

Kent Pharmaceutical Needs Assessment

**Canterbury and the coastal towns of
Whitstable and Herne Bay and all
surrounding areas**

Also including Sandwich and Faversham.

**Co-terminus with Canterbury
and Coastal CCG**

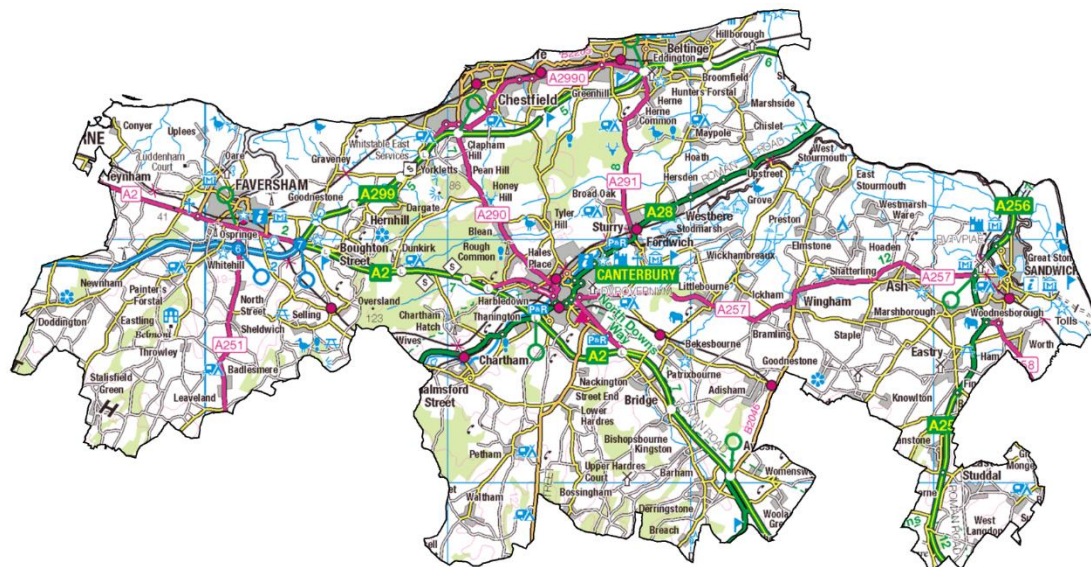
**The accompanying maps etc. in Appendix A should be
viewed alongside this document**

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Introduction

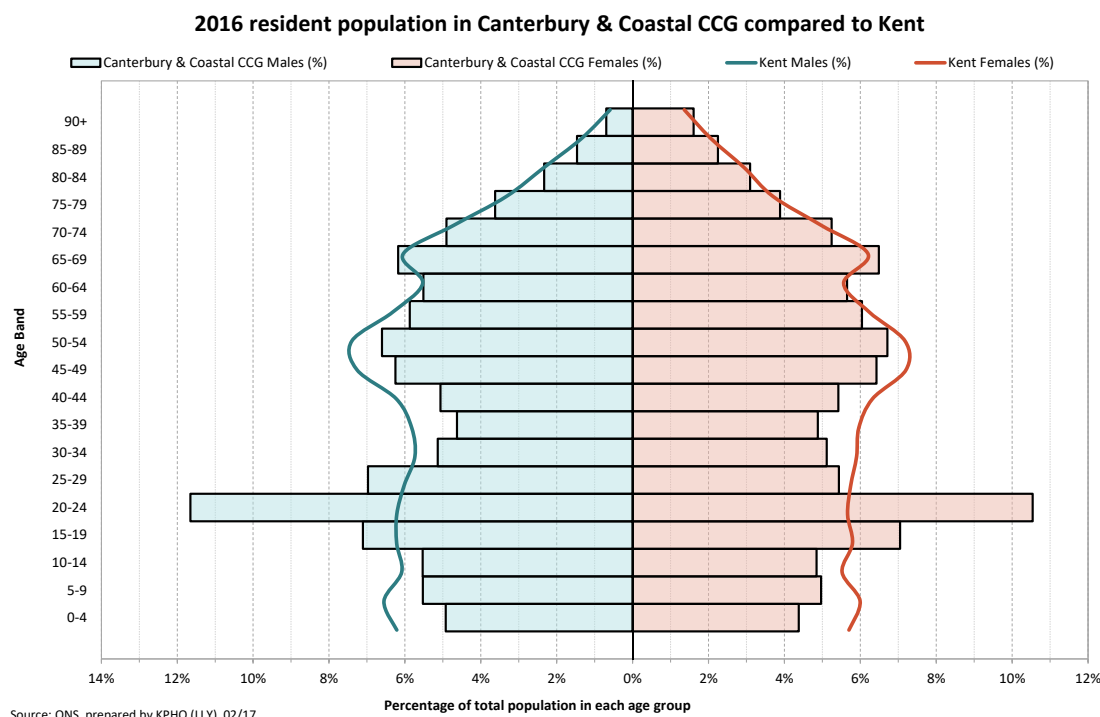
This document has been written as part of the main Kent Pharmaceutical Needs Assessment (PNA) to allow judgements to be made using local data. **This document should be read in conjunction with the main Kent PNA.**



