

Kent Pharmaceutical Needs Assessment

**Ashford, Tenterden and
surrounding areas
co-terminus with Ashford CCG**

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

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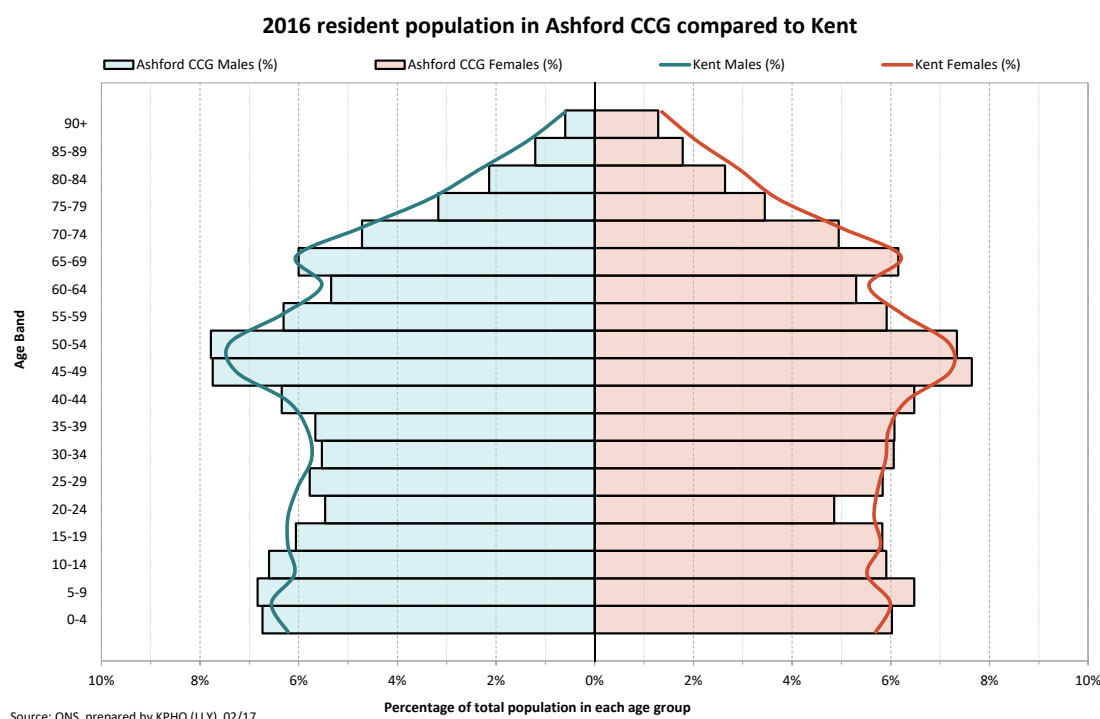
Introduction

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 considered in this document covers the same area as Ashford Clinical Commissioning Group (CCG) and will be referred to as the Ashford CCG area. It comprises of two towns, Ashford and Tenterden surrounded by several villages of various sizes, some of whom are large enough to support a community pharmacy (Charing & Wye) but most of whom receive their pharmaceutical services through their GP surgery, who hold historic rights to provide dispensing services to its population.

Ashford CCG covers patients from 14 practices, with a registered practice population of just under 132,000, an increase of just over 4,000 since the last PNA. The CCG area is co-terminus with that of the Ashford Borough Council.



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

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

Ashford has a higher percentage of under 14 year olds than the national profile but a smaller proportion of those aged between 15 and 35. The largest section of the population in Ashford is aged between 35 and 50 years old. The proportion of the population in all categories above the age of 60 is also higher than the national average, but to a lesser extent than in other areas of Kent.

Commissioners may need to take into account that Ashford has a considerably higher proportion of under 14 year olds compared to other areas of Kent and consequently demands for services around child health will be greater.

Figures from ONS Census 2011 show that the population of Ashford is predominantly white, 93.7%). This does vary between different age groups,

with greater ethnic diversity observed in the 0 to 15 age band (9.0% BME), and least in the 65+ age band (1.5% BME). Among 0 to 15 year olds, 3.6% of residents are of Asian ethnicity and 3.3% are of mixed ethnicity.

