

Kent Pharmaceutical Needs Assessment

**Thanet area
co-terminus with Thanet CCG**

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

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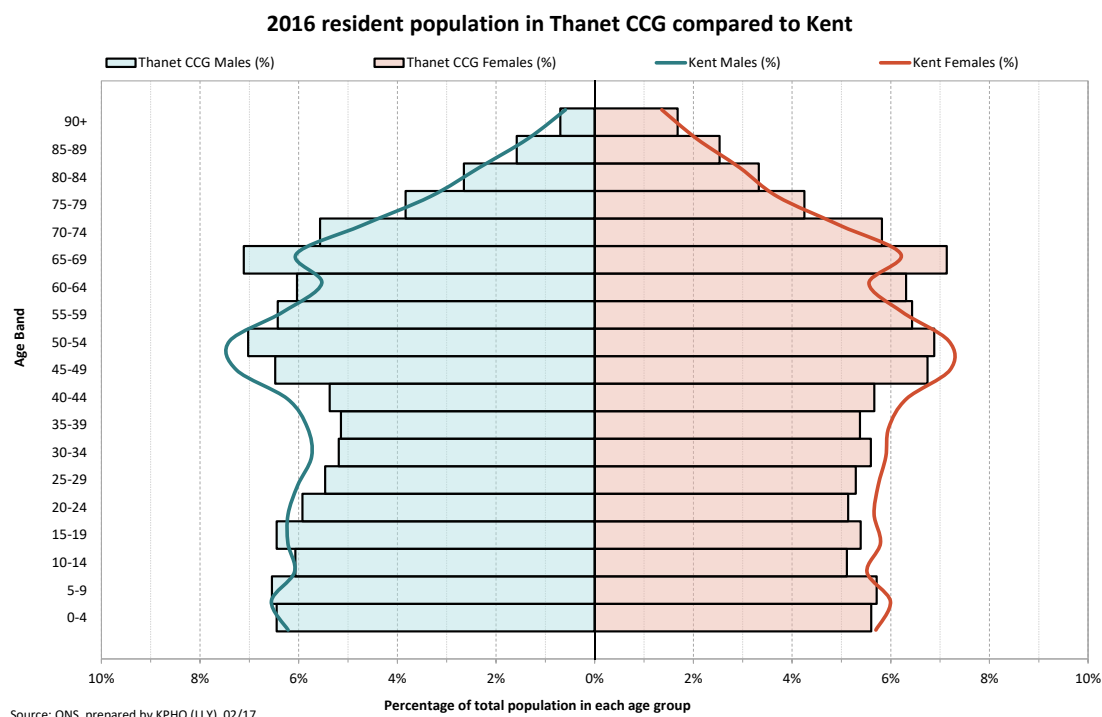
Introduction

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 Thanet Clinical Commissioning Group (CCG) and will be referred to as the Thanet CCG area. The CCG area covers the coastal towns of Broadstairs, Ramsgate, Margate, Cliftonville, Birchington and Westgate plus the rural areas in the middle and west of the area.

Thanet CCG covers patients from 15 practices, with a registered practice population of just over 145,000, an increase of over 2,000 patients since the last PNA. The CCG area is co-terminus with that of Thanet District council.



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

There is a higher proportion of people aged 65-69 years in Thanet which exceeds the Kent average. The proportion of residents aged between 25 and 49 is lower in Thanet than Kent.

Figures from ONS Census 2011 show that the population of Thanet is predominantly white (95.5%). This does vary between different age groups, with greater ethnic diversity observed in the 0 to 15 age band (7.3% BME), and least in the 65+ age band (1.1% BME). Among 0 to 15 year olds, 3.8% of residents are of mixed ethnicity and 2.3% are of Asian ethnicity (597 persons). Detailed maps showing the population density, projected population growth and the ethnicity of Thanet CCG residents can be found in the supplementary information for Thanet in Appendix A.

