

Kent Pharmaceutical Needs Assessment

**Dover, Deal, Folkestone,
Hythe, New Romney and the
surrounding rural areas
co-terminus with
South Kent Coast CCG**

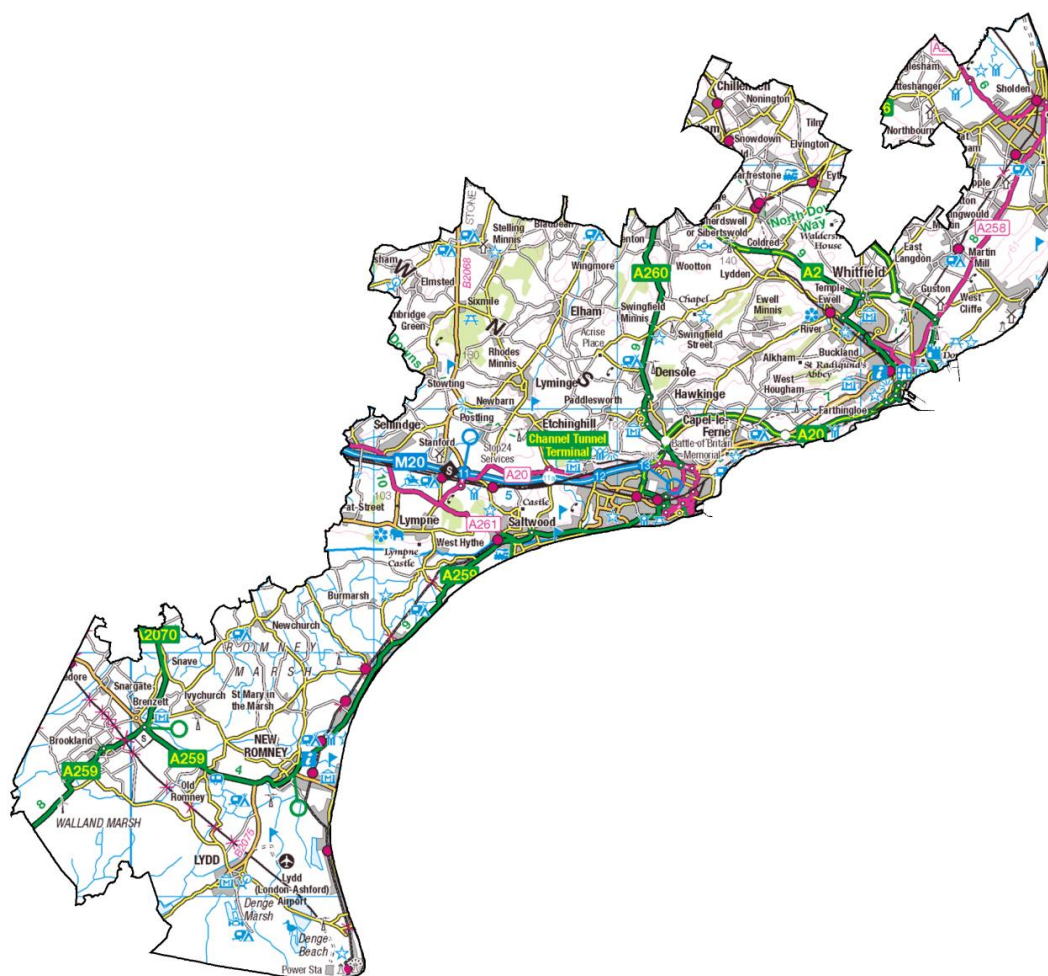
**The accompanying maps etc. in Appendix A should be
viewed alongside this document**