Practice data¹ shows that out of a practice population of 131,959 there are 16,342 children aged 0-9 living in the area (12.4%), and 24,372 people who are over 65 (18.5%). These age groups are considered to be the main users of pharmaceutical services. These are similar percentages to the last PNA with a very slight increase in people over 65.

Care Homes

There are a considerable number of care homes in the Ashford 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.

¹ PCIS practice data June 2017



Prime electoral wards within Ashford CCG area

OBJECTID *	NAME
118	Weald Central
119	Rolvenden and Tenterden West
120	Biddenden
121	Isle of Oxney
122	Weald South
123	Saxon Shore
124	Weald North
125	Wye
126	Downs North
127	Tenterden South
128	St. Michaels
129	Great Chart With Singleton North
130	Weald East
131	North Willersborough
132	Charing
133	Downs West
134	Boughton Aluph and Eastwell
135	Godinton
136	Stour
137	Kennington
138	Tenterden North
139	Washford
140	Park Farm South
141	Park Farm North
142	Singleton South
143	Norman
144	Beaver
145	South Willersborough
146	Aylesford Green
147	Victoria
148	Bockhanger
149	Bybrook
150	Little Burton Farm
151	Highfield
152	Stanhope

Mosaic Public Sector definitions

There are three dominant groups in Ashford, which account for 47.6% of the population:

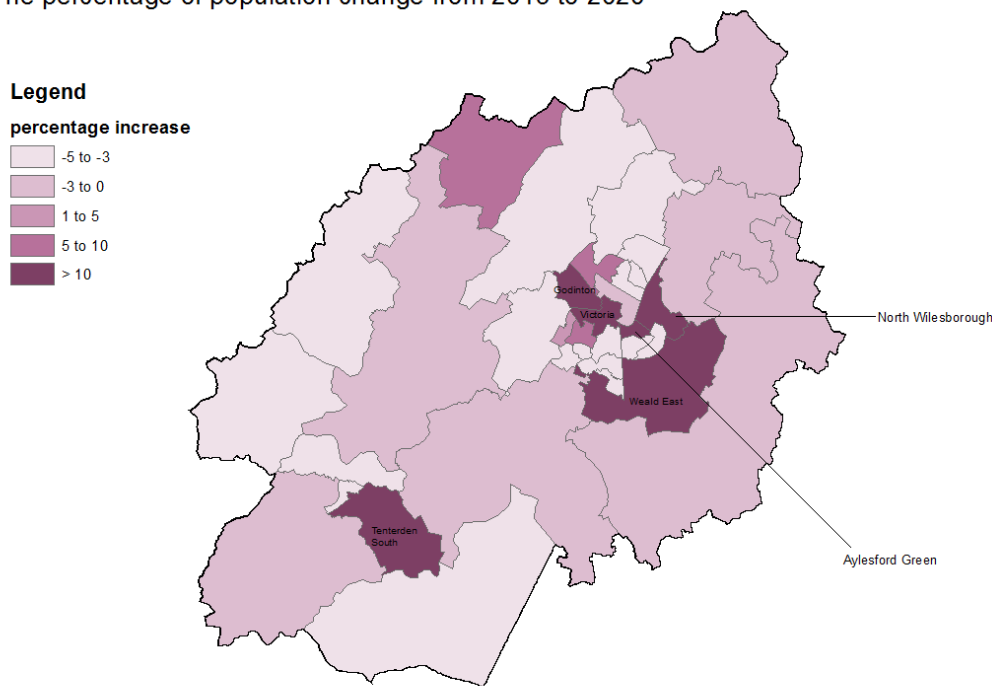
- Group A: Country Living - "Well-off owners in rural locations enjoying the benefits of country life" accounts for 20.3%.
- Group H: Aspiring Homemakers - "Younger households settling down in housing priced within their means" accounts for 16.3%.
- Group M: Family Basics - "Families with limited resources who have to budget to make ends meet" accounts for 10.9%.