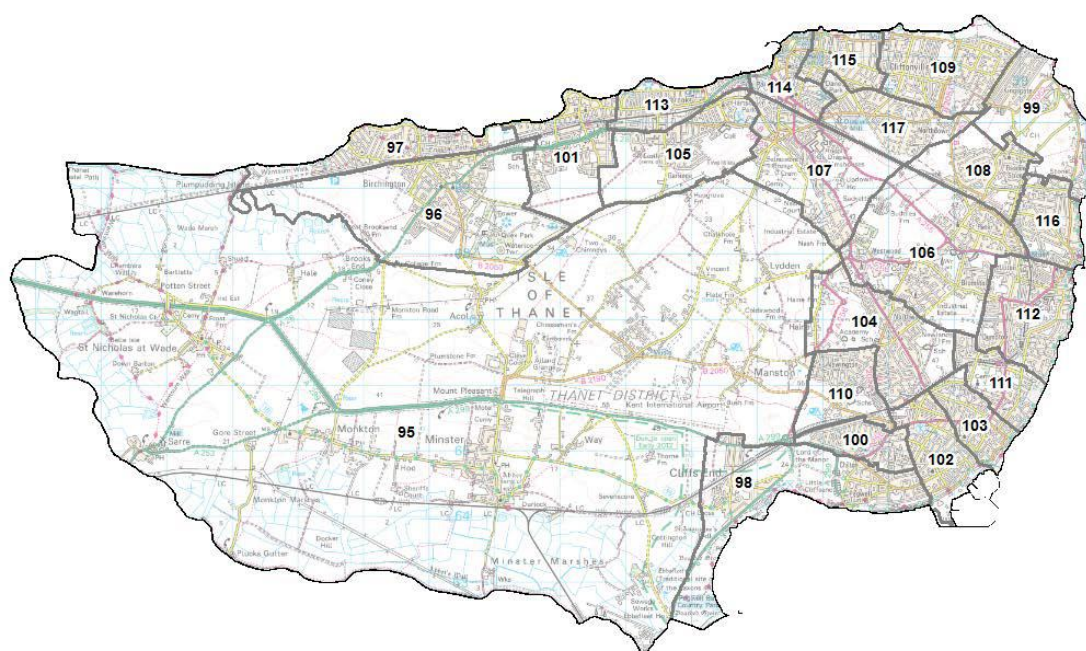
Practice data¹ shows that out of a practice population of 145,057 there are 16,932 children aged 0-9 living in Thanet (11.7%), and 32,686 people who are over 65 in Thanet (22.5%). These age groups are considered to be the main users of pharmaceutical services.

¹ PCIS practice data June 2017

Care Homes

There are a considerable number of care homes in the Thanet 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

Prime electoral wards within Thanet CCG area.



OBJECTID *	NAME
95	Thanet Villages
96	Birchington South
97	Birchington North
98	Cliffsend and Pegwell
99	Kingsgate
100	Nethercourt
101	Westgate-on-Sea
102	Central Harbour
103	Eastcliff
104	Northwood
105	Garlinge
106	St. Peters
107	Salmestone
108	Beacon Road
109	Cliftonville East
110	Newington
111	Sir Moses Montefiore
112	Viking
113	Westbrook
114	Margate Central
115	Cliftonville West
116	Bradstowe
117	Dane Valley