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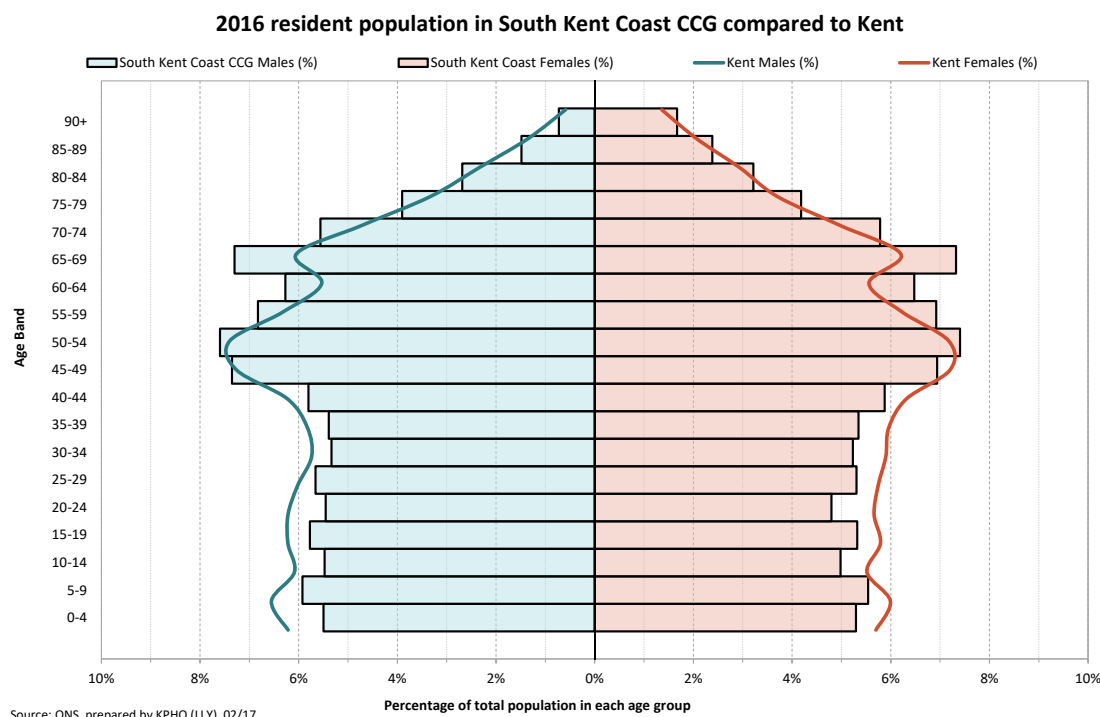
Introduction

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 5 main towns, Deal & Dover – part of Dover District Council, and Folkestone, Hythe and New Romney – part of Shepway District Council along with several small villages in surrounding rural areas.

South Kent Coast Clinical Commissioning Group (SKC CCG) covers patients from 30 practices, with a registered practice population of just over 204,570. The CCG area covers a similar area to that of the district councils of Dover and Shepway.



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

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

South Kent Coast's population is predominantly white (95.5%), with greater ethnic diversity in the younger age band than older age band. 2.8% of the population are of Asian ethnicity.

Office for National Statistics projections estimate that whilst the overall population in South Kent Coast CCG will increase by 2.4%, the population aged under 20 is expected to decrease. Large increases are observed in the 65 and above age band, with an additional 5,096 people expected between 2015 and 2020.

Practice data¹ shows that out of a practice population of 204,570 there are 22,459 children aged 0-9 living in South Kent Coast CCG area (11%), 47,178 people who are over 65 in South Kent Coast CCG area (23.1%). 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 South Kent Coast 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

