

Kent Pharmaceutical Needs Assessment

**Dartford, Gravesend,
Swanley and surrounding areas
co-terminus with Dartford,
Gravesham & Swanley CCG**

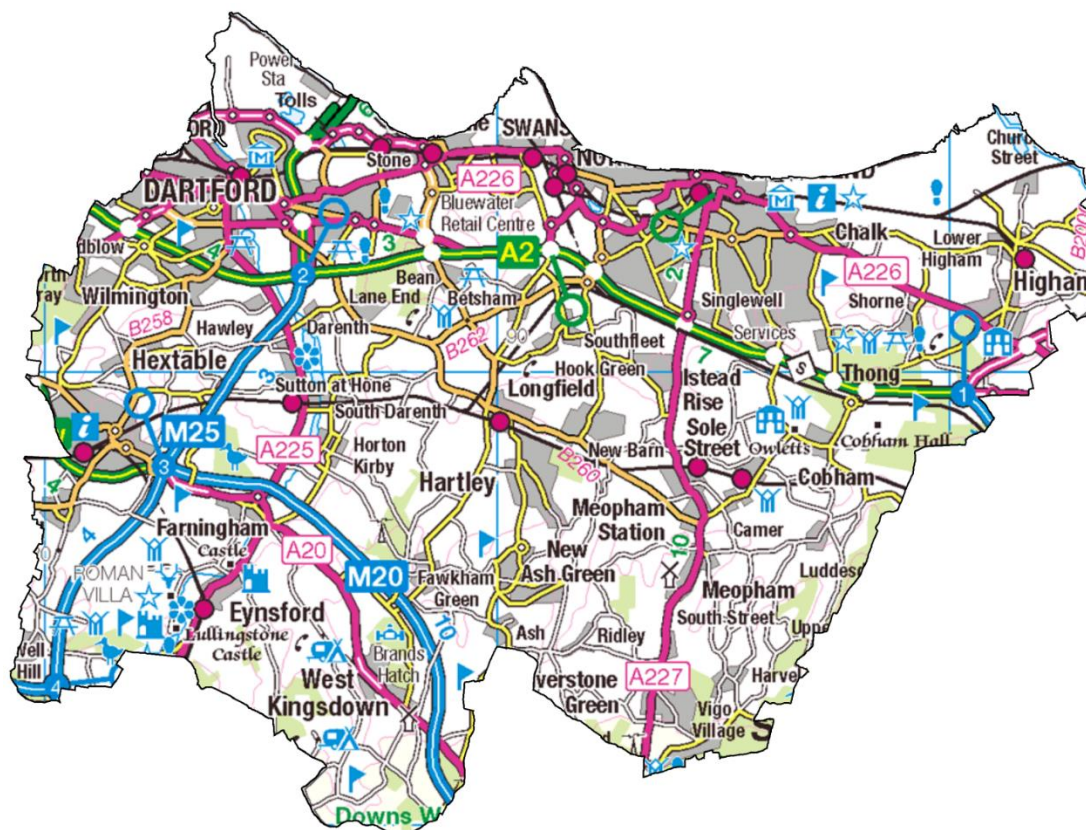
**The accompanying maps etc. in Appendix A should be
viewed alongside this document**

