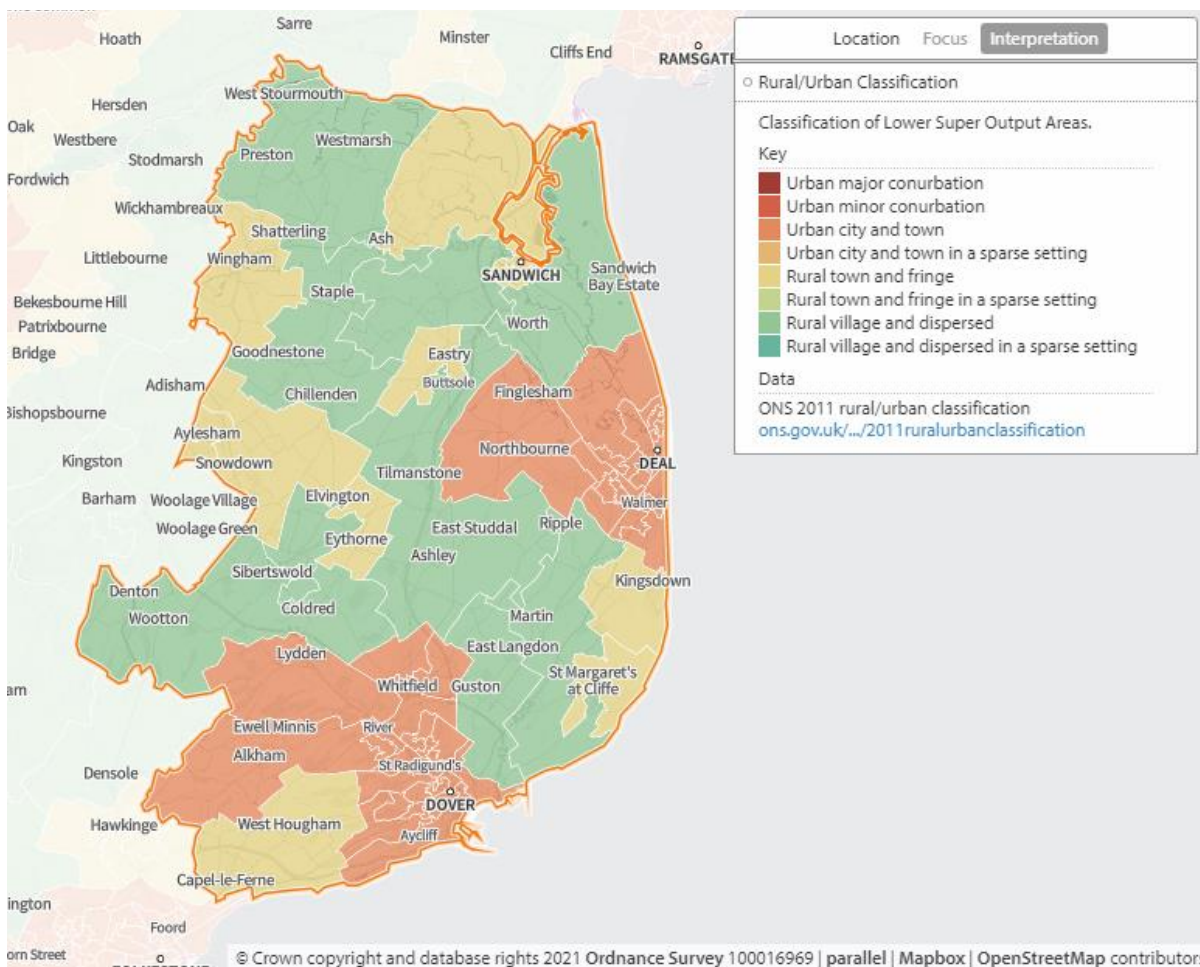


## 11 Dover Borough Council Locality

### 1. Key Facts

Dover is a local government district in the south-east of the county. It covers an area of 314.8 square km. Most of the population live in the coastal towns of Deal and Dover. Beyond the urban towns, the district is very sparsely populated. However, there are two small pockets of higher density in Sandwich and Aylesham. The east and south of the district are bordered by the sea while the west and north border rural areas of the Canterbury and Thanet districts.

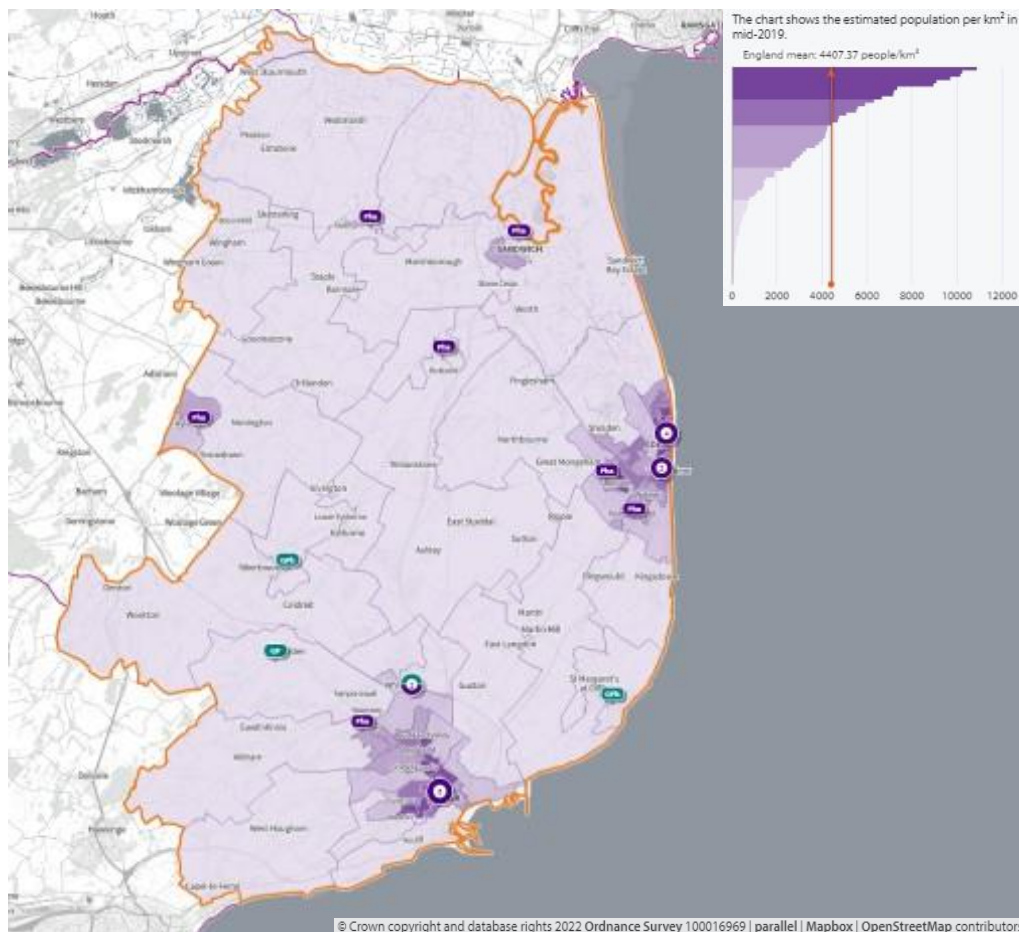
**Map 68. Rural/urban classification of lower super output areas**



## Population

Dover has a population of 118,514. Map 69 shows that the majority of the population is split between the two largest towns of Dover and Deal. The remaining area of the district is very sparsely populated with the exceptions of a couple of small pockets of more densely populated areas at Sandwich and Aylesham.

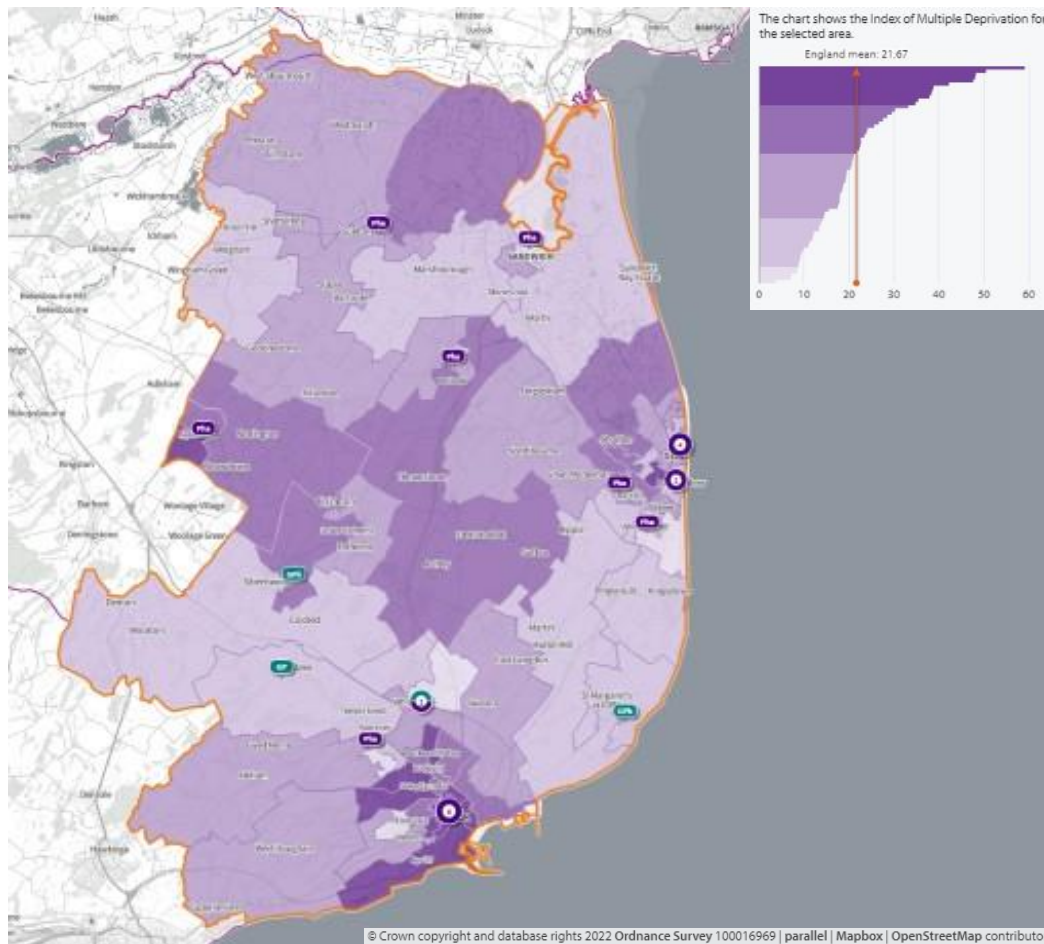
### Map 69. Population density of lower super output areas overlaid with locations of pharmacies and dispensing doctors



## Deprivation

**Map 70** below shows the areas of deprivation in the Dover locality. Dover is ranked 4<sup>th</sup> out of Kent's 12 districts for deprivation and the most deprived areas are in and around the town of Dover. Five LSOAs in the district are within the top 10% most deprived areas in England. Employment rates are the second lowest of all Kent districts<sup>(63)</sup> and educational attainment is significantly lower than the Kent average<sup>(64)</sup>.