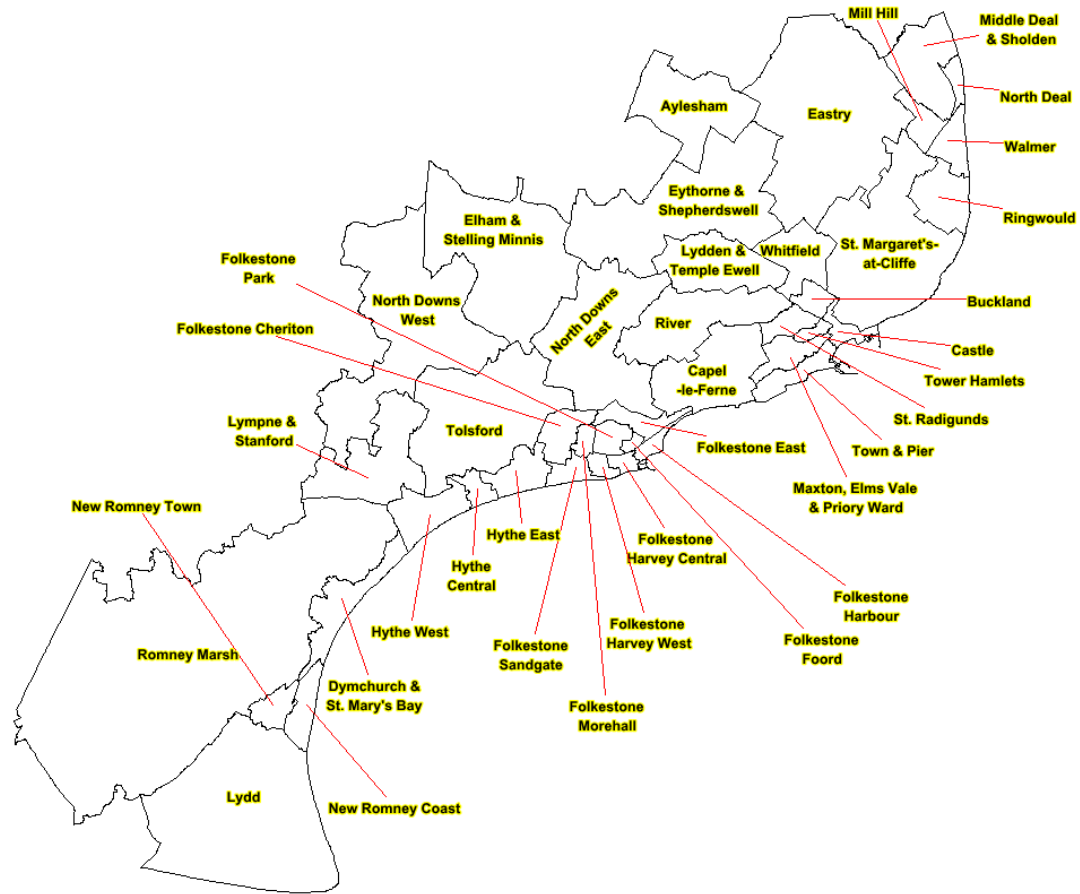
There are three dominant groups in South Kent Coast CCG, which account for 36.5% of the population:

- Group F: Senior Security - “Elderly people with assets who are enjoying a comfortable retirement” accounts for 11.0%
- Group G: Rural Reality - “Householders living in inexpensive homes in village communities” accounts for 14.4%
- Group H: Aspiring Homemakers - “Younger households settling down in housing priced within their means” accounts for 11.0%

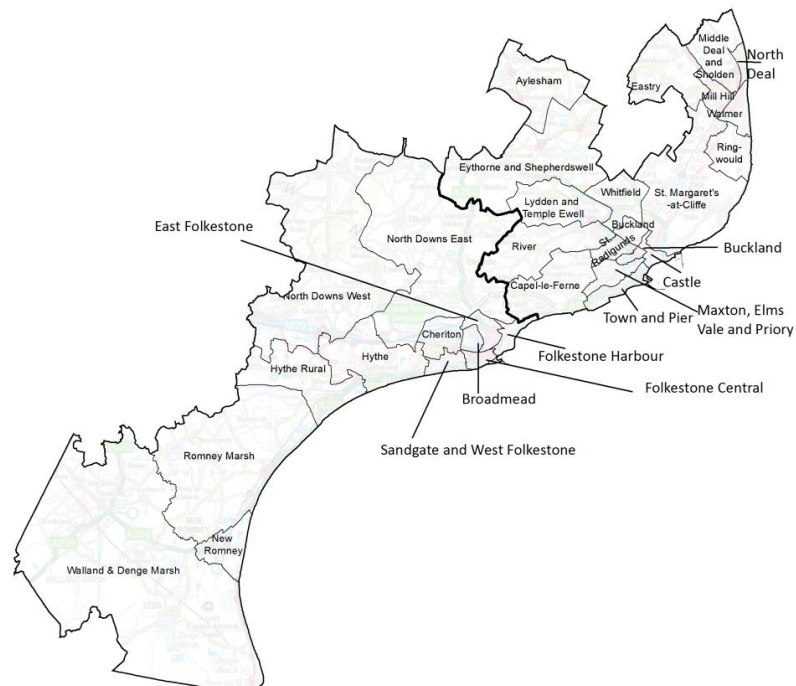
Other groups are identified in full in the South Kent Coast Health and Social Care Maps

The ward boundaries appear to have changed in 2015 and some of the names and sizes have changed. This is not always reflected in the ONS data etc.