Other groups are identified in full in the KMPHO Health and Social Care Maps - Ashford

Ashford has the highest life expectancy at birth in East Kent at 82.5 years; this is higher than the Kent life expectancy of 81.8; however, inequalities exist between the most affluent and most deprived wards. People living in the most deprived wards die 9 years earlier than people living in the most affluent wards. The underlying cause of death for 30% of people is cancer. The ward with the highest life expectancy is Weald North (88.7) this is 9 years more than the lowest life expectancy which is Aylesford Green (79.4), and significantly higher than both Ashford and Kent.

There appears to be a link between deprivation and health outcomes. The wards with the highest adult obesity prevalence estimated to be between 26% and 30% are Beaver, Stanhope, Norman and Aylesford Green. All four of these wards are found in the south of Ashford town and have a relatively high level of deprivation. The prevalence of smoking in Ashford is relatively high in wards around Ashford town centre; most of which have an estimated prevalence rate of at least 20%. Stanhope ward has the highest smoking prevalence of any electoral ward in East Kent and Aylesford Green is among the highest five wards.

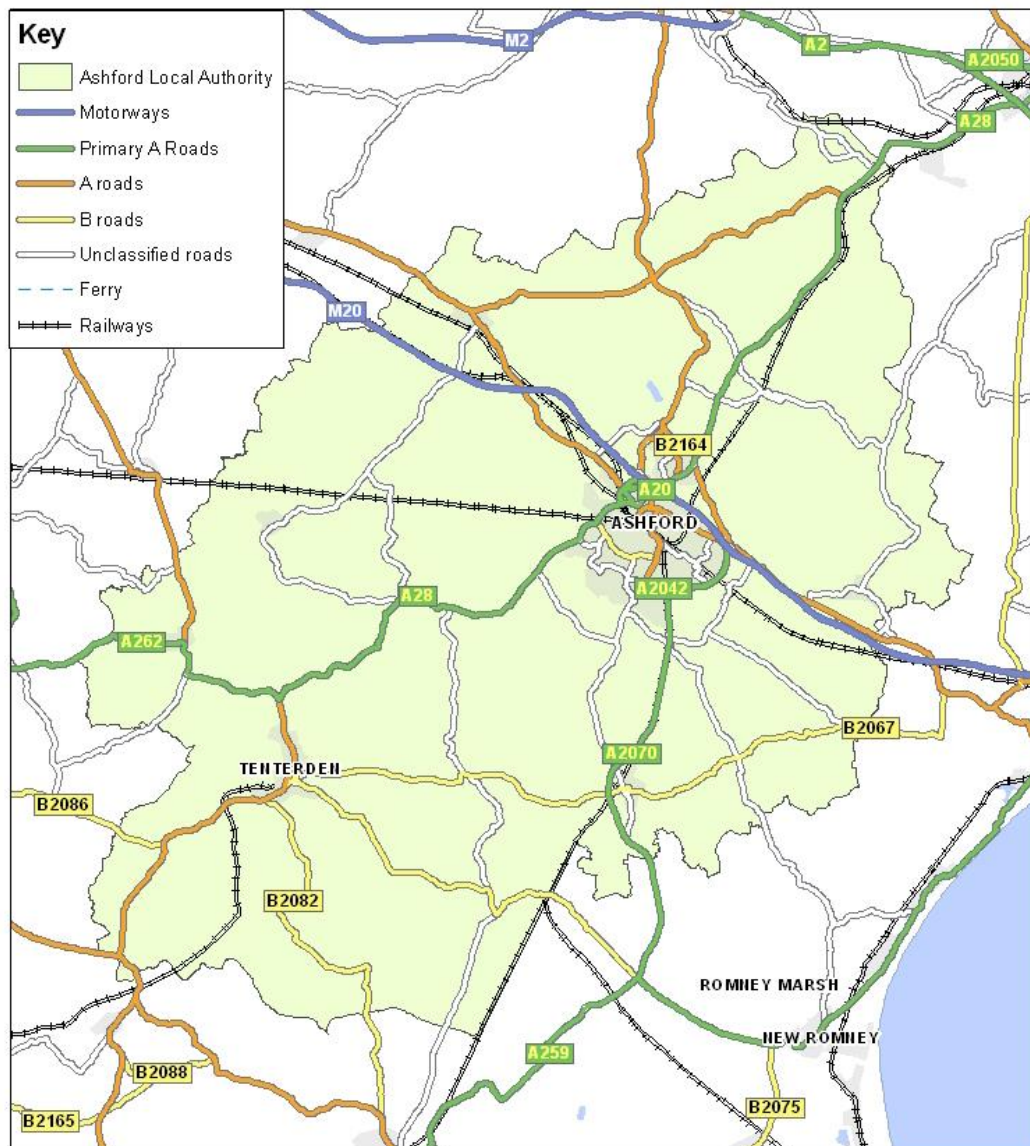
The percentage of population change from 2013 to 2020