### Map 70. Deprivation of lower super output areas overlaid with locations of pharmacies and dispensing doctors



## Language

English is the main language for all people aged 16 or over in 96.4% of households in the district. 1.8% of households have no people with English as the main language<sup>(2)</sup>.

## Home ownership

66% of houses are owned either outright (35%) or with a mortgage (31%). The average number of occupants per household is 2.3, slightly lower than the Kent average of 2.4 <sup>(2)</sup>.

## Age Distribution

The average age of Dover district residents is 43.9, higher than the Kent average of 41.4 and the second highest of all Kent districts <sup>(2)</sup>. 23.8% of the population is over 65 and 17.6% 0-15. Life expectancy at birth is 78.6 for males and 81.7 for females <sup>(46)</sup>.

## Economy

By industry, the top three employers in the Dover district are wholesale and retail trade (12.7%), human health and social work activities (12.7%), and administrative and transportation and storage (10.4%) <sup>(15)</sup>. Dover has a much higher proportion of employees working in transportation and storage compared to the Kent average (10.4% vs 5.4%) <sup>(15)</sup>.

## Car ownership

23% of households in Dover district do not have a car or van in the household, this is higher than the Kent average of 20% <sup>(13)</sup>.

## Care Homes

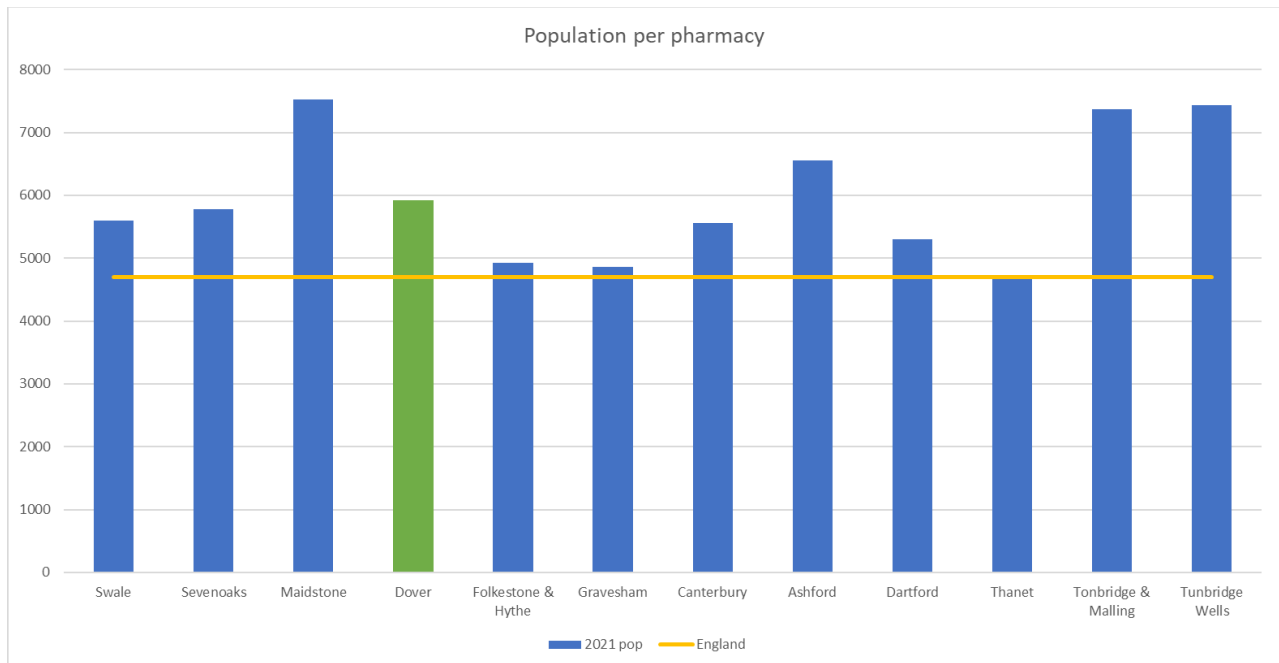
There are a considerable number of care homes in the Dover locality. Patients who are looked after in a care home setting are often high users of medicines. However, because of the nature of their care, they rarely access pharmaceutical services individually, leaving this to be carried out by the care 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.

## 2. Necessary services: current provision within the locality

*(All data presented in this section is for the financial year 2020/21 with the exception of lateral flow devices data which covers the 4 months from April 2021 to July 2021)*

There are 20 Community pharmacies providing dispensing services in the Dover locality. That is one pharmacy per 5,926 head of population. Figure 32 below shows how this compares with the other localities of Kent.

**Figure 32 Number of people per pharmacy in each locality**



15 of the pharmacies open at least one hour after 17:00 on weekdays. 19 are open on Saturdays and 3 open Saturday and Sunday. The weekly opening hours range from 40 to 102, with the average opening hours being 57 each week.

In addition, there are 4 dispensing GP practices in the locality.

The facts below indicate that the majority of prescriptions generated in the locality are dispensed in the locality. There are 7.4% of prescriptions generated in the area that are dispensed in neighbouring areas and a smaller percentage that are generated outside the locality and dispensed by Dover locality community pharmacies <sup>(1)</sup>.

- 1,072 outside prescribers dispense in Dover
  - 3.1% of all items dispensed in Dover
- 24 prescribers in Dover
  - 96.9% of items dispensed in Dover
- 35 dispensers in Dover
  - 92.6% of all items prescribed in Dover
- 978 dispensers outside of Dover
  - 7.4% of all items prescribed in Dover

**Pharmacy locality:** Maps 1 and 2 above show the locality of the community pharmacies and GP dispensing practices.

### Opening times

All are open Monday to Friday, with 19 opening on Saturdays and 3 opening on Saturdays and Sundays. This gives a weekly opening hours range of 40 to 102 hours and an average of 57 hours of opening each week. Fifteen of these pharmacies open for at least one hour after 5pm on weekdays. The tables below show the core and supplementary hours of each pharmacy <sup>(65)</sup>.

**Table 32. Opening times for all pharmacies**

Pharmacy	Total weekly core hours	Total supplementary weekly hours	Total weekly hours	Max. hours open after 5pm at least 1 day/week	Saturday hours	Sunday Hours
White Cliffs Pharmacy	100	2	102	5	17	0
Paydens, Canada Rd., Deal	100	0	100	5	15	10
Tesco Pharmacy	48	30	78	3	12	6
Cairns Chemist	59	0	59	1.5	8.5	0
Paydens, St. Richards Road, Deal	41.5	12.5	54	1.5	4	0
Queen Street Pharmacy	40	13	53	0.5	4.25	0
Eastry Pharmacy	49	4	53	1	8	0
Paydens, High St., Dover	40	11.5	51.5	1.25	4	0
Grace Chemist	40	11.5	51.5	1	4	0
A A Beggs	40	11.5	51.5	1.25	4	0

**Table 32 continued**

Pharmacy	Total weekly core hours	Total supplementary weekly hours	Total weekly hours	Max. hours open after 5pm at least 1 day/week	Saturday hours	Sunday Hours
Boots the Chemists, Deal	40	11	51	0.5	8.5	0
Boots the Chemists, Dover	40	11	51	0.5	7.5	6
Golf Road Pharmacy	43	7.5	50.5	1	3	0
Boots Pharmacy, Sandwich	40	9.5	49.5	1.5	7	0
River Pharmacy	40	9	49	1	4	0
Strand Pharmacy	40	8.5	48.5	1	3.5	0
Clockwork Pharmacy	40	8.5	48.5	0.5	6	0
Boots Pharmacy, Aylesham	40	6.5	46.5	1	4	0
Boots Pharmacy, Ash	40	6	46	1	6	0
Walmer Pharmacy	40	0	40	0	0	0

The dispensing GP practices in the Dover locality are:

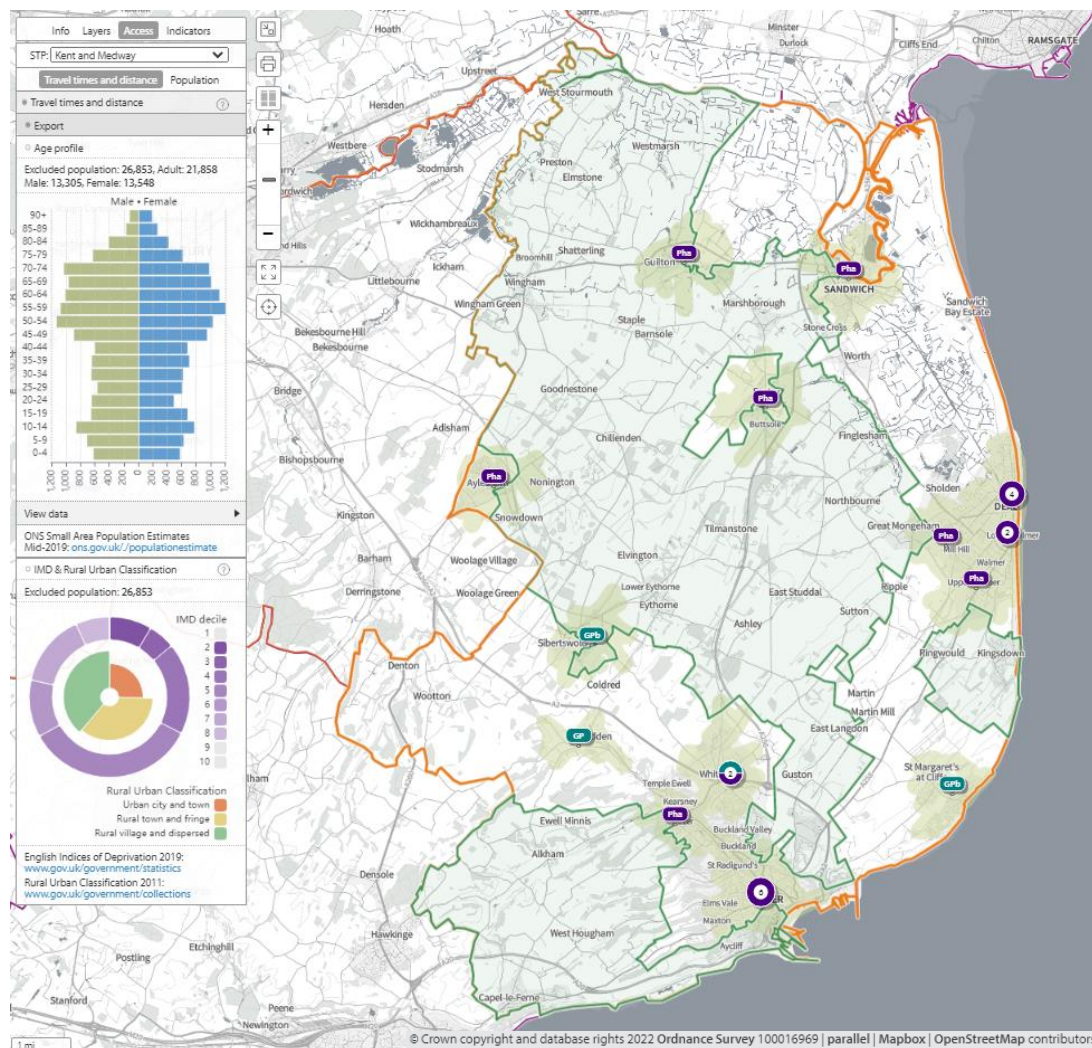
- Whitfield Surgery CT16 3LT
- Lydden Surgery CT15 7ET
- Tara, The Surgery, St Margarets Bay CT15 6BT

## Travel times

Access during core opening times is shown in the maps (4-7) below.