The map below of South Kent Coast CCG shows ward boundaries as of 2011.



The map below shows Ward boundaries within South Kent Coast CCG area 2015



Life expectancy at birth for South Kent Coast CCG is estimated to be 80.97 years, marginally lower than the Kent life expectancy of 81.78 years. The ward with the highest life expectancy is Elham and Stelling Minnis (87.8) (now part of North Downs East); this is 10.3 years more than the lowest life expectancy which is in Castle (77.5)

Transport Links

See map on page 3

The transport links for South Kent Coast CCG are very good; the A20/M20 connects Folkestone with Ashford, Maidstone and London to the north and Dover and the ferry port to the east. The busy A259 coast road allows access to New Romney, Lydd and East Sussex whilst the A260 links to Canterbury. From Folkestone's main railway station the high speed link means that London can be reached within an hour and a connection to Ashford's International Station allows easy access via Eurostar to various international destinations. The Eurotunnel terminal for freight and car crossings is located on the outskirts of Folkestone. Dover's railway station connects to Folkestone, Ashford, Tonbridge and London heading west and is connected to the high-speed rail link and connects to Canterbury, Maidstone and London heading north and the Thanet towns heading east.

The ferry terminal in Dover connects to Calais and Dunkirk in France and Zeebrugge in Belgium. Dover is a key entry point in to the UK. Traffic congestion particularly on the M20 from vehicles accessing the Eurotunnel 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. The benefits of good transport links to public health are increased access to employment and leisure opportunities to other parts of Kent and beyond. The port also serves as a major employer to the local population.

More information is available in the KMPHO Health and Social Care Maps – South Kent Coast which can be found at https://www.kpho.org.uk/data/assets/pdf_file/0003/46128/Overview-South-Kent-Coast-CCG.pdf

Pharmaceutical Services in the area

There are two ways that patients can access pharmaceutical services within the South Kent Coast 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 South Kent Coast CCG	48	204,570	23
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 out of town 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 42 community pharmacies who are registered on the Kent NHS pharmaceutical list as providing the full range of NHS pharmaceutical services and located within the South Kent Coast CCG area.

NHS South Kent Coast CCG - Community Pharmacies	
Total number of Community Pharmacies providing NHS pharmaceutical services	42
Number of standard 40 hour pharmacies	35
Number of 100 hour pharmacies	7
Number of mail order/internet pharmacies	0
Number of appliance contractors	0
Number of pharmacies offering electronic prescription service (EPS)	42

A list of all the pharmacies located within South Kent Coast 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 SKC 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 SKC 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 South Kent Coast

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 South Kent Coast area.

Opening times

A review of all opening times was carried out in October 2017 using data provided by NHS England which is available on NHS Choices.

Opening times in community pharmacies in South Kent Coast area

Areas	Mon – Fri Before 8am	Mon- Fri after 6.30-pm	Sat am	Sat pm	Sunday	100 hour
Deal	1	1	8	3	1	1
Dover	1	3	8	4	2	1
Folkestone	3	5	13	8	4	3
Hythe	0	0	3	2	0	0
Romney Marsh	1	2	5	3	1	1
Villages	1	1	4	2	1	1
	7	12	41	22	9	7

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. Services before 8 am and after 6.30pm are provided at strategic points across the area.

Out of Hours providers of medical services provide access to urgent medical care including urgent medicines when there is not a pharmacy open and the need is considered to be urgent. Subsequent changes to opening times will be identified in supplementary statements which will be published at 3 monthly intervals alongside the PNA and the opening times of all pharmacies along with the additional services that they offer can be found on NHS Choices.

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

Dispensing practices.

NHS South Kent Coast 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 South Kent Coast 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 reported as being provided on a Saturday or Sunday from dispensing surgeries in the SKC area.

Pharmaceutical services out of hours

The South Kent Coast 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 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 in Deal, Dover and Folkestone which treat minor injuries and minor ailments. These services are available from early in the morning to 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 South Kent Coast 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 commissions pharmacies to provide an anticoagulation service using Independent Pharmacist prescribers. Currently 17 pharmacies in the SKC area are commissioned to provide this service.

Availability of anti-viral influenza medication outside the flu season

The East Kent CCGs have commissioned one pharmacy in Deal to provide this service in an emergency. This is different from the provision of anti-virals when pandemic flu has been declared.