Source: KCC
Produced by: KPHO, 08/15

The wards in Ashford that show the highest population change are Tenterden South, Weald East, Godinton, North Willesborough, Aylesford Green and Victoria with an increase of over 10%. Apart from the ward Tenterden South all others are situated near the town of Ashford and more rural areas tend to show a decline in population change.

Transport Links



The transport links for Ashford are very good. The M20 connects Ashford with Maidstone and London to the north and the Ferry terminal in Dover and Eurotunnel near Folkestone to the south. The A28 connects to Canterbury in the east of the county and Tonbridge (via the A262/A21) in the west. Ashford's International Railway Station allows travellers to catch the Eurostar to a limited number of international destinations. A local high-speed service runs from Ashford to St Pancras in London and further domestic lines run to south-east Kent, east Sussex, west Kent and London. It takes less than 40 minutes to reach London by train via the high speed service. This has the potential to have an impact on the local area because it makes London a realistic commuting option. This can considerably enhance the employment opportunities available to the local population and make the area an attractive place to buy property for people currently working in London.

Traffic congestion particularly on the M20 from vehicles accessing the Eurotunnel terminal and Dover ferry terminal 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. Operation Stack results in significant disruption to the road network around the M20.

Public transport links are good especially if you are close the two 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 - Ashford which can be found at

http://www.kpho.org.uk/_data/assets/pdf_file/0007/46096/Overview-Ashford.pdf

Pharmaceutical Services in the area

There are two ways that patients can access pharmaceutical services within the Ashford 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 providers (community pharmacies & GP dispensing practices) per 100,000 population			
Locality	Number of providers	Practice Population	Ratio/100,000 population
NHS Ashford CCG	25	131,959	19
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.

At the moment there are 19 community pharmacies who are registered on the Kent NHS pharmaceutical list as providing the full range of NHS pharmaceutical services and located within the Ashford CCG area. This is a reduction of one pharmacy since the last PNA as the one mail order pharmacy based in Ashford has closed in the last 3 years

NHS Ashford CCG - Community Pharmacies	
Total number of Community Pharmacies providing NHS pharmaceutical services	19
Number of standard 40 hour pharmacies	17
Number of 100 hour pharmacies	2
Number of mail order/internet pharmacies	0
Number of appliance contractors	0
Number of pharmacies offering electronic prescription service (EPS)	19

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

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. The one mail order/internet pharmacy based in Ashford has closed in the last 3 years

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 Ashford area.

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 Ashford 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 Ashford offer this service. Patients can only access this service by being referred by NHS 111.

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

Services before 8 am (2 pharmacies) and after 6.30pm (6 pharmacies) are provided around the town of Ashford. 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. The Out of Hours provider for this area is based in Ashford.

All of the 19 pharmacies are open Saturday mornings and 10 pharmacies also provide services on Saturday afternoons. 6 pharmacies also provide services on Sundays.