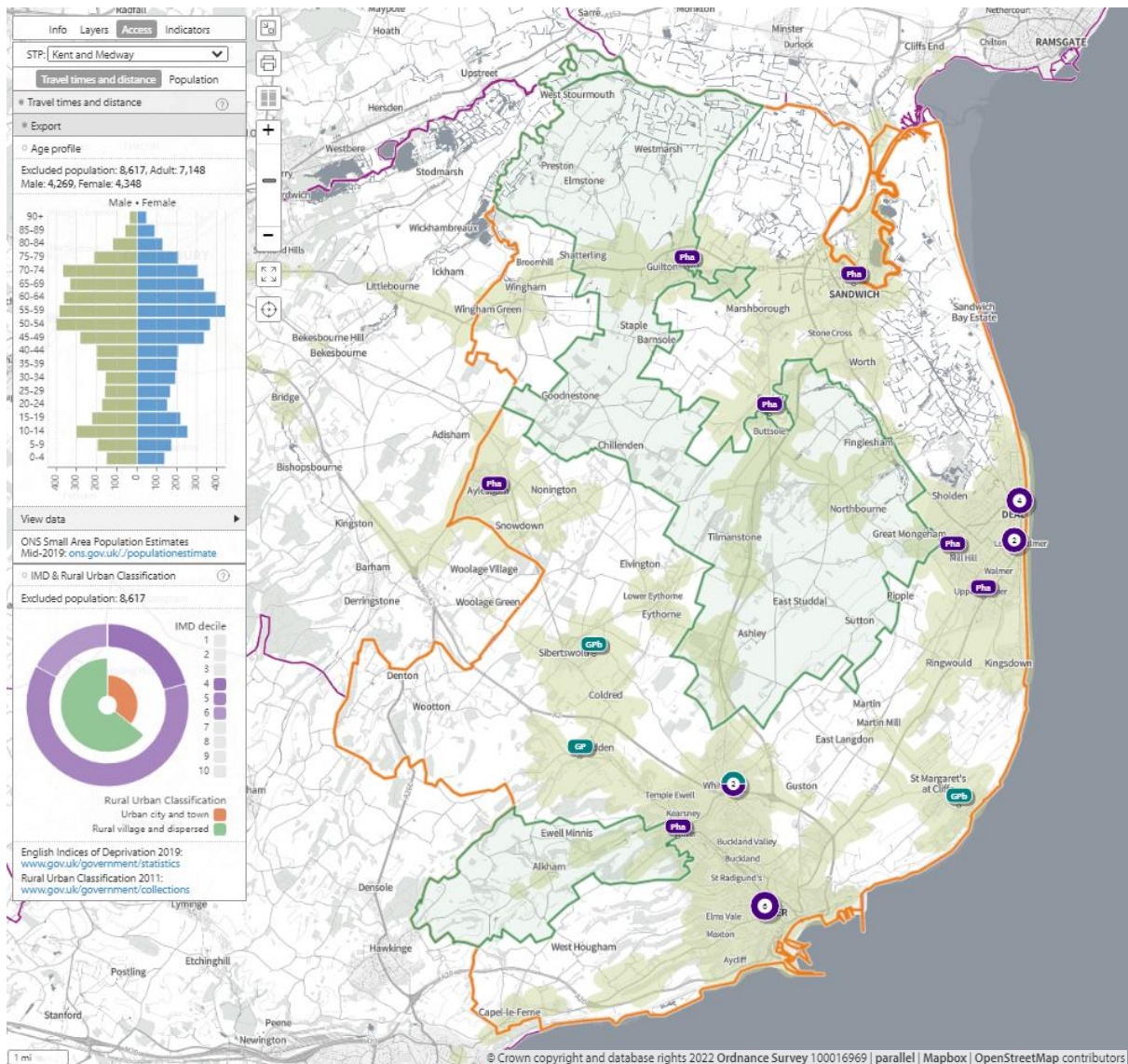
In **map 71**, below, the green shaded areas are within a **20-minute walk** of a community pharmacy/dispensing GP practice. The data indicates that 26,853 (22.7%) people are not within a 20-minute walk and 24.4% of 65+ population is not within a 20-minute walk of a community pharmacy or dispensing GP practice

**Map 71. Locations of community pharmacies/dispensing GPs and lower super output areas not within a 20-minute walk**



In **map 72**, below, the olive-green shaded areas indicate areas within 20-minutes by public transport of a community pharmacy/dispensing GP practice. 8,617 (7.3%) people are not within 20-minutes by public transport. 8% of 65+ population is not within 20 minutes by public transport of a community pharmacy or dispensing GP practice

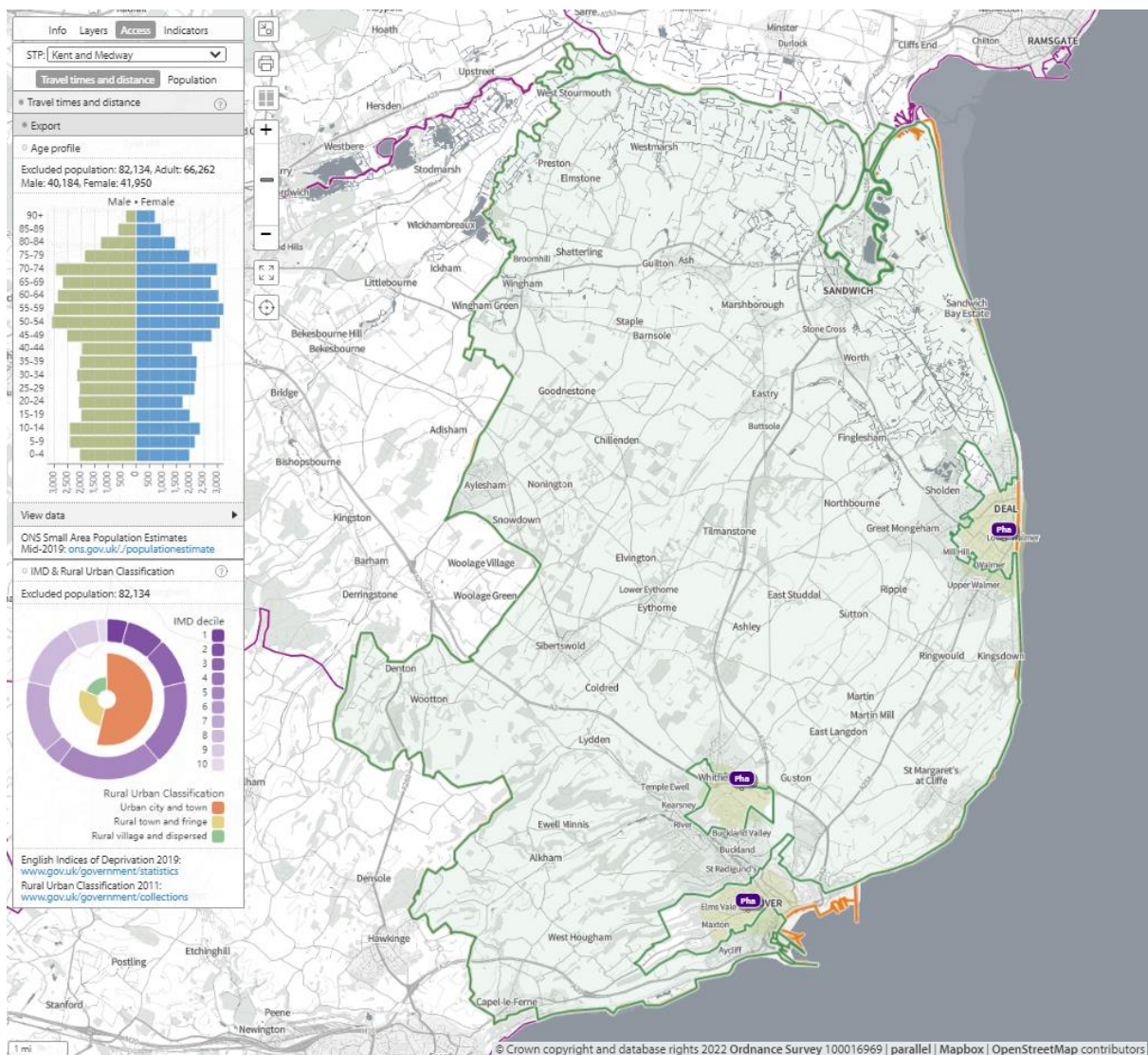
**Map 72. Locations of community pharmacies/dispensing GPs and lower super output areas not within 20-minutes by public transport on weekday mornings**





