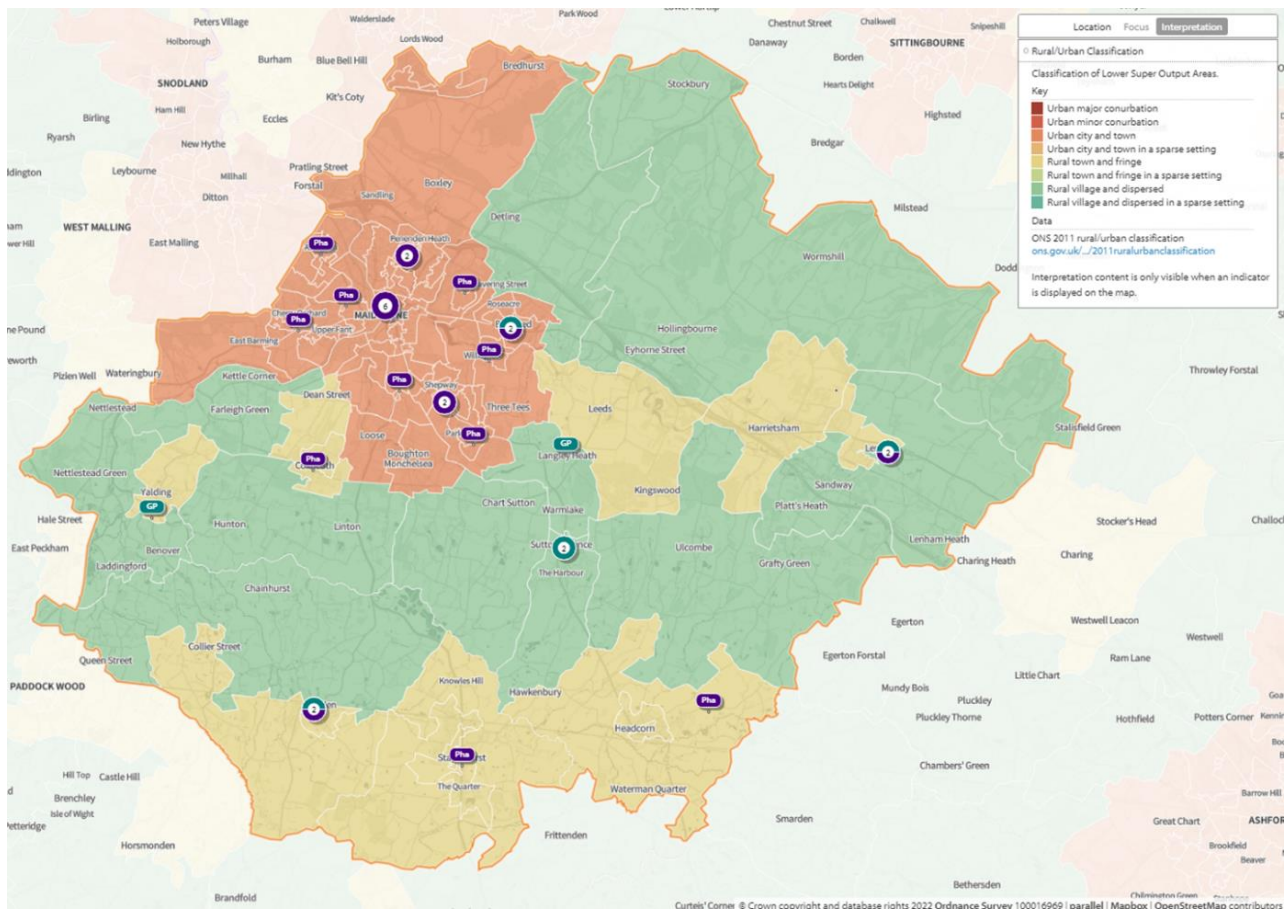


14 Maidstone Borough Council Locality

1. Key Facts

Maidstone is a local government district in the mid-west of the county. It covers an area of 393.3 square km. Most of the population lives in the county town of Maidstone. Beyond the county town and its urban sprawl, most of the district is rural/semi-rural dotted with villages, some of which contain significant concentrations of the population with associated facilities.