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Introduction

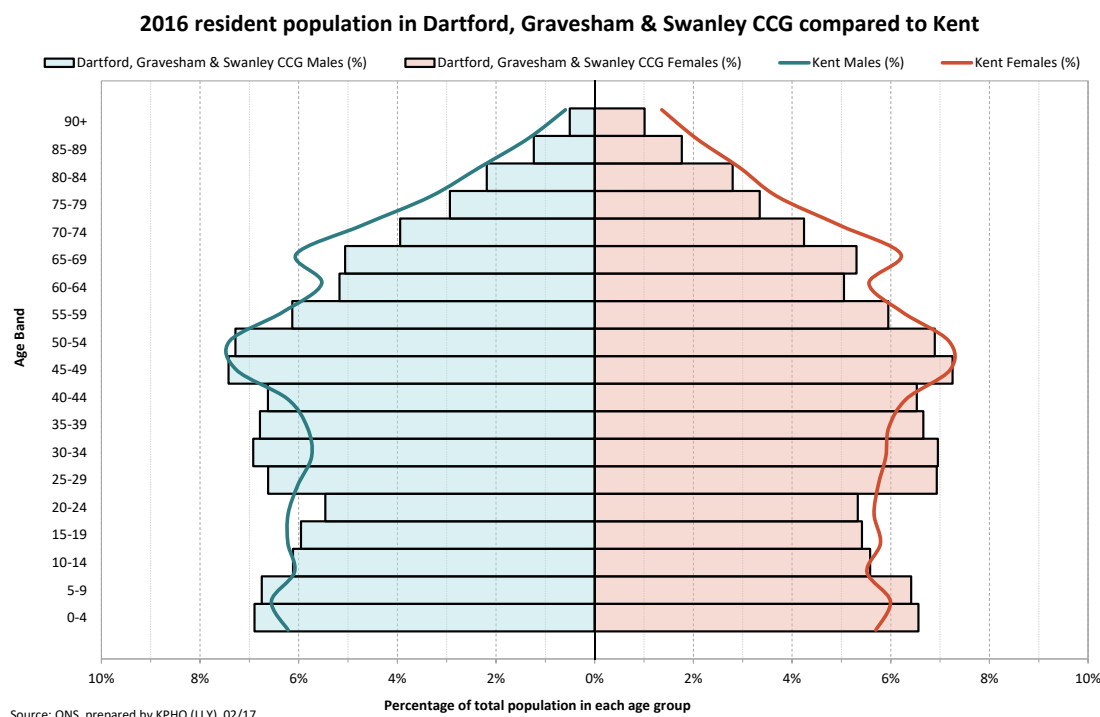
This document has been written as part of the main Kent Pharmaceutical Needs Assessment (PNA) to allow judgements to be made using local data. **This document should be read in conjunction with the main Kent PNA.**



The area consists of 3 main towns, Dartford, Gravesend and Swanley along with the surrounding areas. The area is covered by Dartford Borough Council, Gravesham Borough Council and Sevenoaks District Council

Dartford, Gravesham and Swanley Clinical Commissioning Group (DGS CCG) covers patients from 32 practices, with a registered practice population of just over 266,000. The CCG area covers the same area as Dartford Borough Council and Gravesham Borough Council as well as the Swanley area of Sevenoaks District Council

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



Dartford, Gravesham and Swanley has a higher percentage of under 4 year olds than the national profile but a considerably smaller proportion of those aged between 20 and 24. The largest section of the population in the CCG area are aged between 40 and 55 years old.

Dartford, Gravesham and Swanley CCG has a more diverse population in terms of ethnicity than other areas in Kent, with 13.0% of the population having non-White ethnic background. Among the under 16 age band, there is larger ethnic diversity, with 19.8% of people belonging to a black or minority ethnic group, compared to 4.3% in the over 65 age category. Asian is the most common ethnic minority group, accounting for 7.0% of the population

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

Practice data¹ shows that out of a practice population of 266,075 there are 35,157 children aged 0-9 living in the DGS area (13.2%) and 44,959 people who are over 65 in the DGS area (16.9%), These age groups are considered to be the main users of pharmaceutical services.

¹ PCIS practice data June 2017

Care Homes

There are a number of care homes in the Dartford, Gravesham and Swanley 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.