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

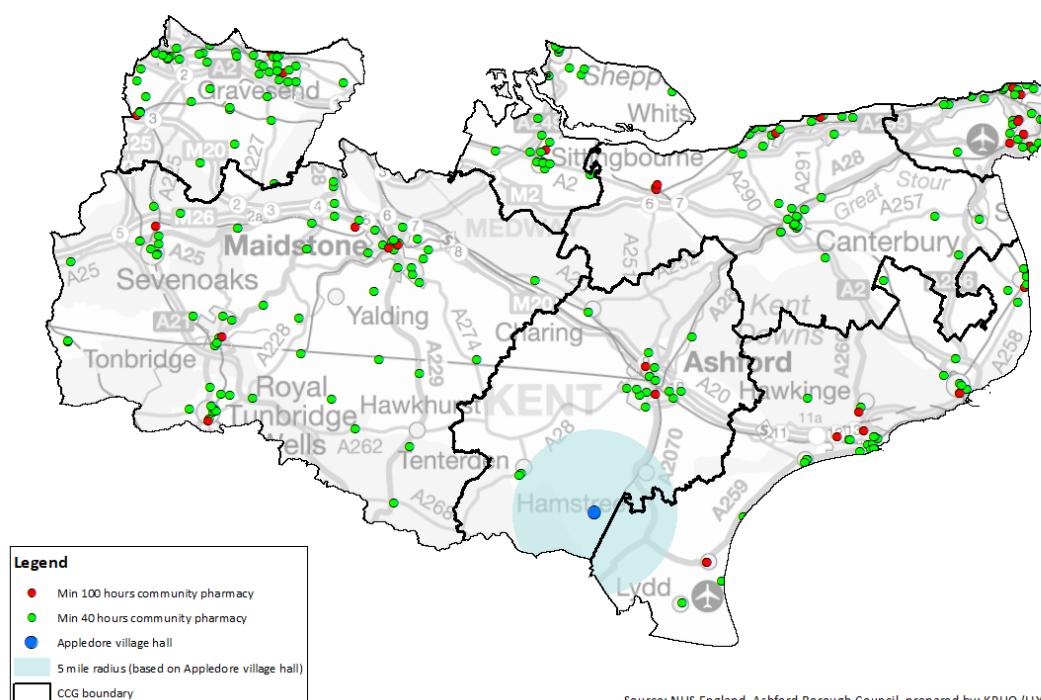
NHS Ashford CCG – Dispensing practices	
Total number of GP surgeries providing pharmaceutical services to their patients	6
Total number of sites (including branches) providing pharmaceutical services to their patients	6

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

Appledore surgery

This indicates a closure since the last PNA of one dispensing site providing pharmaceutical services, namely Appledore, to its population, with these patients now having to travel to the main surgery at Hamstreet or ask for their prescription to be sent to the nearest pharmacy. (Tenterden, New Romney or Ashford). We understand that the surgery run a medication pick up service once a week in the Village Hall and that vulnerable patients in Appledore can have their medication delivered by both the surgery and some pharmacies. This is not a funded service and therefore may not be sustainable. There is a village driver scheme to help patient's access important appointments which is a voluntary service. At the request of one consultation responder a map has been produced showing the pharmacies which are located within a 5 mile radius of Appledore including those in neighbouring CCGs.

Pharmacies within a 5 mile radius of Appledore Village Hall



Source: NHS England, Ashford Borough Council, prepared by: KPHO (LLY), 02/18

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.

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 Ashford area.

Pharmaceutical services out of hours

The Ashford CCG area currently has two 100 hour pharmacies which are located on the outskirts of Ashford town. These provide services from early in the morning until late at night Monday to Saturday and are open on a Sunday. Both of these pharmacies are close to the main Out of Hours provider for the area.

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 is a walk in centre at William Harvey Hospital Ashford which treats minor injuries and minor ailments. This service has access to urgent and emergency medical cover including medicines from early in the morning to late in the evening.

There are weekend Urgent Care Clinics available ONLY for patients registered at Ivy Court, Tenterden, Woodchurch Surgery and Hamstreet Surgery. Urgent Care Walk-in clinics are being held on Saturday 09:00 - 12:00 at Ivy Court, Tenterden and Sunday 09:00 - 12:00 at Hamstreet Surgery. There are no dispensary service at these clinics during these opening times.