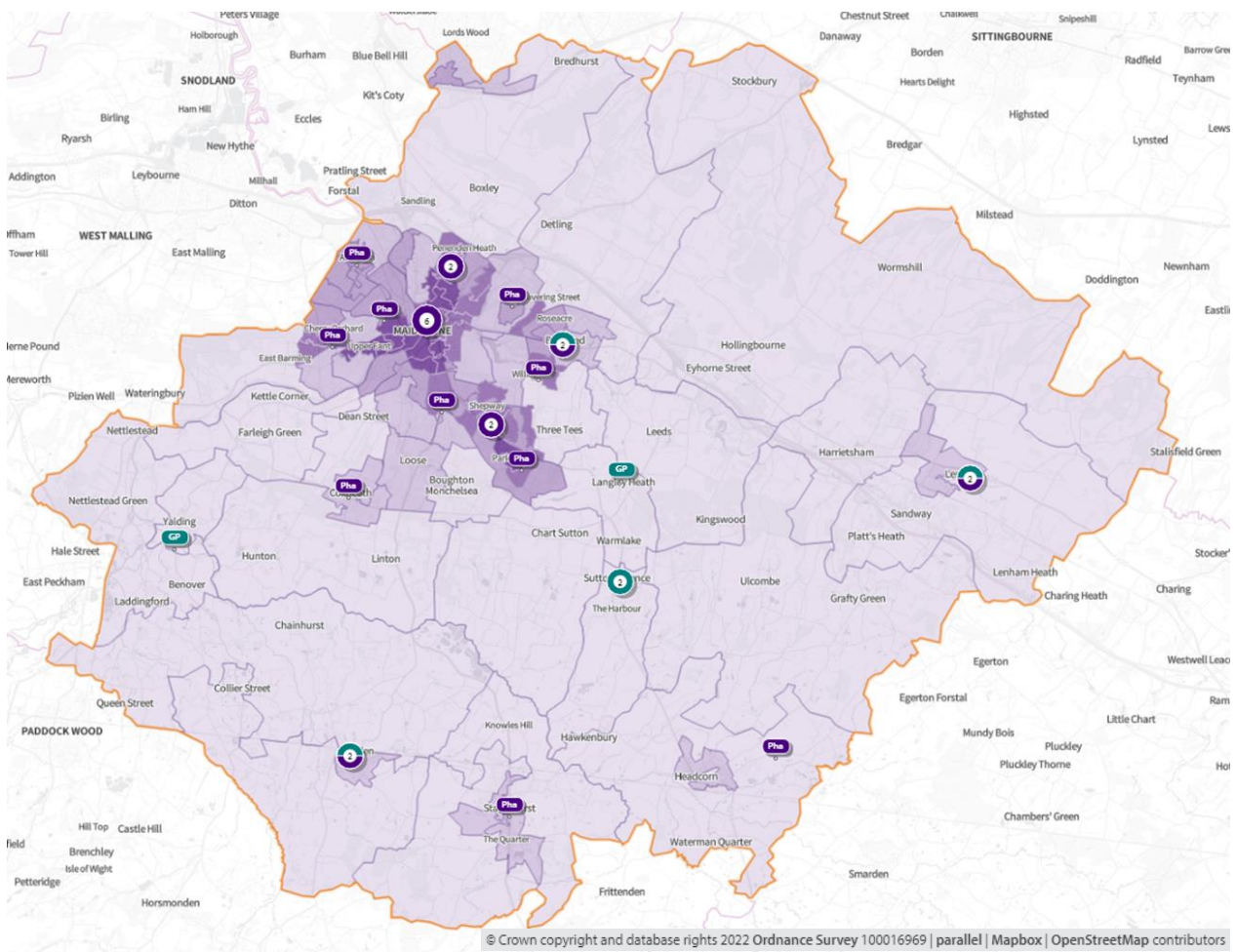
Map 120. Rural/urban classification of lower super output areas



Population

Map 121 below shows the distribution of the population in the locality. The greatest density is in and around the county town of Maidstone, with the majority of the rest of the locality having a low population density. The villages of Staplehurst, Headcorn and Lenham are relatively densely populated amongst the more rural areas of the district.