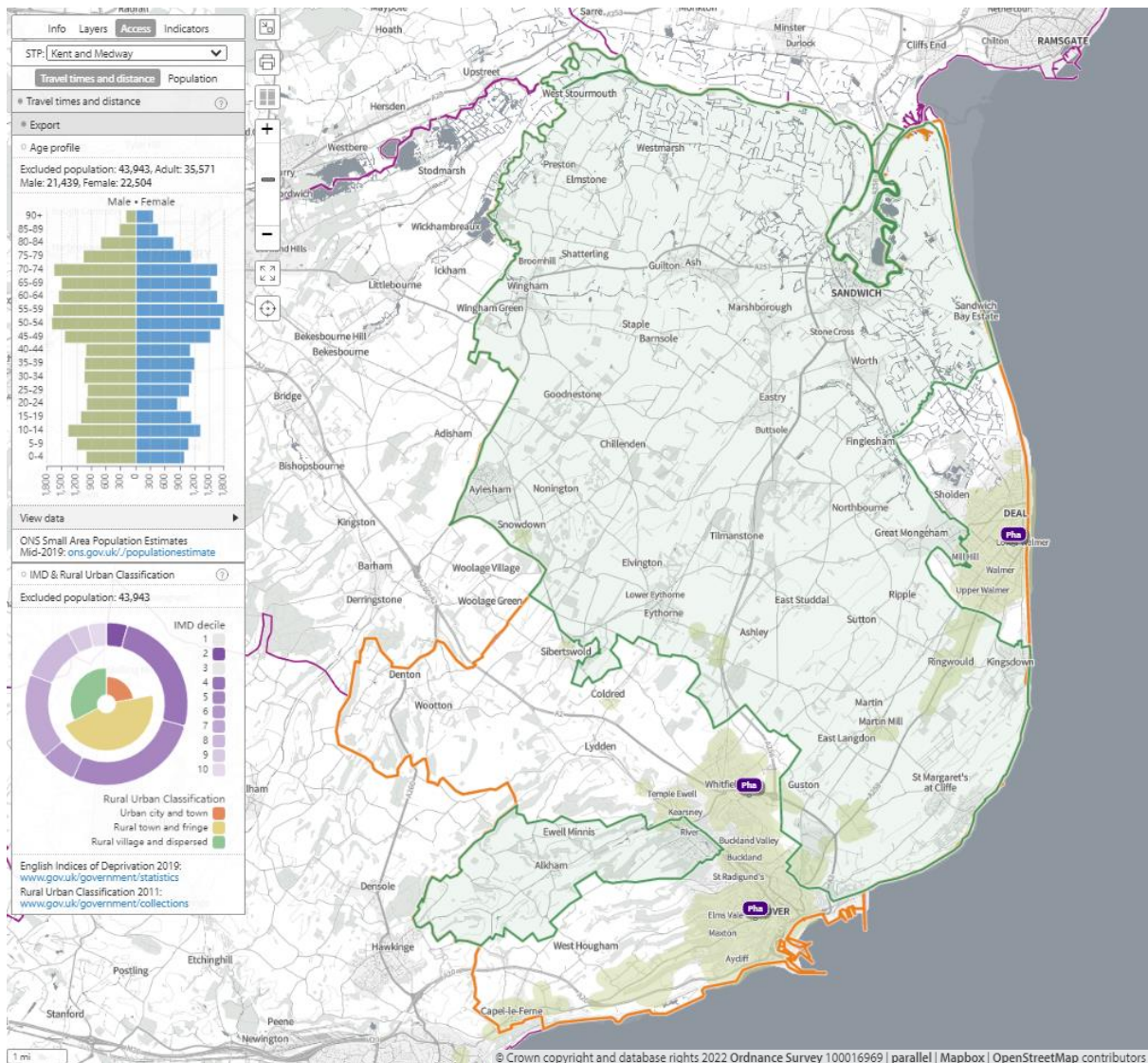
In **map 73**, below, shows **20 minutes walking** access as green shaded areas to community pharmacies that open until 8pm one day a week. 69.3% of the population is not within a 20-minute walk of a community pharmacy that opens until at least 8pm on one day a week

**Map 73. Locations of community pharmacies open until at least until 8pm one day a week and lower super output areas not within a 20-minute walk**



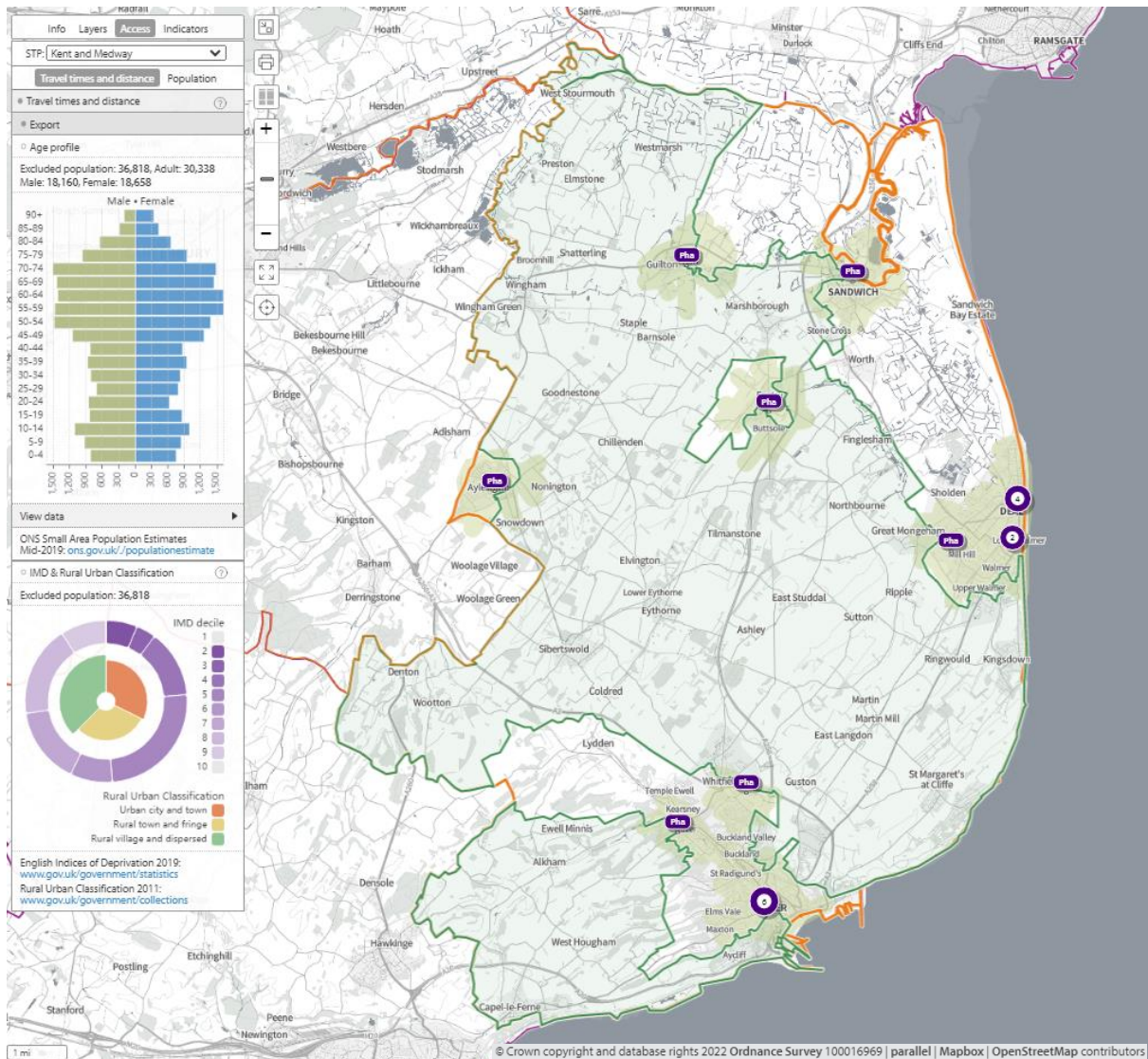
In **map 74**, below, shows **20 minutes public transport** access, as green shaded areas to community pharmacies/dispensing GP practices. The data reveals that 37.1% of the population is not within 20 minutes by public transport of a community pharmacy that opens until at least 8pm on one day a week

**Map 74. Locations of community pharmacies open until at least until 8pm one day a week and lower super output areas not within 20-minutes by public transport on weekday evenings**



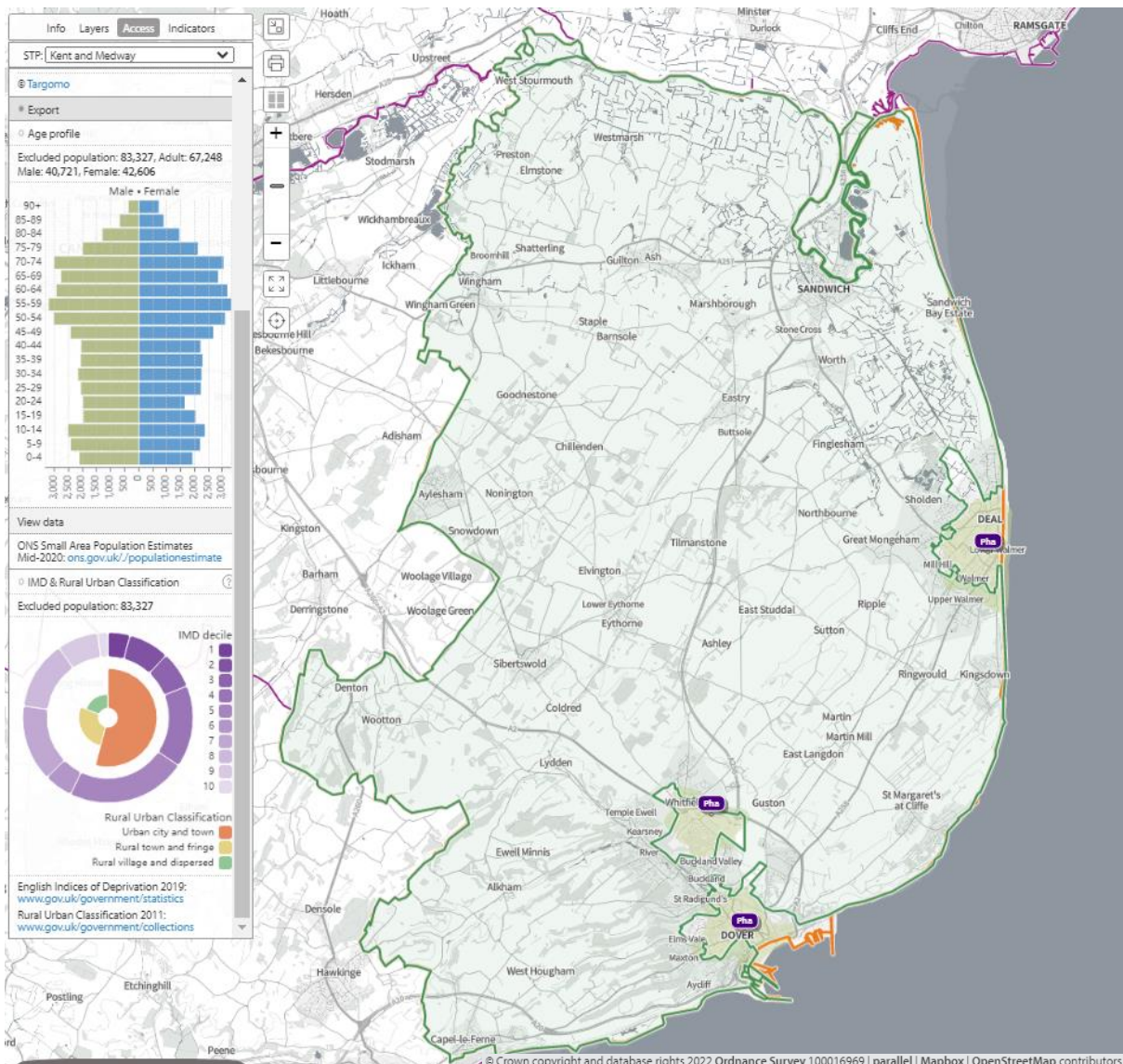
In **map 75**, below, 20-minute **walking access** to community pharmacies that are open at weekends. The data reveals that 31.1% of the population is not within a 20-minute walk of a community pharmacy that opens at the weekend.