Mosaic Public Sector definitions

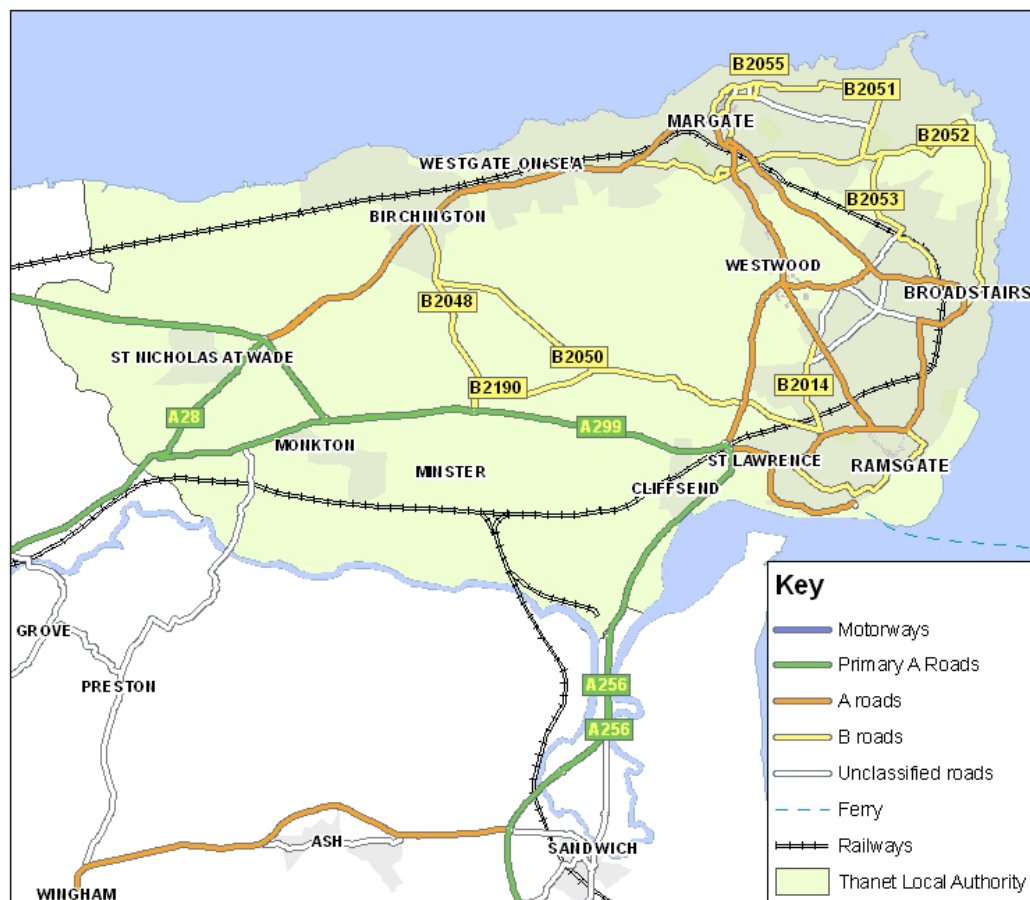
There are four dominant groups in Thanet, which account for 54.3% of the population:

- Group F: Senior Security - "Elderly people with assets who are enjoying a comfortable retirement" accounts for 16.3%
- Group H: Aspiring Homemakers - "Younger households settling down in housing priced within their means" accounts for 11.6%
- Group L: Transient Renters - "Single people privately renting low cost homes for the short term" accounts for 14.8%
- Group M: Family Basics - "Families with limited resources who have to budget to make ends meet" accounts for 11.5%

Other groups are identified in full in the KPHO Health and Social Care Maps - Thanet

The ward with the highest life expectancy in Thanet is Kingsgate (90.6); this is 17 years more than the lowest life expectancy in Margate Central (73.5). Thanet has the lowest life expectancy of all Kent districts (80.3 years); however shows a similar distribution in life expectancy between wards, highlighting health inequalities in that there is a gap in life expectancy between the affluent and those living in relative deprivation.

Transport links



Thanet is located in the far east of Kent and is relatively isolated from the county compared to other districts. The transport links for Thanet are varied. The Thanet Way (A299) connects Thanet to the major Kent arterial roads and London. A journey to London by car takes around 90 minutes. There are no dual carriage ways in the centre of Thanet and this can add to journey times between the Thanet towns (Margate, Broadstairs and Ramsgate). There are good railway connections that serve most of the major urban area of Thanet.