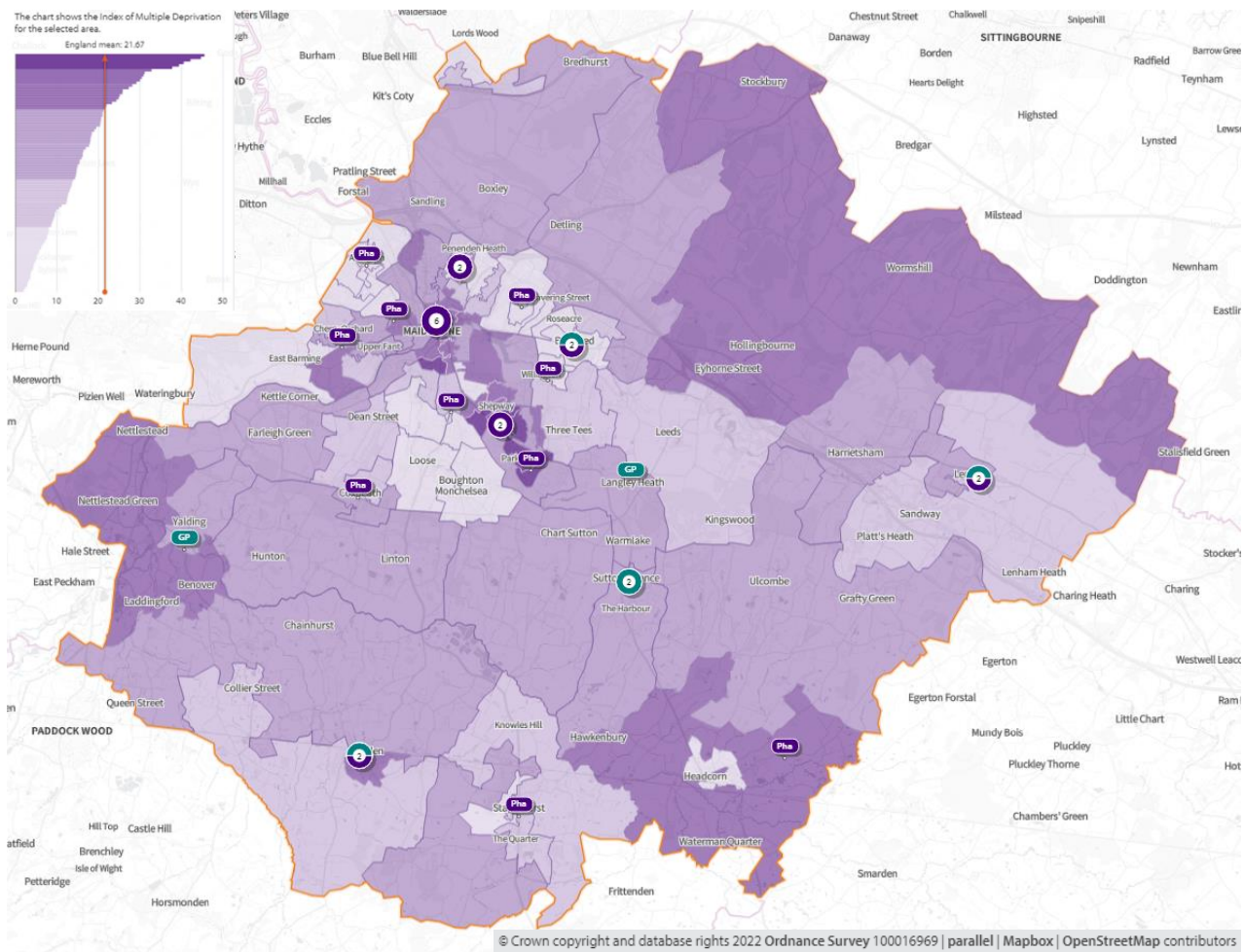
Map 121. Population density of lower super output areas overlaid with locations of pharmacies and dispensing doctors



Deprivation

Map 122 below shows the areas of deprivation in the Maidstone District locality. The district has relatively low deprivation as a whole with a number of areas amongst the least deprived in Kent, however there are small pockets of high deprivation in suburban and rural areas. Maidstone district is similar to the Kent average for rates of unemployment and educational attainment ⁽⁶³⁾ ⁽⁶⁴⁾.