**Map 75. Locations of community pharmacies open at weekends and lower super output areas not within a 20-minute walk**



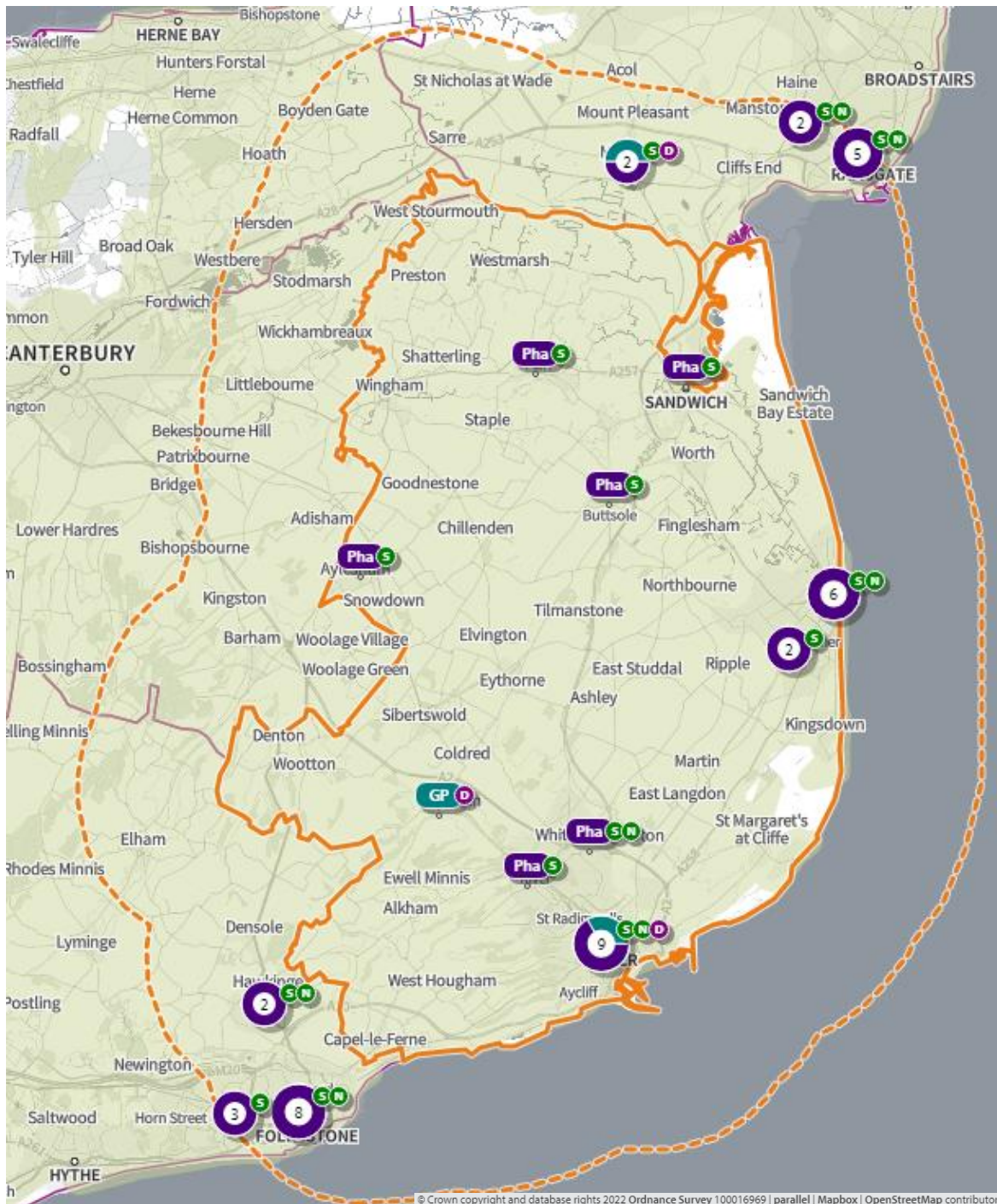
In **map 76**, below, 20-minute **walk** to community pharmacies that are **open on Sundays** is shown as green shaded areas. The information shows that 73.5% (8,327) of the population is not within a 20-minute walk of a community pharmacy that opens on Sundays and 75.3% (21,112) of the 65+ population is not within a 20 minute walk of a community pharmacy that opens on Sundays.

**Map 76. Locations of community pharmacies open on Sundays and lower super output areas not within a 20-minute walk**



In **map 77** below, access during **core opening hours, Saturdays and Sundays** is shown. The olive-green shaded areas are within a **20-minute drive** of a community pharmacy/dispensing GP practice. The entire population is within a 20-minute drive.

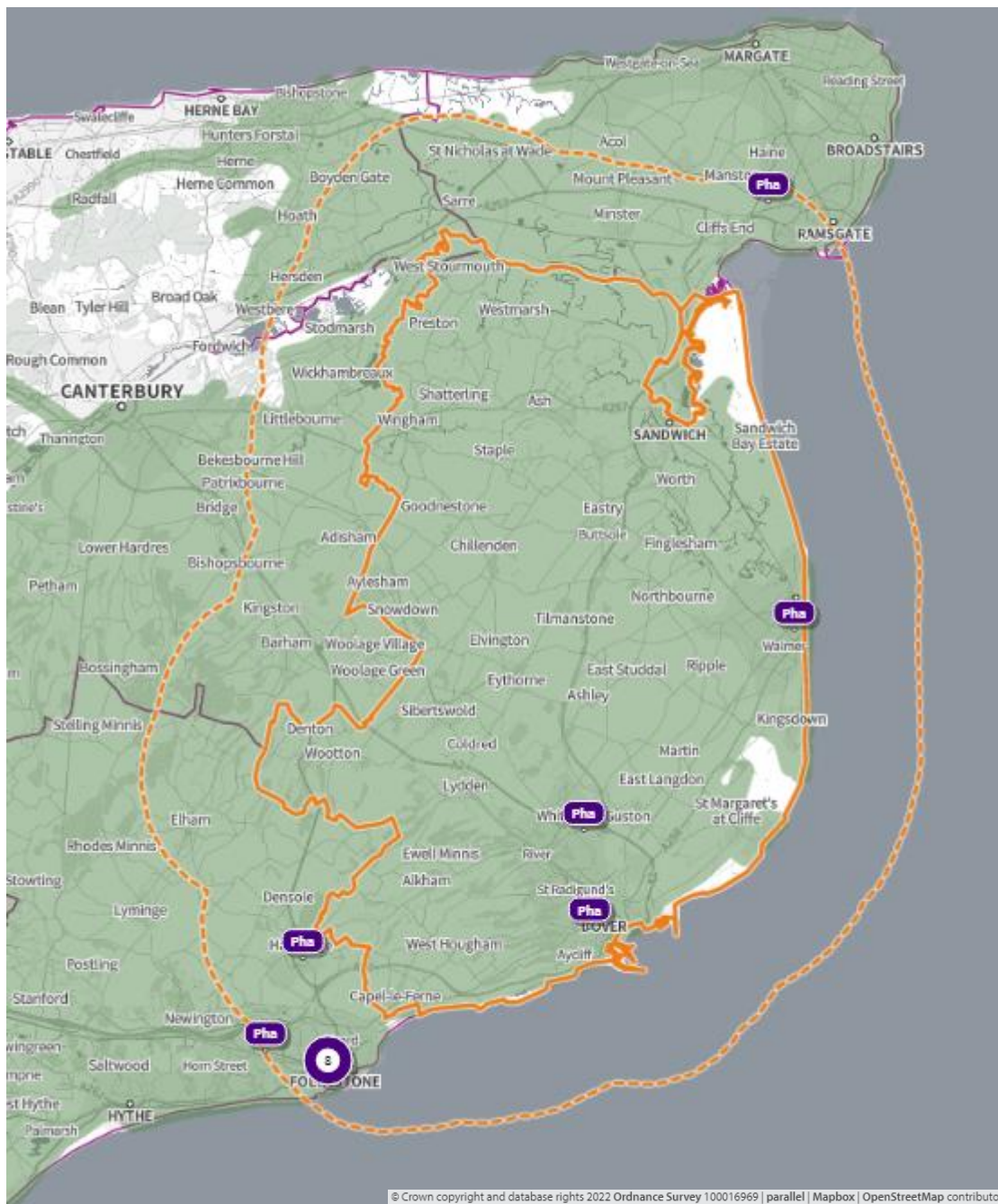
**Map 77. Locations of community pharmacies/dispensing GPs and areas within 20-minutes by car**



S = open Saturday N = open Sunday

In **map 78** below, the green shaded areas are within **20-minutes by car** of a community pharmacy that opens **until at least 7pm on weekdays**. The entire population is within a 20-minute drive.

**Map 78. Locations of community pharmacies open until at least 7pm on weekdays and areas within 20-minutes by car**



### 3. Necessary services: current provision outside the localities area <sup>(1)</sup>

The information below indicates the number of prescriptions dispensed in and outside the locality.

- 2.03 million items prescribed in Dover
  - 1.88 million items dispensed in Dover
    - 1.65 (87.8%) million via Electronic Prescription Service
  - 150,381 dispensed outside of the district
    - 68,869 distance selling
    - 33,504 dispensed in Folkestone and Hythe
    - 29, 164 dispensed in Canterbury
  
- 1.94 million items dispensed in Dover
  - 1.76 million items dispensed by community pharmacies in Dover
  - 175,920 dispensed by 14 GP practices:
    - Buckland Medical Practice – 54,445
    - Lydden Surgery – 42,448
    - White Cliffs Medical Centre – 37,402
  - 59,410 items prescribed outside borough i.e. more going out than coming in

Some residents choose to access contractors outside both the locality and the Health and Wellbeing Board's area in order to access services:

- Offered by dispensing appliance contractors
- Offered by distance selling premises
- Which are located near to where they work, shop or visit for leisure or other purposes.

Taking into account this choice of pharmacy outside of the locality, the majority of residents can access a pharmacy and do access pharmacy services within the locality.

#### 4. Other relevant services: current provision

The following advanced services were delivered by pharmacies in the Dover locality in 2020/21.

**Table 33. Opening times for all pharmacies**

Advanced service name	No. of pharmacies
New Medicine Service	17
Appliance Use Review	0
Hypertension Service <sup>‡</sup>	20
Stoma Appliance Customisation	0
Community Pharmacist Consultation Service (CPCS) <sup>‡</sup>	20
Hepatitis C Antibody Testing Service	0
Seasonal Influenza Vaccination Advances Service	19
Covid Vaccination Service*	1
Covid Home Delivery Service*	16
Covid lateral flow device distribution*	21

\*Specific to the Covid-19 pandemic

<sup>‡</sup>Services introduced during the year of study

Please note that three services were specific to the Covid-19 pandemic (Covid vaccination, homedelivery and lateral flow device distribution services) and that others were new services (CPCS, Hypertension service) introduced within the year. There is, however, good participation and early adoption of new services from pharmacies in this locality.