Mosaic Public Sector definitions

There are four dominant groups in Dartford, Gravesham and Swanley CCG, which account for 49.6% of the population:

Group E: Suburban Stability – “Mature suburban owners living in settled lives in mid-range housing” accounts for 11.3%

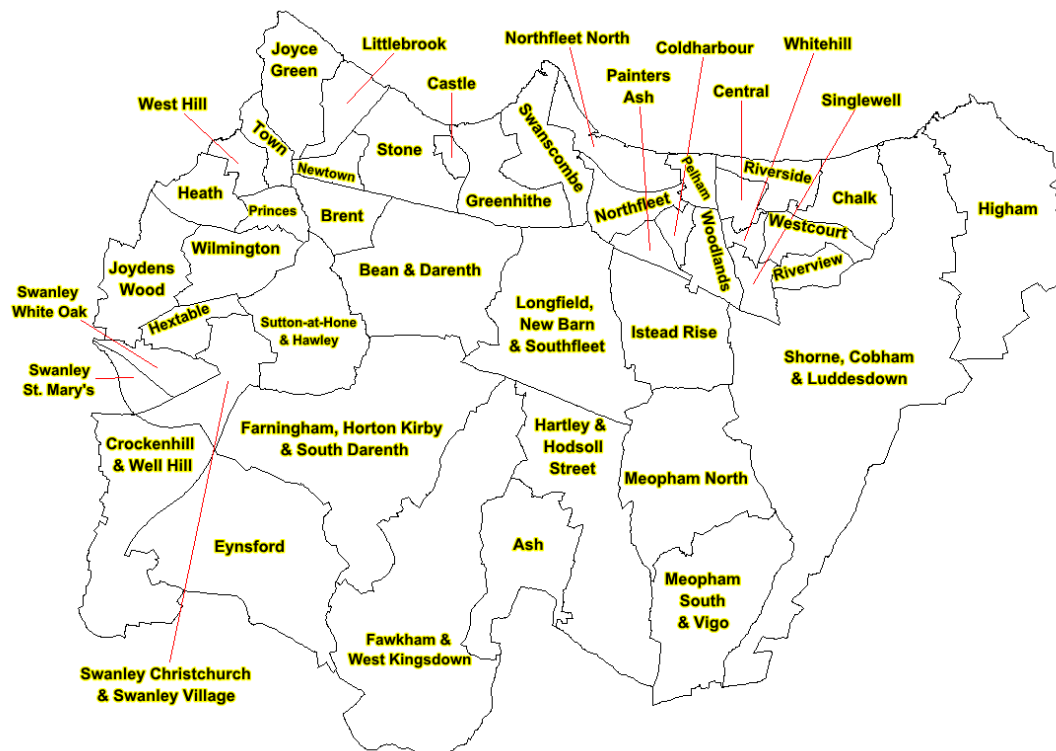
Group F: Senior Security - “Elderly people with assets who are enjoying a comfortable retirement” accounts for 11.0%

Group H: Aspiring Homemakers - “Younger households settling down in housing priced within their means” accounts for 16.4%

Group M: Family Basics - “Families with limited resources who have to budget to make ends meet” accounts for 10.8%

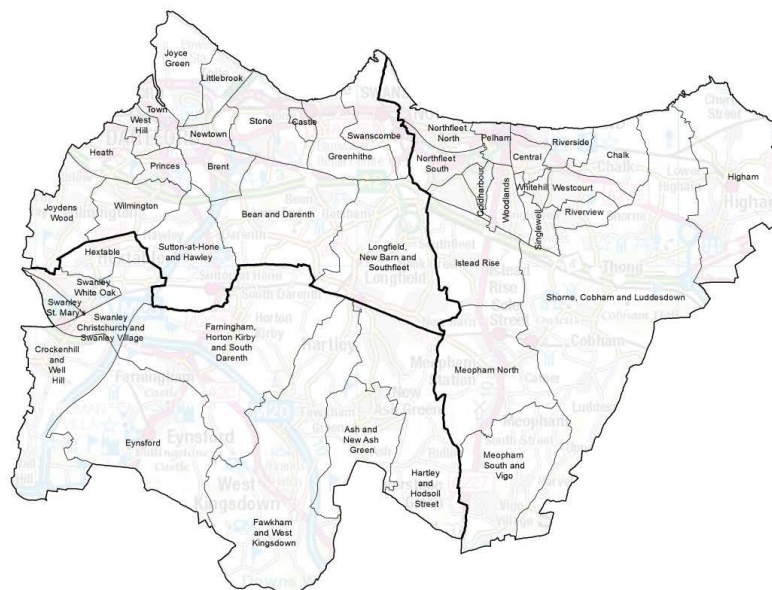
Other groups are identified in full in the area Health and Social Care Maps.