Map 122. 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 94.5% of households in the district. 2.9% of households have no people with English as the main language ⁽²⁾.

Home ownership

71% of houses are owned either outright (33%) or with a mortgage (38%). The average number of occupants per household is 2.4, the same as the Kent average ⁽²⁾.

Age Distribution

The average age of Maidstone district residents is 40.9, slightly lower than the Kent average of 41.4. 19.3% of the population is over 65 and 20% 0-15⁽²⁾. Life expectancy at birth is 79.9 for males and 83 for females⁽⁴⁶⁾.

Economy

By industry, the top three employers in the Maidstone district are wholesale and retail trade (14.7%), human health and social work activities (13.3%), and construction (9.3%)⁽¹⁵⁾. In comparison to Kent as a whole, the district has a much higher proportion of public administration jobs, perhaps due to Maidstone being the location of the County Council headquarters⁽¹⁵⁾.

Car ownership

16% of households in Maidstone district do not have a car or van in the household, this is lower than the Kent average of 20%⁽¹³⁾.

Care Homes

There are a considerable number of care homes in the Maidstone 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

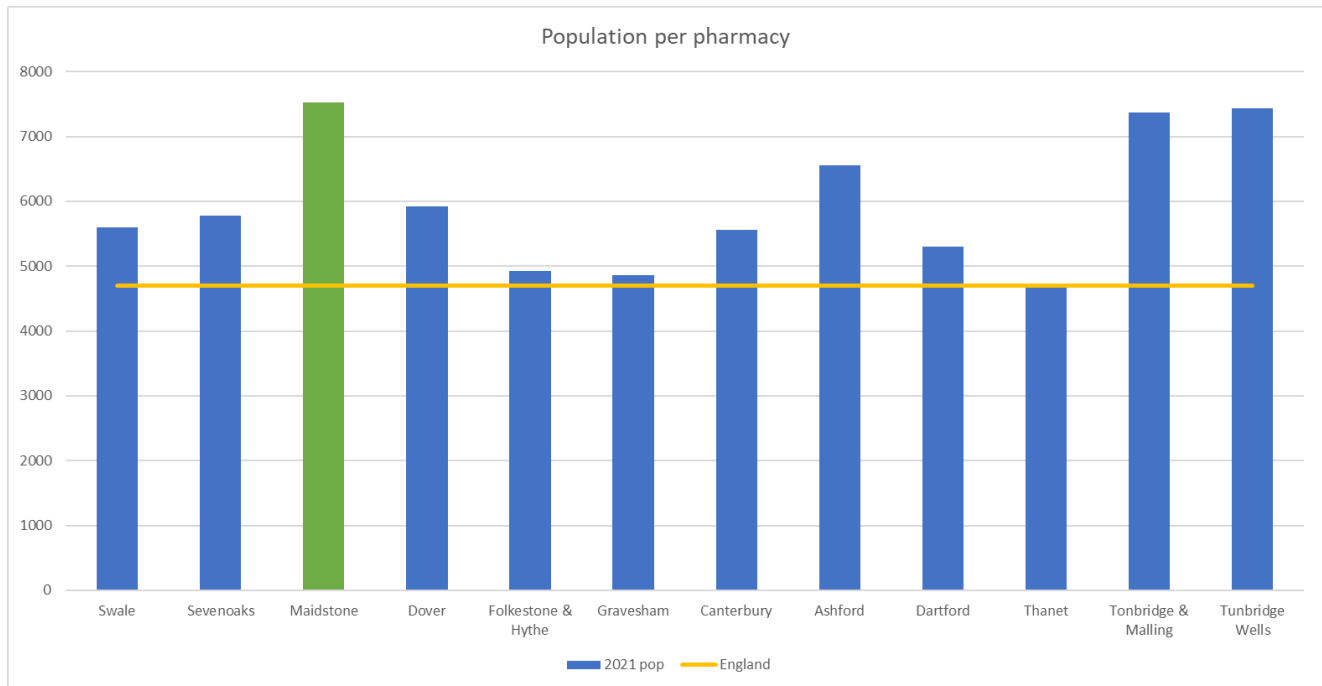
(All data presented in this section is for the financial year 2020/21 with the exception of lateral flow devices data which covers the 4 months from April 2021 to July 2021)