#### 5. Other NHS services

The Strategic Health Asset Planning and Evaluation (SHAPE) web application provides the following information:

- High Street Surgery open until 7.30pm on Mondays
- Manor Road Surgery open until 7.30pm on Tuesdays
- St Richards Road Surgery open Saturdays 8.30am – 12pm

There are urgent treatment centres situated in the Buckland Hospital in Dover and Victoria Memorial Hospital, Deal. Both are open 8am to 8pm every day of the year.

There are also drug and alcohol services, Kent and Medway NHS Hospital Trusts and Kent and Medway NHS and Social Care Partnership Trust and Kent Community Health NHS Foundation Trust with services that generate prescriptions that are dispensed by community pharmacies in this locality.



The number of prescriptions from these services is shown below:

- 12 pharmacies dispensed a total of 3,484 items (mean = 290, range = 2-1,035) from drug and alcohol services
- 20 pharmacies dispensed a total of 2,146 items (mean = 107, range = 17-246) from Kent and Medway NHS and Social Care Partnership Trust (secondary mental health services)
- 15 pharmacies dispensed a total of 103 items (mean = 7, range = 1-36) from KCHFT
- 21\* pharmacies and 1 GP practice dispensed a total of 16,856 items (mean = 766, range = 61-2,567)

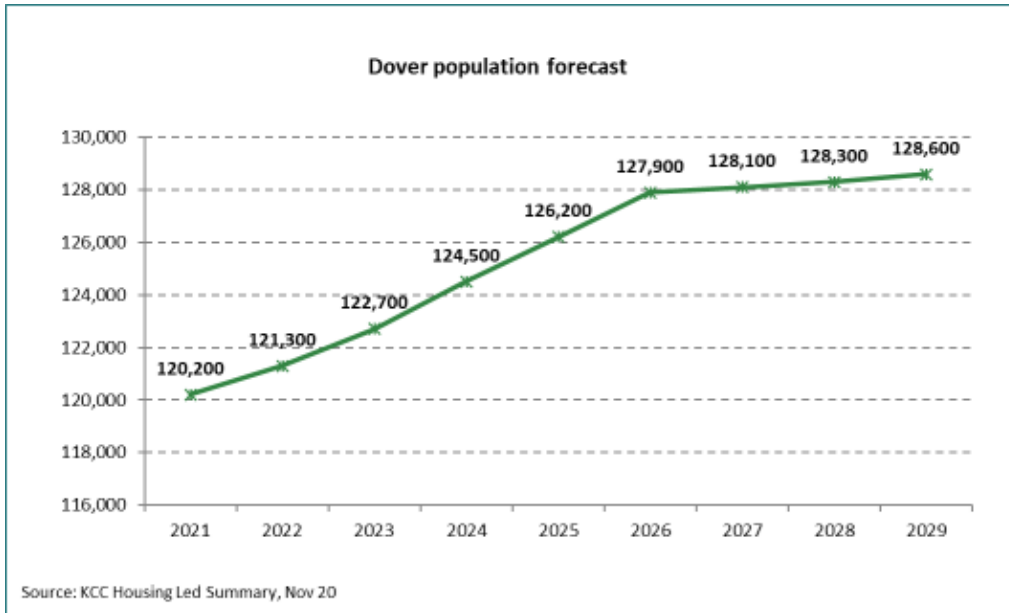
#### **6. Choice with regard to obtaining pharmaceutical; services**

As can be seen from sections 2 and 3, those living within the locality and registered with one of the GP practices generally choose to access one of the pharmacies in the locality in order to have their prescriptions dispensed or, if eligible, to be dispensed to by their practice. Those that look outside the locality usually do so either to access a neighbouring pharmacy, or a dispensing appliance contractor or distance selling premises outside of the Health and Wellbeing Board's area.

#### **7. Developments**

Figure 33 below shows the predicted increase in the population of the Dover locality continuing to grow over the lifetime of this PNA. By 2025 it is estimated that each pharmacy will serve a population of 6,310.

**Figure 33 Dover Population Forecast**

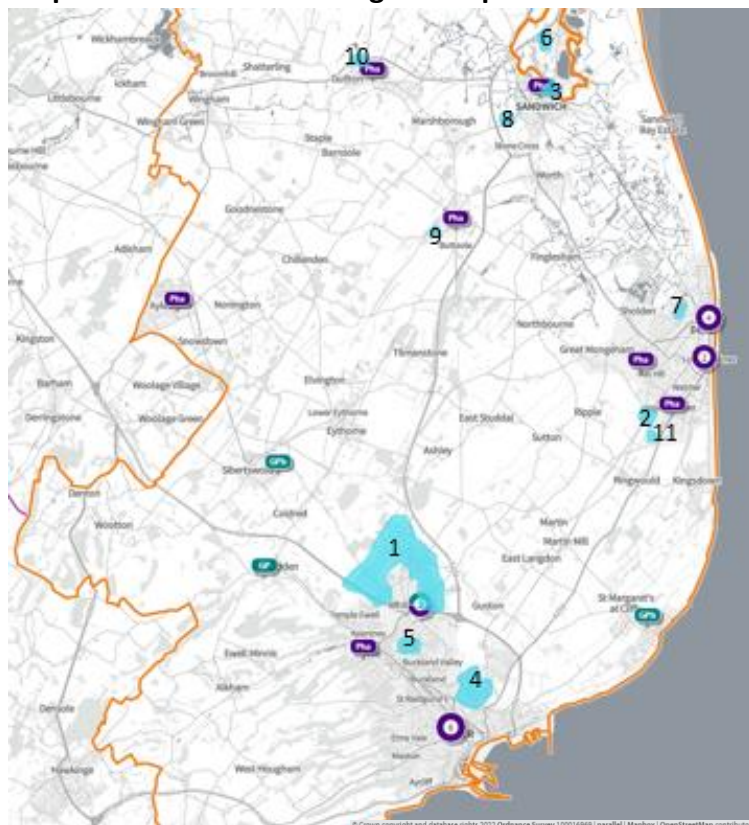


 **1 pharmacy per 6,310 people in 2025**

The population of Dover district is projected to increase by 5% to 126,200 in 2025. This is an increase of approximately 400 people per pharmacy from 2020. As stated in the community pharmacy contracts survey one pharmacy in the Dover locality does not have the capacity to meet an increased demand for services. However, only 90 new houses are proposed in the catchment area of the pharmacy.

The next map below shows where there are major housing developments planned in the coming years and the table indicates the number of dwellings planned for each site. With an average of 2.4 people per proposed dwelling, by 2025 these sites will provide accommodation for approximately 4,600 people.

**Map 79. Location of housing developments**

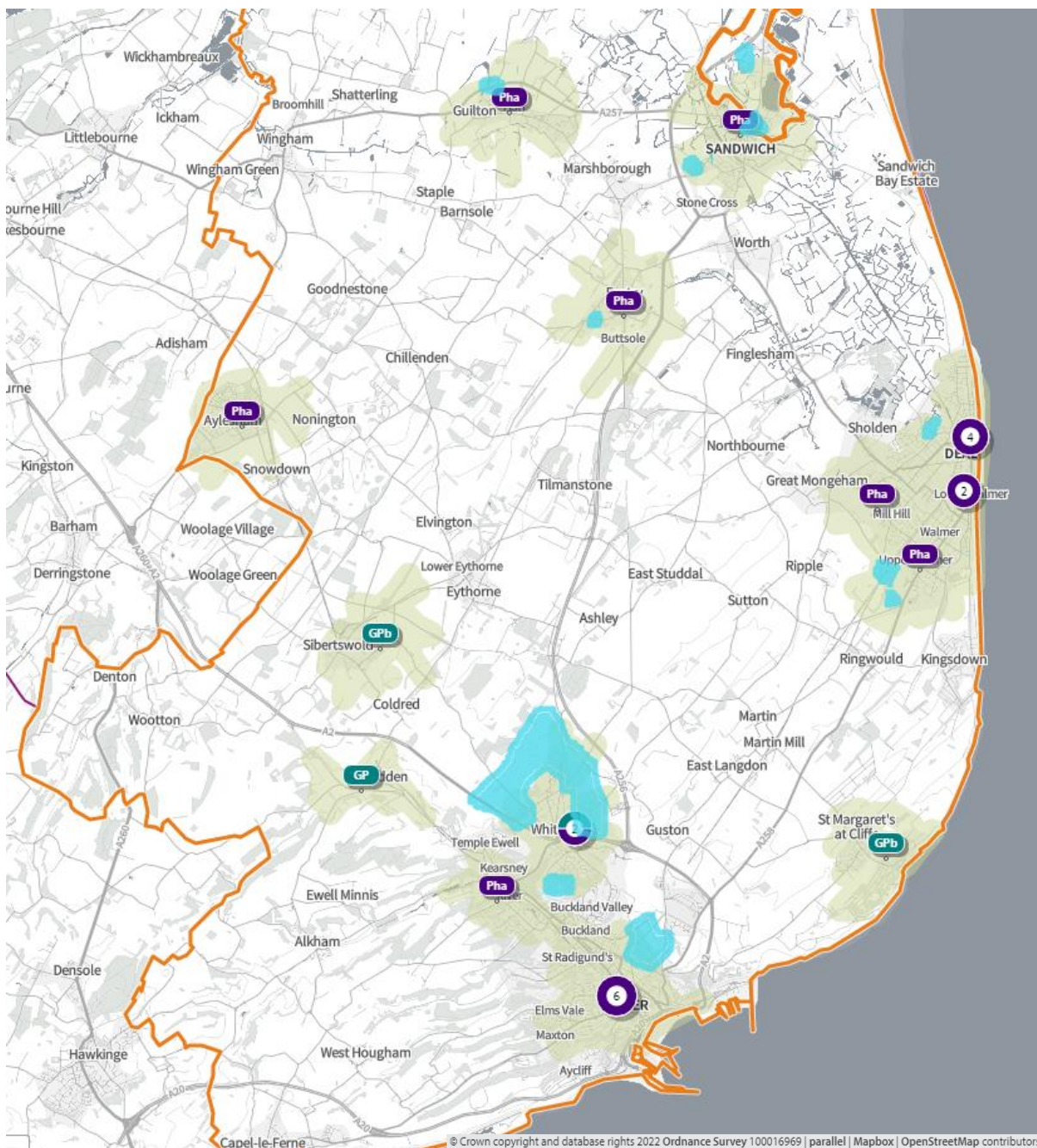


**Table 34. Proposed housing developments – number of dwellings per year at each development**

Site Name	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	2025	2030
1. Whitfield Urban Extension	25	121	98	71	35	0	0	0	0	0	350	350
2. Land off Station Road, Walmer	35	71	71	46							223	223
3. Sandwich Ind Estate, Ramsgate Road	38	38	38	38	38	39					190	229
4. Connaught Barracks	0	30	120	0	100	0	100	14	0	0	250	364
5. Buckland Paper Mill	25	44	67	50	50	0	0	0	0	0	236	236
6. Discovery Park, Ramsgate Road, Sandwich				71	71	71	71	71	71	71	142	497
7. Land on the West side of Albert Road, Deal	15	42	42	43							142	142
8. Land east of Woodnesborough Road, Sandwich		60	60								120	120
9. Eastry Hospital, Mill Lane, Eastry		60	40								100	100
10. Land off Chequer Lane, Ash		20	50	20							90	90
11. Land Opposite 423-459 Dover Road, Walmer			35	50							85	85