The map below of Dartford, Gravesham and Swanley CCG shows ward boundaries as of 2011



Prime electoral wards within Dartford, Gravesham and Swanley CCG area 2011

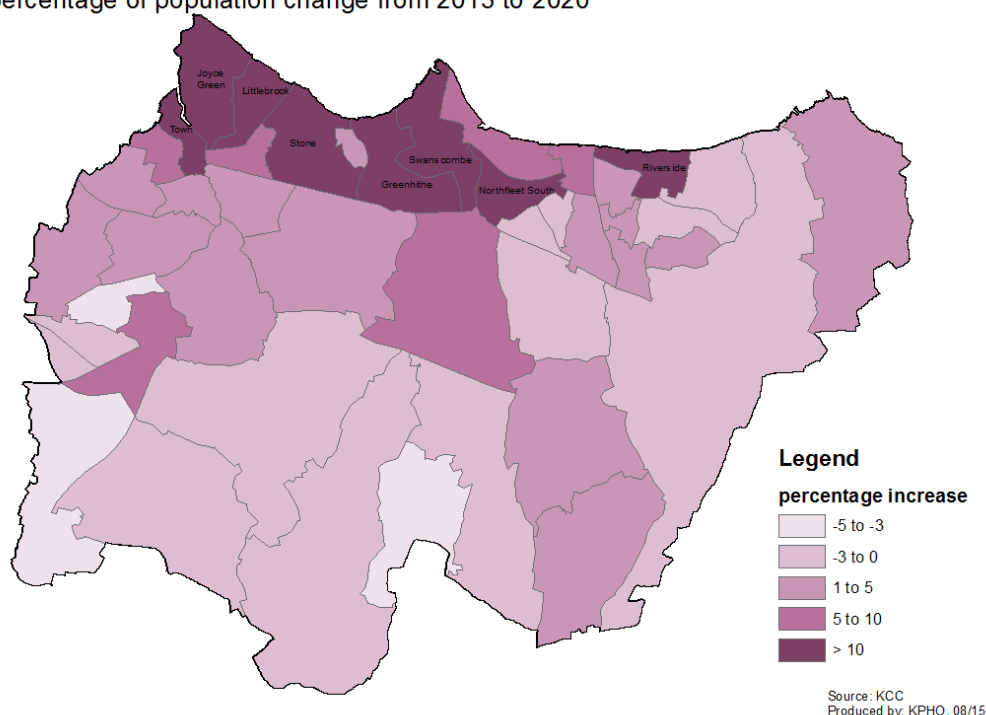
The map below of Dartford, Gravesham and Swanley CCG shows ward boundaries of 2015; ward 2015 boundaries have been used to map the 2015 population.



The most deprived wards in the DGS area are Singlewell, Riverside, Northfleet North, Westcourt, Coldharbour and Pelham in Gravesend, Joyce Green, Littlebrook, Swanscombe, Princes and Town in Dartford and Swanley St Mary's in the Swanley area.

Average life expectancy (at birth, 2011-2015) is 81.3 years, marginally lower than the Kent average of 81.8 years. Local inequalities are demonstrated by the 10.5 year gap between the ward with the highest deprivation (Northfleet North) and that with the least deprivation (Crockenhill and Well Hill).

The percentage of population change from 2013 to 2020



Increases in population are expected across all age bands in Dartford, Gravesham and Swanley CCG according to Office for National Statistics population projections. The largest increase is anticipated in the 85 and above age band, an increase of 22.7%, representing 1,325 additional individuals between 2015 and 2020. By 2020, the overall Dartford, Gravesham and Swanley population is estimated to be 268,871.

Transport Links

See map on Page 3

The transport links for Dartford, Gravesham and Swanley CCG are good; the M25 and the Dartford crossing connect the CCG with Essex. Easy access to the A2 provides good links to London and the coastal ports.