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.

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

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 6 community pharmacies who have met the accreditation as a Healthy Living Pharmacy Level 2 in this area.

The rest of the SKC 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

The Planning departments at Dover District and Shepway District Councils were consulted to identify any new developments that have or are due to be built since the 2015 PNA.

Like most of Kent, considerable new housing is expected to be built in the South Kent Coast area over the next 20 years. A lot of it will be infilling where

there is already a good provision of pharmaceutical services but several areas were identified for possible Future Needs.

Shepway

They highlight several major projects in the pipeline **NONE** of which are likely to have significant pharmaceutical needs within the life of this PNA.

- 1) The Stadium (Shornclyff Garrison – mentioned in the last PNA), Church Road, Folkestone, Kent– 1200 units (54 dwellings completed so far and 12 under construction)
- 2) Nickolls Quarry, Dymchurch, Road, Hythe, Kent, CT21 4NE – 1050 units (47 completed & 12 under construction)
- 3) Former Rotunda Amusement Park, Marine Parade, Folkestone, Kent– 1000 units not started but the ground is being prepared.
- 4) Otterpool Garden Settlement, it is likely that the planning permission will be granted in 2020 following the adoption of the review of the Core Strategy Local Plan in the same year. This development would be for approximately 12,000 homes (plus supporting shops, employment schools etc.)
- 5) Development of Lydd airport (mentioned in last PNA) – Poss. industrial use
- 6) Silverspring site in Folkestone- No planning permission yet but poss. mixed use (employment)

It is difficult to see at this early stage, when or even whether these sites will have FUTURE pharmaceutical needs but such areas will be reviewed regularly especially if the building changes the landscape from rural to urban.

Dover

As identified in the 2015 PNA, Dover District Council have confirmed that the Whitfield site is now underway on the first phase of 94 units, with an eventual plan for 5,750 homes. There is already one pharmacy on site and two dispensing surgeries close by but it is likely that there will be a FUTURE need for more providers of pharmaceutical services as the site is developed. It is possible also that the extensive development will change the status of the surrounding area from rural to urban (non-rural). (See Controlled localities in main Kent document)

Dover District Council has also identified 2 moderate developments, one of 300 homes (Dover Waterfront) and one of 500 homes (Connaught Barracks) within Dover itself, neither of them are large enough to warrant a FUTURE need for extra pharmaceutical services normally, as there are already several providers within Dover. However it is important that the sites are kept under review.

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 – South Kent Coast CCG area

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

Within that document it was noted that

“Rurality

All the areas in NHS South Kent Coast have been reviewed and are designated as either controlled or not controlled

Pharmacy Contracts

The number of pharmacies has risen since 2011 with a ‘100 hour’ pharmacy opening in Dover and two more in Shepway. A new pharmacy has also opened in River near Dover. However changes to the provision in Deal where a ‘100 hour’ pharmacy converted to a ‘40 hour’ pharmacy have reduced this town to only having one ‘100 hour’ contract. The opening of a ‘100 hour’ contract in the Romney Marsh area was welcomed by the population of the Marsh area although its eventual position right next to the current ‘40 hour’ contract in New Romney does not really improve access.

All the pharmacies serving outlying areas such as Hawkinge, Lyminge, Dymchurch, New Romney, Lydd and Greatstone 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.

In 2015 it was recommended that in the SKC area

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

The ‘100 hour’ pharmacies need to be maintained.

The rural pharmacies need to be maintained

The provision of new housing in the South Kent Coast area need 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 SKC area

Monday to Friday

There is good provision of full pharmaceutical services in and around the towns along the South Kent Coast and in the larger villages in the surrounding area during the week. Most of the smaller villages in the area have access to pharmaceutical services through their dispensing surgery.

Saturdays

There is good provision of pharmaceutical services on Saturdays in and around the towns along the South Kent Coast and in the larger villages in the surrounding area.

Sundays

There is good provision of full pharmaceutical services in and around the towns along the South Kent Coast and in some of the larger villages in the surrounding area.

The main Out of Hours providers are based in the major towns

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

- 1) Possible future pharmaceutical needs in Shepway District which needs to be reviewed regularly
- 2) Possible future pharmaceutical need in the Whitfield area of Dover.

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		PNA steering Group	Final checks prior to publication after approval from HWB