Canterbury and Coastal Clinical Commissioning Group (Canterbury and Coastal CCG) covers patients from 21 practices, with a registered practice population of just under 222,500. The CCG covers the same area as Canterbury City Council along with parts of Swale Borough Council (around Faversham) and Dover District Council (around Sandwich).

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

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



The proportion of 15 – 29 year olds living in the Canterbury local authority area is far greater than the national average. This reflects the high percentage of students residing in Canterbury. However the proportion of people aged 0-15 and 30-54 years is much lower than Kent average. The proportion of the population in all categories above age 60 is also higher than the national average. This will have an impact on health services because people over 60 will generally have greater health needs and service usage.

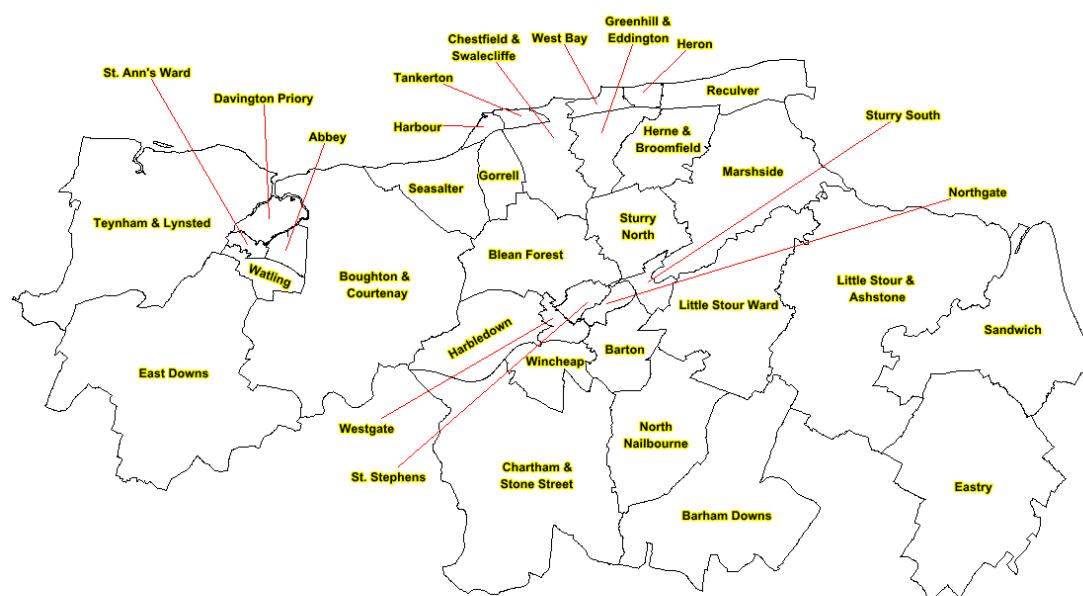
Practice data¹ shows that out of a practice population of 222,550 there are 21,000 children aged 0-9 living in the area (9.4%), 45,138 people who are over 65 in the area (20.3%), These age groups are considered to be the main users of pharmaceutical services.

Care Homes

There are a considerable number of care homes in the Canterbury and Coastal 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 Canterbury and Coastal area



Life expectancy in Canterbury and Coastal CCG is 82.1 years, just above the Kent life expectancy of 81.8 years. Even though the life expectancy in Canterbury and Coastal CCG is above the Kent average, inequalities exist in the area. The gap in life expectancy between wards in Canterbury and Coastal CCG is 7.6 years; Blean Forest has the highest life expectancy (86.6 years) and Abbey has the lowest (78.9 years).