Traffic congestion particularly on the M25 from vehicles accessing the Dartford Crossing could have a negative impact on health due to higher levels of air pollution such as PM10s that are associated with circulatory and respiratory disease, noise pollution and accidents.

Gravesham has always benefited from excellent transport links to the rest of the UK and Europe with convenient access to the motorway network, direct access to the channel ports, frequent rail services to London and short travel times to the South East's major airports. Javelin trains travel at high speeds up to 140mph from London St Pancras International or Stratford International to Ebbsfleet International and Ashford International, then go on to call at many stations across Kent – including Canterbury, Margate, Ramsgate, Dover and the Medway towns. Eurostar trains from London stop at Ebbsfleet international providing through service to Brussels and Paris.

Public transport links are good especially if you are close the main towns, near to the main roads or near the railway lines. Community Transport services are available to residents who are unable to access public transport easily. In an NHS Litigation Authority (now called NHS Resolution) ruling about a case of access and choice of pharmaceutical services, a travel distance of six miles by car or public transport was considered reasonable in rural areas.

More information is available in the KMPHO Health and Social Care Maps-DGS CCG found at https://www.kpho.org.uk/_data/assets/pdf_file/0020/46127/Overview-DGS-CCG.pdf

Pharmaceutical Services in the area

There are two ways that patients can access pharmaceutical services within the Dartford, Gravesham and Swanley 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.

Ratio of number of pharmaceutical service (community Pharmacies and GP dispensing practices) providers per 100,000 population			
Locality	Number of providers	Practice Population	Ratio/100,000 population
NHS Dartford, Gravesham and Swanley CCG	60	266,075	22
Kent			21
England			23

Community Pharmacy

Funding Cuts

From December 1st 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 52 community pharmacies who are registered on the Kent NHS pharmaceutical list as providing the full range of NHS pharmaceutical services and located within the Dartford, Gravesham and Swanley CCG area (this does not include the one appliance contractor).

NHS Dartford, Gravesham and Swanley CCG - Community Pharmacies	
Total number of Community Pharmacies providing NHS pharmaceutical services	52
Number of standard 40 hour pharmacies	47
Number of 100 hour pharmacies	5
Number of mail order/internet pharmacies	0
Number of appliance contractors	1
Number of pharmacies offering electronic prescription service (EPS)	52

A list of all the pharmacies located within Dartford, Gravesham and Swanley 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 DGS 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 DGS 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 the Dartford, Gravesham and Swanley area

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.

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 good 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

Dartford – 20 pharmacies in total

Services before 8 am (1 pharmacy) and after 6.30pm (9 pharmacies) are provided in the Dartford area

19 pharmacies are open Saturday mornings and 9 pharmacies also provide services on Saturday afternoons. 5 pharmacies also provide services on Sundays.

Gravesham – 24 pharmacies in total

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

18 pharmacies are open Saturday mornings and 11 pharmacies also provide services on Saturday afternoons. 4 pharmacies also provide services on Sundays.

Swanley – 7 pharmacies in total

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

All 7 pharmacies are open Saturday mornings and 5 pharmacies also provide services on Saturday afternoons. 2 pharmacies also provide services on Sundays.

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>

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 is one appliance contractor located in the Dartford, Gravesham and Swanley CCG area.

Dispensing practices

NHS Dartford, Gravesham and Swanley CCG – Dispensing practices	
Total number of GP surgeries providing pharmaceutical services to their patients	7
Total number of sites(including branches) providing pharmaceutical services to their patients	8

A list of all the dispensing doctors located within Dartford, Gravesham and Swanley 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 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 DGS area.

Pharmaceutical services out of hours

The Dartford, Gravesham and Swanley CCG area currently has five 100 hour pharmacies, two in Swanley, 2 in Gravesham and one in Dartford. These provide access to pharmacy services from early in the morning until late at night Monday to Saturday and are often 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 at Gravesham Community Hospital and White Horse Surgery which treat minor injuries / ailments. These services are open from early in the morning until late in the evening.

