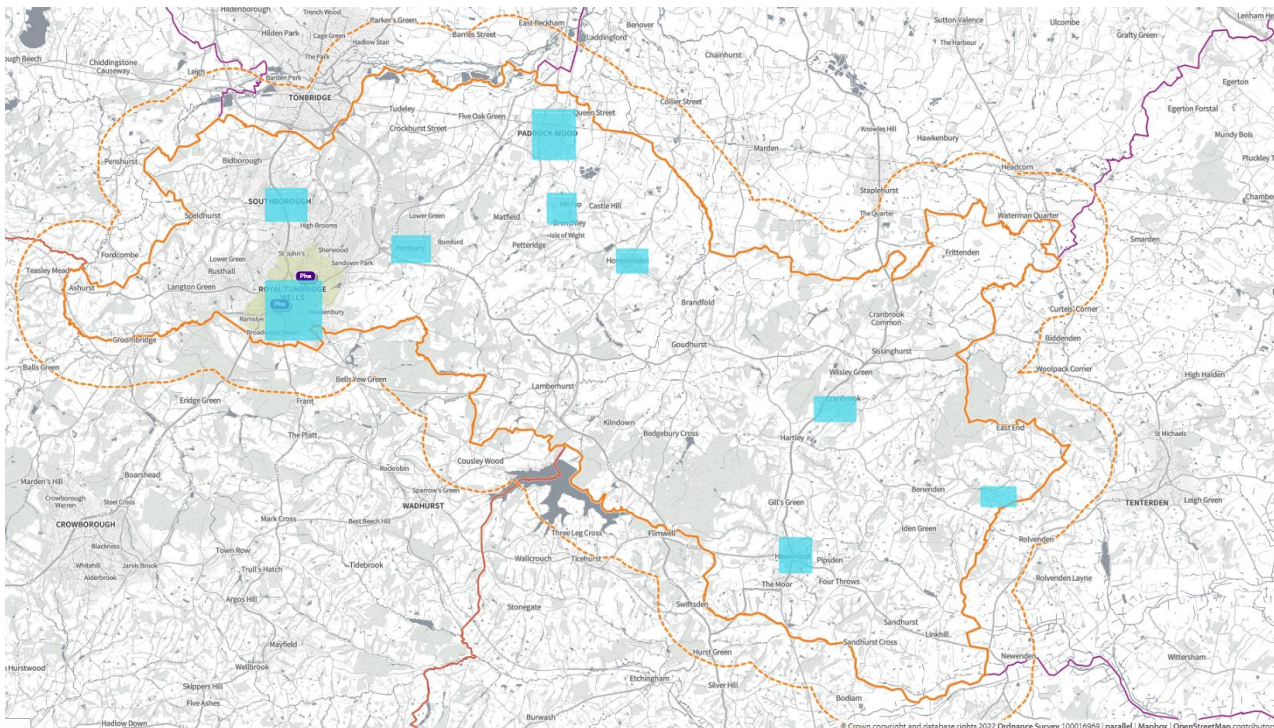
Map 219. Locations of community pharmacies open until at least 7pm on weekdays, proposed housing developments, and areas within 20 minutes of a community pharmacy by public transport on weekday evenings



Walking 20 minutes Sunday

In **map 220**, 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 220. 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 the provision of services identified as necessary by the Kent HWB.

9. Improvements or better access: Gaps in provision

Sunday opening of at least one pharmacy in the east of the locality would improve access by car within 20 minutes for almost 17,000 people.

There is no Hepatitis C service in this locality. Provision of a service would improve services to the population.