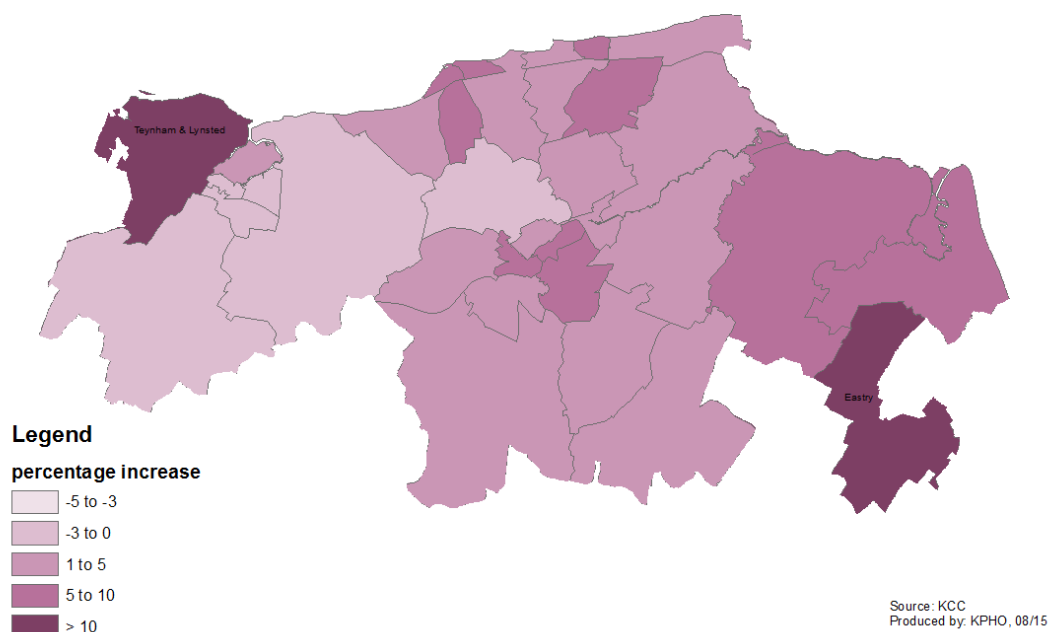
Mosaic Public Sector definitions

There are four dominant groups in Canterbury and Coastal CCG, which account for 53.0% of the population:

- Group E: Suburban Stability – “Mature suburban owners living in settled lives in mid-range housing” accounts for 10.3%
- Group F: Senior Security - “Elderly people with assets who are enjoying a comfortable retirement” accounts for 14.7%
- Group H: Aspiring Homemakers - “Younger households settling down in housing priced within their means” accounts for 10.3%
- Group J: Rental Hubs - “Educated young people privately renting in urban neighbourhoods” accounts for 17.8%

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

The percentage of population change from 2013 to 2020



Population projections from the Office for National Statistics (ONS) show a rise in all age groups, excluding the under 5 population. The largest increase is observed in the 85 and above age band, with an additional 819 people, a rise of 13.0%. Across all age groups, an increase of 2.8% is expected, representing an extra 11,336 individuals by 2020.

Transport Links

See map on Page 3

The transport links for Canterbury and Coastal CCG are very good; the A2 connects Canterbury with the M2 and London beyond to the north and the ferry terminal in Dover to the south. The A28 connects to the Thanet towns in the east of the county and Ashford to the west.

Railway connections in Canterbury link Ashford to the west, the Thanet towns to the east, London to the north and Dover to the south. There is a high speed link to London St Pancras that takes about an hour.

The benefits of good transport links to public health are increased access to employment and leisure opportunities both within Canterbury and further afield. The establishment of the high speed rail link decreases the time it takes to travel to London and makes it a more realistic commuting option.

The downside of having good transport links can be an increase in traffic and congestion. Canterbury City Centre is one of the most congested parts of east

Kent. This can lead to increased journey times and higher levels of air pollution such as PM10s that are associated with circulatory and respiratory disease.

Sandwich

Recent applications for this area have highlighted the restrictions to accessing medical and pharmaceutical services in Sandwich due to the narrow thoroughfares and the number of cobbled streets. Although further investigation does suggest that although the cobblestones do not actually cause a great problem, the narrowness of the streets within the town walls means that (like many of our Cinque ports) it is difficult to get around and to park especially if you are disabled. A contract was granted for a pharmacy to open on the outskirts of Sandwich with good access and considerable parking in a proposed retail area. However this permission to open has now been allowed to lapse due to the delay in the building of the retail site and this area still has problems of access for the vulnerable and disabled. Therefore a CURRENT need is identified in the outskirts of Sandwich area.

More information is available in the KMPHO Health and Social Care Maps – Canterbury which can be found at

https://www.kpho.org.uk/_data/assets/pdf_file/0018/46125/Overview-Canterbury-and-Coastal-CCG.pdf

Pharmaceutical Services in the area

There are two ways that patients can access pharmaceutical services within the Canterbury & Coastal 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 Canterbury and Coastal CCG	48	222,550	21
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 40 community pharmacies who are registered on the Kent NHS pharmaceutical list as providing the full range of NHS pharmaceutical services and located within the Canterbury and Coastal CCG area.