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 Ashford 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 commissioned from 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 are therefore not part of the PNA. However for completeness we are including maps of such services where the information is available.

MDS/MAR charts

Ashford CCG along with Canterbury and Coastal CCG commission some pharmacies to provide both Monitored Dosage Systems (MDS) and/or Medication Administration (MAR) Charts to specific patients after identification by the local Community Medicine Team. 7 pharmacies in the Ashford area provide this service.

Anticoagulation services

The CCG along with the other CCGs in East Kent also commission pharmacies to provide an anticoagulation service using Independent Pharmacist prescribers. Currently one pharmacy in the Ashford area is commissioned to provide this service.

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.

A list of all the services a pharmacy provides is available on the relevant pharmacy page on NHS choices.

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 there is one community pharmacy who have met the accreditation as a Healthy Living Pharmacy Level 2 and one at Level 1 in this area.

The rest of the Ashford 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 current details.

Housing

Like most of Kent, considerable new housing is expected to be built in the Ashford area over the next 20 years. The Ashford Borough Council local plans suggests this will increase by roughly 750-1000 per annum in the years 2011-2031.

The Planning department at Ashford Borough Council were consulted to identify any new developments that have or are due to be built since the 2015 PNA.

Chilmington Green

A housing development was identified in the 2015 PNA as being planned for the Chilmington Green area, south and west of Ashford. This area is marked on a map in Appendix A. Building is not expected to commence until April 2018. Over 150 dwellings are expected to be built within the next 3 years 2018-2021. Currently this area does not have any local providers of pharmaceutical services.

Cheeseman's Green (Finberry)

This is an area to the south-east of Ashford which is being developed for housing with an expectation of approx. 360 houses being completed by 2021. This area is close to at least 4 major long opening pharmacies.

Repton Park and Godinton

These sites have been developed over the last 3 years with at least another 300 more houses due to be built in Repton Park in the next 3 years. This whole area is separated from the main part of Ashford and therefore medical and pharmaceutical services, by the A28. There are currently no NHS medical or pharmaceutical services located in these areas.

The amount of house building, once completed, in these 2 areas combined, represent a possible future need for pharmaceutical services on this side of Ashford. We believe that there has already been applications to open a pharmacy in these areas which are awaiting an appeal decision.

There are also planned proposals for infilling within Ashford, Tenterden and also the local smaller villages. Such areas must be reviewed regularly especially if the house building changes the landscape from rural to urban. 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 – Ashford 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>

“Rurality

All the areas in NHS Ashford were reviewed and are designated as either controlled or not controlled

Pharmacy Contracts

There has been no significant change in the provision of pharmaceutical services since 2011. The pharmacies serving outlying areas such as Charing and Wye 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 PNA review indicates that 100 hour pharmacies where they exist are now considered essential in providing service to the area and a reduction from 100 hours to 40 hours should not be allowed. This is confirmed by guidance from NHS England.

The housing developments are still mainly in the planning stage.

In 2015 it was recommended that in the Ashford area

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

The number of ‘100 hour’ pharmacies needs to be maintained.

The provision of rural pharmacies needs to be maintained.

The provision for new housing in the Ashford area especially around Chilmington Green 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 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 Ashford CCG area

Monday to Friday

There is good provision of full pharmaceutical services in and around the towns of Ashford and Tenterden and in the villages of Charing and Wye during the week. Most of the smaller villages in the area have access to pharmaceutical services through their dispensing surgery. An exception to this is in the village of Appledore where the local dispensing surgery has closed within the life of the current PNA (2015) and residents now have to travel a distance to access pharmaceutical services.

Saturdays

There is good provision of pharmaceutical services on Saturdays in and around the towns of Ashford and Tenterden and in the villages of Charing and Wye.

Sundays

There is adequate provision of full pharmaceutical services in and around the town of Ashford on a Sunday. The main Out of Hours provider is based in Ashford.

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

- 1) Future pharmaceutical need in Repton Park/Godinton and Chilmington Green which needs to be reviewed regularly
- 2) Pharmaceutical Services for the Appledore patients to be reviewed as soon as possible by NHS England

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