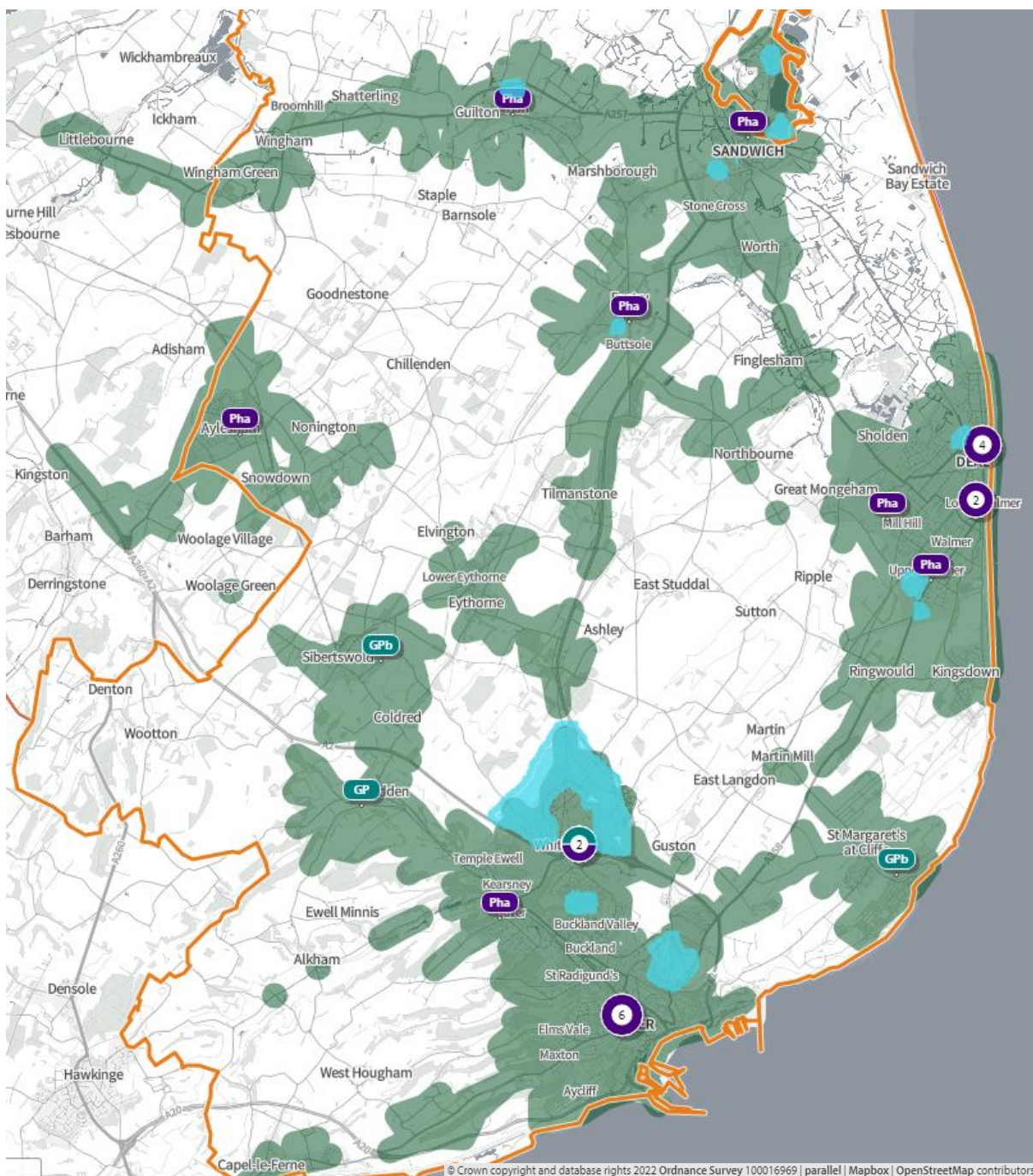
In **map 80**, below, the green shaded areas are within a **20-minute walk** of a community pharmacy/dispensing GP practice during core opening hours and the blue shaded areas are locations of major housing developments

**Map 80. Location of community pharmacies, proposed housing developments, and areas within a 20 minute walk of a community pharmacy/dispensing GP**



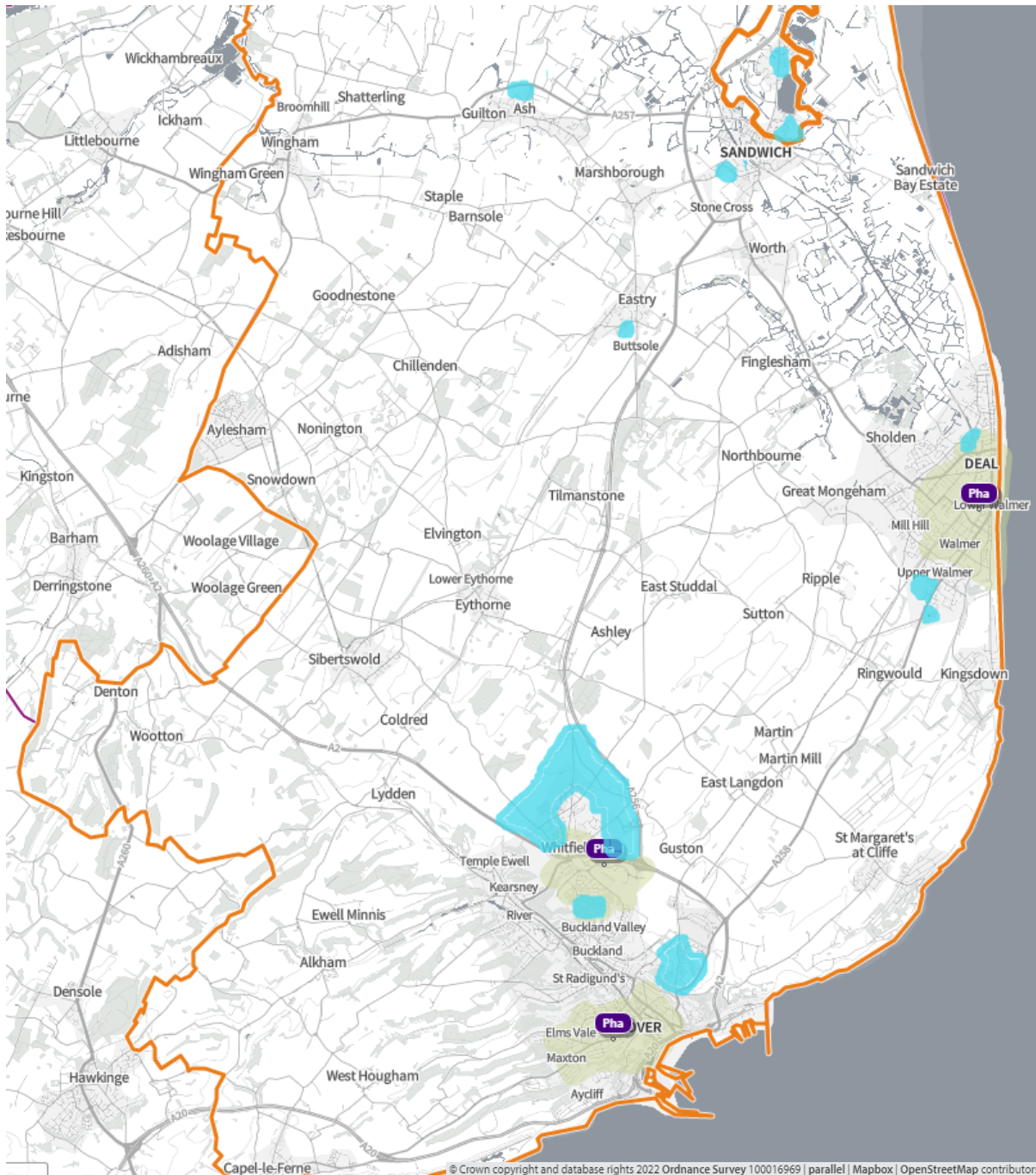
In **map 81**, below, the green shaded areas are within **20-minutes by public transport** of a community pharmacy/dispensing GP practice and the blue shaded areas are locations of major housing developments

**Map 81. Location of community pharmacies, proposed housing developments, and areas within 20 minutes of a community pharmacy by public transport on weekday mornings**



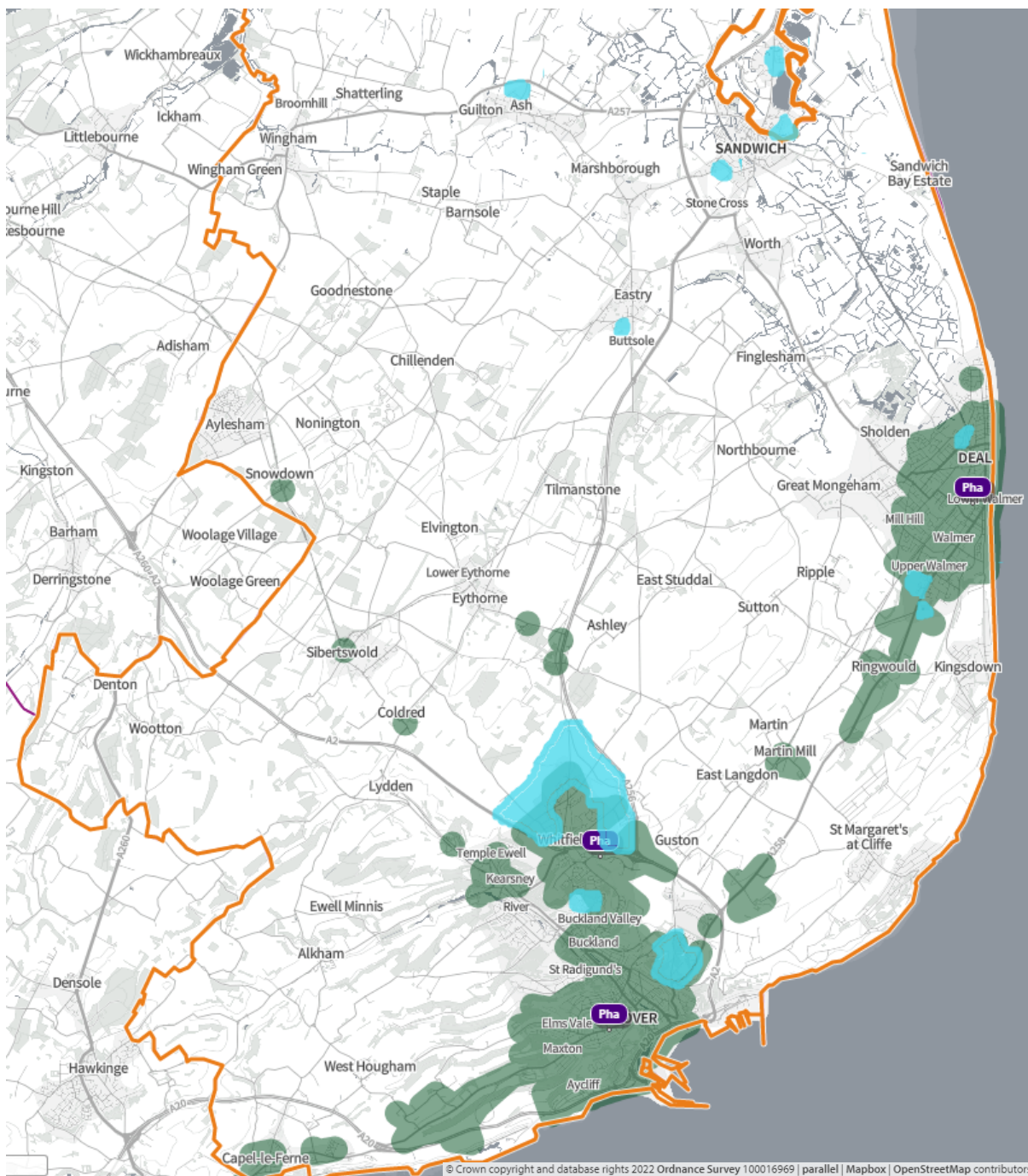
In **map 82**, below, the green shaded areas are within a **20-minute walk** of a community pharmacy that is **open until at least 8pm** and the blue shaded areas are locations of major housing developments