There are train links to London Victoria and more recently the high speed rail link connects Margate, Broadstairs and Ramsgate to London St Pancras and takes around 80 minutes. There are also rail connections to Dover, Canterbury and Ashford giving access to West Kent towns and London Charing Cross. The establishment of the high speed rail link decreases the time it takes to travel to London St Pancras via Ebbsfleet and Stratford and makes it a more realistic commuting option and may encourage more tourism to the area.

Public transport links are good with good bus and rail services connecting the towns across Thanet. 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 Health and Social Care map for Thanet which can be found at

https://www.kpho.org.uk/_data/assets/pdf_file/0006/41955/Overview-Thanet.pdf

Pharmaceutical Services in the area

There are two ways that patients can access pharmaceutical services within the Thanet 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 (excluding appliance contractors)			
Locality	Number of providers	Practice Population	Ratio/100,000 population
NHS Thanet CCG	32	145,057	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.

At the moment there are 31 community pharmacies who are registered on the Kent NHS pharmaceutical list as providing the full range of NHS pharmaceutical services and located within the Thanet CCG area.

NHS Thanet CCG - Community Pharmacies	
Total number of Community Pharmacies providing NHS pharmaceutical services	31
Number of standard 40 hour pharmacies	24
Number of 100 hour pharmacies	7
Number of mail order/internet pharmacies	0
Number of appliance contractors	1
Number of pharmacies offering electronic prescription service (EPS)	31

A list of all the pharmacies located within Thanet 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 Thanet 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 Thanet 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.

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 situated in Thanet

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 Monday - Friday between 8am and 6.30pm. Services before 8 am (8 pharmacies) and after 6.30pm (11 pharmacies) are provided at strategic points across the area. 27 pharmacies are open Saturday mornings and 19 pharmacies also provide services on Saturday afternoons. 11 pharmacies also provide services on Sundays.

Out of Hours providers of medical services provide access to urgent medical care including urgent medicine 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 Margate.

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 Thanet CCG – Dispensing practices	
Total number of GP surgeries providing pharmaceutical services to their patients	1
Total number of sites(including branches) providing pharmaceutical services to their patients	1

A list of the dispensing doctor located within Thanet 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 the dispensing surgery in the Thanet area.

Pharmaceutical services out of hours

The Thanet CCG area currently has seven 100 hour pharmacies which are located across the area. 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

The Queen Elizabeth the Queen Mother hospital is located in the middle of the CCG area which provides accident and emergency services to the population.

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 Thanet 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.

Anticoagulation services

The CCG along with the other CCGs in East Kent commission pharmacies to provide an anticoagulation service using Independent Pharmacist prescribers. Currently no pharmacies in the Thanet area are listed as being 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 are 5 community pharmacies who have met the accreditation as a Healthy Living Pharmacy Level 2 in the Thanet area.

The rest of the Thanet 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 Thanet area over the next 20 years. The Planning department at Thanet District Council were consulted to identify any new developments that have or are due to be built since the 2015 PNA.

The Thanet District Council local plan suggests this increase could be up to 17,140 by 2031, roughly 1000 a year. Although the plan currently does not highlight any major building projects in the next 3 years, there is a lot of infilling which could increase health needs. This will 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 – Thanet 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>

In 2015 it was recommended that in the Thanet 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 especially on deprived areas such as central Margate, Cliftonville and central Ramsgate

The provision of rural pharmacies such as Minster needs to be maintained

The provision of new housing in the Thanet area need to be reviewed regularly.

The pharmacies serving outlying areas such as Minster 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.

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 Thanet area

Monday to Friday

There is good provision of full pharmaceutical services in the Thanet area during the week.

Saturdays

There is good provision of full pharmaceutical services in the Thanet area on Saturdays

Sundays

There is good provision of full pharmaceutical services in the Thanet area.

The main Out of Hours provider is based in Margate.

Therefore from these conclusions

Pharmaceutical services are good across the area from Mondays to Sundays.

The current provision of pharmaceutical services is mainly 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 preserved..

The provision for new housing in the Thanet area needs to be reviewed regularly.

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 Thanet 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