NHS Canterbury and Coastal CCG - Community Pharmacies	
Total number of Community Pharmacies providing NHS pharmaceutical services	40
Number of standard 40 hour pharmacies	33
Number of 100 hour pharmacies	5
Number of mail order/internet pharmacies	2
Number of appliance contractors	0
Number of pharmacies offering electronic prescription service (EPS)	40

A list of all the pharmacies located within Canterbury and Coastal 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 Canterbury & Coastal CCG 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 Canterbury & Coastal CCG 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 two mail order/internet pharmacies based in the Canterbury and Coastal 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 adequate provision of pharmaceutical services through pharmacies and dispensing surgeries for the majority of the day between 8am and 6.30pm on Monday – Friday in all parts of the area. Services before 8 am (4 pharmacies) and after 6.30pm (12 pharmacies) are available in 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.

33 pharmacies are open on Saturday mornings and 22 pharmacies also provide services on Saturday afternoons. 11 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>

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 Canterbury and Coastal area.

Dispensing practices.

NHS Canterbury and Coastal 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	8

A list of all the dispensing doctors located within Canterbury and Coastal 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 Canterbury area.

Pharmaceutical services out of hours

The Canterbury and Coastal CCG area currently has five 100 hour pharmacies, two of which are located in Faversham town centre, one in Herne Bay, one in Whitstable and one in Canterbury city centre. These provide services from early in the morning until late at night Monday to Saturday and are often open on a Sunday.

There are no 100 hour pharmacies in the Sandwich area although there are several nearby in Thanet and Deal.

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 Kent and Canterbury Hospital in Canterbury, Estuary View in Whitstable, Queen Victoria – Herne Bay and Faversham Cottage Hospital which treat minor injuries and minor ailments. These services are available 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 Canterbury 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.

MDS/MAR charts

Canterbury and Coastal CCG along with Ashford 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. 21 pharmacies in the Canterbury 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 8 pharmacies in the Canterbury area are 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.

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 Canterbury and Coastal CCG area has 5 community pharmacies who have met the accreditation as a Healthy Living Pharmacy Level 2.

The rest of the C&C 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 Canterbury and Coastal area over the next 20 years. The Planning department at Canterbury City Council were consulted to identify any new developments that have or are due to be built since the 2015 PNA.

The local plan indicates that residential building is expected to commence in the future on land to the South of Canterbury adjacent the Kent and Canterbury Hospital site along with plots of land at Nackington Road and Barton Business Park. However this development is unlikely to reach significant proportion until 2021 and therefore is identified as a FUTURE need for pharmaceutical services within this PNA. Various other plots of land have been or are being developed across the area mainly by infilling but none of these have resulted in a significant need (over 1000 houses) for extra pharmaceutical services.

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

Discovery Park - this site was previously the home of Pfizer (a pharmaceutical manufacturer) and is now being developed to house a considerable number of small businesses, all who have employees who currently have to travel to access medical and pharmaceutical services. This area has a possible FUTURE need for pharmaceutical services

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 – Canterbury and Coastal 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 of the areas in NHS Canterbury and Coastal CCG have been reviewed and are designated as either controlled or not controlled.

Pharmacy Contracts

There has been an increase in the number of pharmacies within the area since 2011 especially the ‘100 hour’ pharmacies of which there are now five across the area. The pharmacies serving outlying or rural areas such as Seasalter, Sturry and Bridge 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 pharmacy on the university campus is potentially at risk of being unviable when the essential small pharmacy scheme ends, and therefore there will be a need to review the provision and needs of those served by this pharmacy when this happens.

In 2015 it was recommended that in the Canterbury 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 pharmacies needs to be maintained

The service provided by the pharmacy at the university needs to be reviewed.

The provision of new housing in the Canterbury and Coastal CCG area 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 C&C CCG area.

Monday to Friday

There is good provision of full pharmaceutical services in and around Canterbury and the coastal towns of Faversham, Herne Bay and Whitstable as well as some of the larger villages such as Seasalter and Ash. 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 of Canterbury and the coastal towns of Faversham, Herne Bay and Whitstable as well as some of the larger villages such as Seasalter and Ash.

Sundays

There is adequate provision of full pharmaceutical services in and around the towns of Canterbury and the coastal towns of Faversham, Herne Bay and Whitstable on a Sunday.

The essential small pharmacy scheme has now ended and the pharmacy on campus has reverted to a standard 40 hour contract.

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

- 1) Future pharmaceutical need in the area south of Canterbury which needs to be reviewed regularly as the houses are built.
- 2) It has been identified that there is a current need for a pharmacy on the outskirts of Sandwich due to the access restrictions within the town itself. There is also a need for pharmaceutical services on a Sunday.
- 3) As Discovery Park develops there is a possibility of a future need for pharmaceutical services within or near this complex. This could be combined with No 2 above.

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