**Map 82. Location of community pharmacies, proposed housing developments, and areas within a 20 minute walk of a community pharmacy open until at least 8pm**



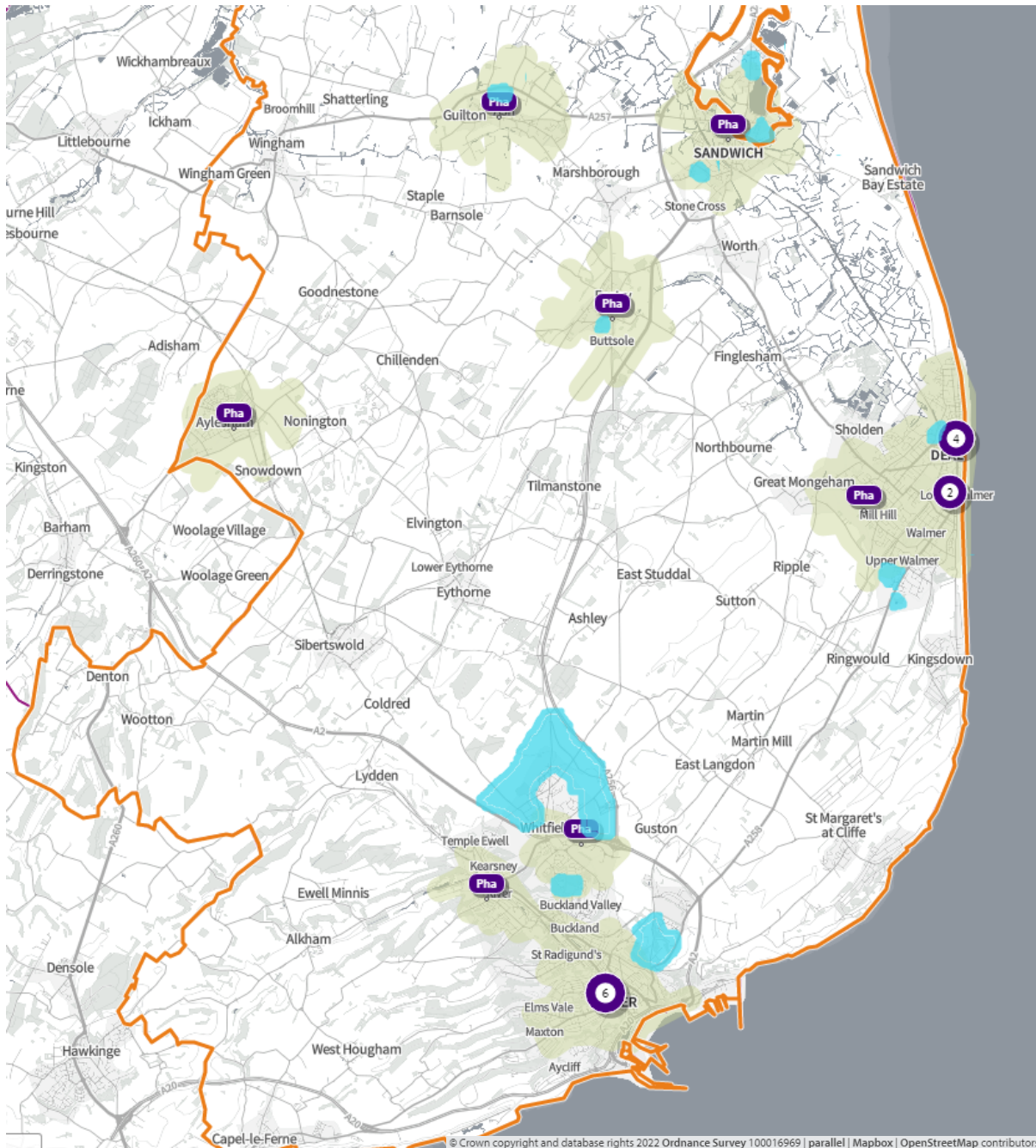
In **map 83**, below, the green shaded areas are within **20-minutes by public transport** of a community pharmacy that is **open to at least 8pm** and the blue shaded areas are locations of major housing.

**Map 83. Location of community pharmacies, proposed housing developments, and areas within 20 minutes of a community pharmacy open until at least 8pm by public transport on weekday evenings**



In **map 84**, below, the green shaded areas are within **20-minute walk** of a community pharmacy that is open on a **Saturday** and the blue shaded areas are locations of major housing.

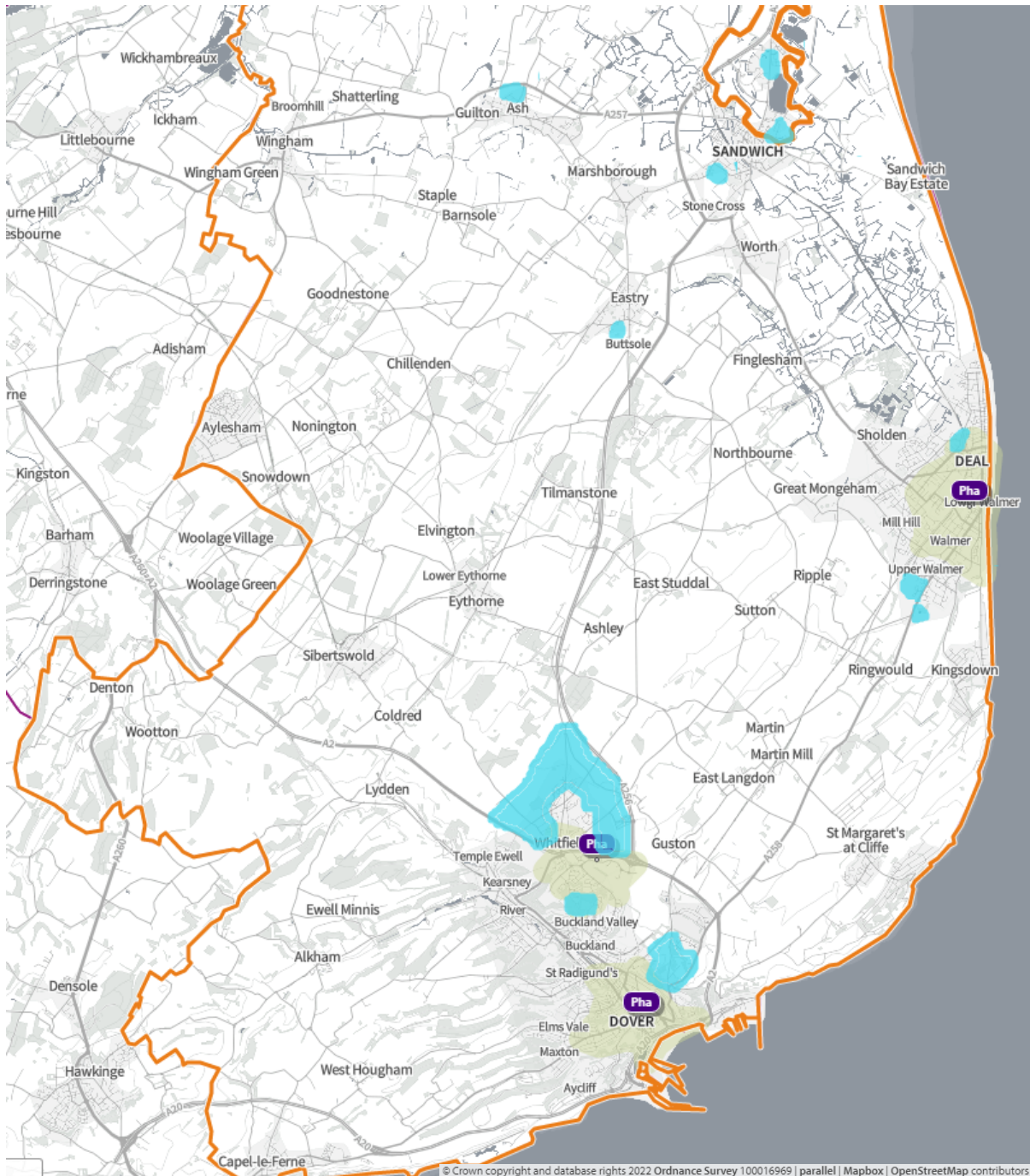
**Map 84. Location of community pharmacies, proposed housing developments, and areas within a 20-minute walk of a community pharmacy that is open on Saturdays**





In **map 85**, below, the green shaded areas are within a **20-minute walk** of a community pharmacy that is open on a **Sunday** and the blue shaded areas are locations of major housing developments.

**Map 84. Location of community pharmacies, proposed housing developments, and areas within a 20-minute walk of a community pharmacy that is open on Sundays**



**8. Necessary services: - Gaps in provision**

There are no gaps in provision of necessary services

**9. Improvements or better access: Gaps in provision**

New medicine service not available at Eastry Pharmacy. Approximately 2,000 more people would be able to access a pharmacy by public transport or on foot within 20 minutes if Eastry Pharmacy provided the new medicine service.