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 misuse 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.

Palliative Care

Dartford, Gravesham and Swanley CCG commissions a palliative care service through 4 of its community pharmacies

Non NHS and private services

Pharmacies also provide many other services to the public which are not part of NHS pharmaceutical services and therefore not paid for by the NHS or Local Authority. These can include **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 Dartford, Gravesham and Swanley CCG has 11 community pharmacies who have met the accreditation as a Healthy Living Pharmacy Level 2.

The rest of the DGS 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 Dartford, Gravesham and Swanley area over the next 20 years.

The Planning departments at Dartford Borough Council, Gravesham 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.

The Bridge development - Dartford

This area has developed over the life of the last PNA from a mainly industrial site to an area with significant housing as well as the location of the Leigh UTC. Over 1300 residential dwellings are expected to be built there by 2021. In anticipation of this need for pharmaceutical services NHS England have recently awarded a contract to a pharmacy which opened late in 2017.

Ebbsfleet Garden City

A major housing development was identified in 2015 for the Ebbsfleet area, to be known as Ebbsfleet Garden City, with up to 15,000 homes initially. It was highlighted in the 2015 PNA as possibly needing extra pharmaceutical services in the future. This area is marked on a map in Appendix A and the development lies across the Dartford/Gravesham Council boundaries.

Although building has been slow to happen, it has been estimated that nearly 750 units will be ready for occupation in the area by 2018. This means that it has now been identified that there may be need for pharmaceutical services in the area within the life of this PNA dependent on the capacity of the surrounding pharmacies. There are already over 40 pharmacies servicing the population of Dartford and Gravesham and it may be more appropriate to invite relocation of one or more of these pharmacies into the Ebbsfleet area rather than open yet another contract.

Paramount Leisure Park now called The London Resort

This is a major leisure and retail park being proposed for the Swanscombe peninsular. The influx of tourists and staff to run this development will affect health services. This is still at the planning stage and therefore extra pharmaceutical services are not needed here at the moment.

Swanley

Most of the proposed housing developments in and around Swanley and throughout the Darent Valley area are small and should not have a major impact on the current pharmaceutical services.

All areas will be reviewed regularly especially if the house building changes the landscape from rural to urban or progresses at a faster rate.

For future information please consult the latest version of the Local Plan which can be found on the relevant district council website.

Kent PNA 2015 – Dartford, Gravesham and Swanley 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

All the areas in NHS Dartford, Gravesham and Swanley have now 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. The pharmacies serving outlying areas such as West Kingsdown, Higham, Meopham and Vigo 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.

Housing

The housing developments are still mainly in the planning stage.

In 2015 it was recommended that in the DGS 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 provision of rural/outlying pharmacies needs to be preserved.

The provision of new housing in the Dartford, Gravesham and Swanley area especially around Ebbsfleet Garden City needs to be reviewed regularly.

The plans for the proposed theme park on the Swanscombe peninsula must 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 with its own weblink: 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 DGS area

Monday to Friday

There is good provision of full pharmaceutical services in and around Dartford, Gravesham and Swanley as well in most of the villages such as West Kingsdown, Higham, New Ash Green, Longfield, Meopham and Vigo. Most of the smaller villages in the area such as Farningham and Eynsford have access to pharmaceutical services through their dispensing surgery.

Saturdays

There is good provision of pharmaceutical services on Saturdays in and around Dartford, Gravesham and Swanley as well in most of the villages such as West Kingsdown, Higham, New Ash Green, Longfield, Meopham and Vigo.

Sundays

There is good provision of full pharmaceutical services in and around Dartford, Gravesham and Swanley on a Sunday.

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

- 1) A need for pharmaceutical services in the area of Ebbsfleet within the life of this PNA. This should be met by relocation of some of the current services.
- 2) There may be a future need for specialist pharmaceutical service provision (specifically for tourists and visitors) in the future within the London Resort when this area is developed.

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

Version	Date	Author(s)	Comments
Draft 1	Oct 2017	Cheryl Clennett	1 st 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