There are 23 Community pharmacies providing dispensing services in the Maidstone locality.

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

Each pharmacy provides on average services for 7,528 of the area’s population. Figure38 below shows how this compares with the other localities of Kent.

Figure 38 Number of people per pharmacy in each locality



The facts below indicate that the majority of prescriptions generated in the locality are dispensed in the locality. There is a small percentage of prescriptions generated in the area that are dispensed in neighbouring areas and an even smaller percentage that are generated outside the locality and dispensed by Maidstone community pharmacies ⁽¹⁾.

- 1,286 outside prescribers dispense in Maidstone
 - 2.6% of all items dispensed in Maidstone
- 30 prescribers in Maidstone
 - 97.4% of all items dispensed in Maidstone
- 42 dispensers in Maidstone
 - 89.3% of all items prescribed in Maidstone
- 1,332 dispensers outside of Maidstone
 - 10.7% of all items prescribed in Maidstone

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 21 opening on Saturdays and 4 opening on Saturdays and Sundays. This gives a weekly opening hours range of 40 to 100 hours and an average of 56 hours of opening each week. Eighteen of these pharmacies open for at least one hour after 5pm on weekdays.

Table 50 below shows the core and supplementary hours of each pharmacy ⁽⁶⁵⁾.

Table 50. Opening times for all pharmacies

Pharmacy	Total core weekly hours	Total supplementary weekly hours	Total weekly hours	Max. hours open after 5pm at least 1 day/week	Saturday hours	Sunday Hours
Headcorn Pharmacy	40	13.5	53.5	1	8.5	0
Boots, Fremlin Walk	40.5	22.5	63	3	9.5	6
Boots, Albion Place	40	11	51	1	3.5	0
Boots, King Street	40	26	66	1	10	6
Paydens, Bearsted	40	13.5	53.5	1	8.5	0
Penenden Heath Pharmacy	40	5	45	1	0	0
Lloyds Pharmacy, Grove Green	40	14	54	1.5	8	0
Lloyds Pharmacy, Allington	40	10.5	50.5	0.5	8	0
Saxon Warrior Pharmacy	40	6.5	46.5	0.5	4	0
Lloyds Pharmacy, Coxheath	40	15	55	1.5	7.5	0
Lloyds Pharmacy, Tonbridge Rd.	40	13	53	1	8	0
Hobbs Pharmacy	40	0	40	1	0	0

Table 50 continued

Pharmacy	Total core weekly hours	Total supplementary weekly hours	Total weekly hours	Max. hours open after 5pm at least 1 day/week	Saturday hours	Sunday Hours
Link Pharmacy	100	0	100	6	15	0
Morrisons Pharmacy	40	33.5	73.5	3	10	6
Spires Pharmacy	44	0	44	1	4	0
Marden Pharmacy	40	4	44	1	4	0
Your Local Boots Pharmacy	40	13.5	53.5	2	3.5	0
Lloyds Pharmacy, Parkwood	40	10.25	50.25	0.5	7.75	0
Lloyds Pharmacy, Shepway	40	6.25	46.25	1	6.75	0
Paydens Pharmacy	40	10.5	50.5	0.5	8	0
Lloyds Pharmacy, Staplehurst	39	15	54	2	4	0
Mediparmacy	100	0	100	6	13	7
Paydens Pharmacy	40	9	49	0.5	4	0

The dispensing practices in the Maidstone locality are as follows:

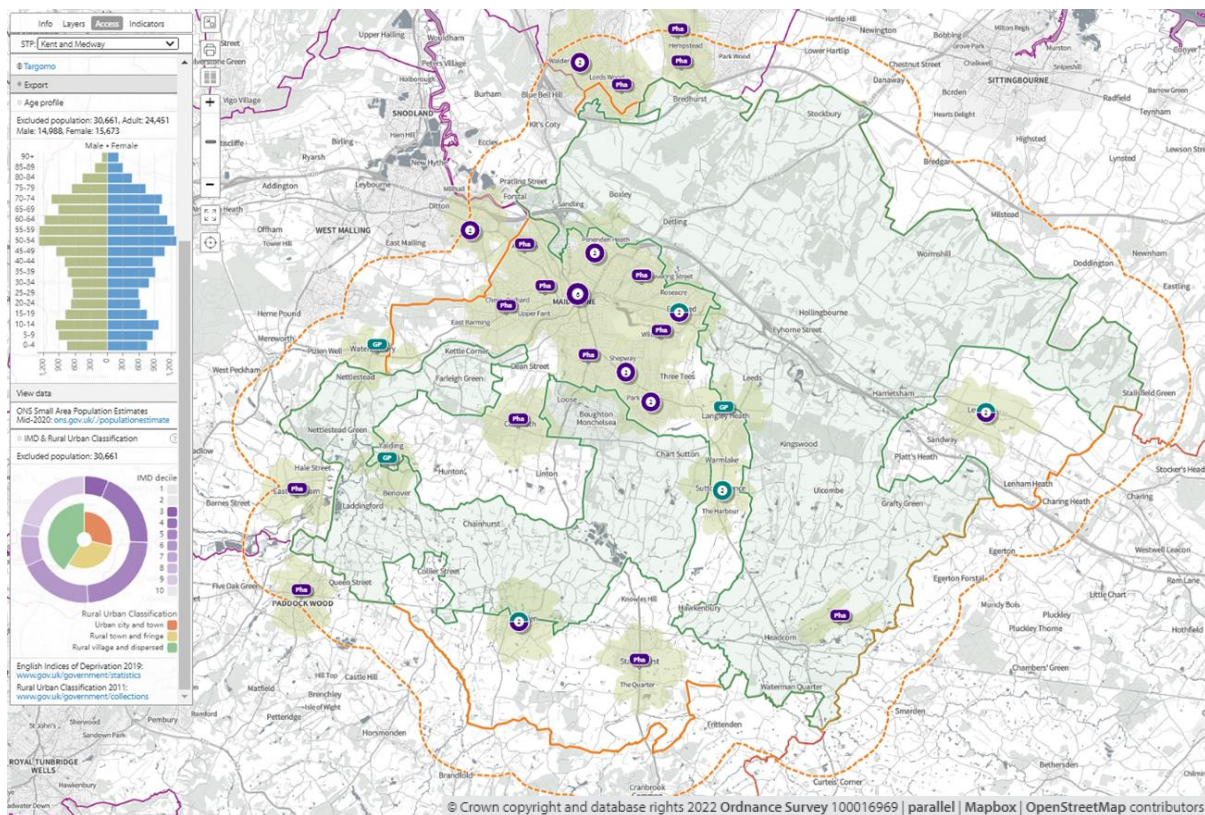
- Bearstead medical Practice ME14 4DS
- Len Valley practice ME17 2 QF
- Yalding Surgery ME18 6ES
- Marden Medical Centre TN12 9HP
- Sutton Valence Surgery ME14 5UY
- The Orchard Surgery ME17 3JY
- Cobtree Medical Practice, Sutton Valence ME17 3HT

Access to community pharmacies

Travel times

In **map 123**, below, the olive-green shaded areas are within a **20-minute walk** of a community pharmacy /dispensing GP practice during core opening hours. 30,661 (17.7%) people are not within a 20-minute walk

Map 123. Locations of community pharmacies/dispensing GPs and lower super output areas not within a 20-minute walk



2 pharmacies do not open on Saturday but this does not affect the population within a 20-minute walk on a Saturday

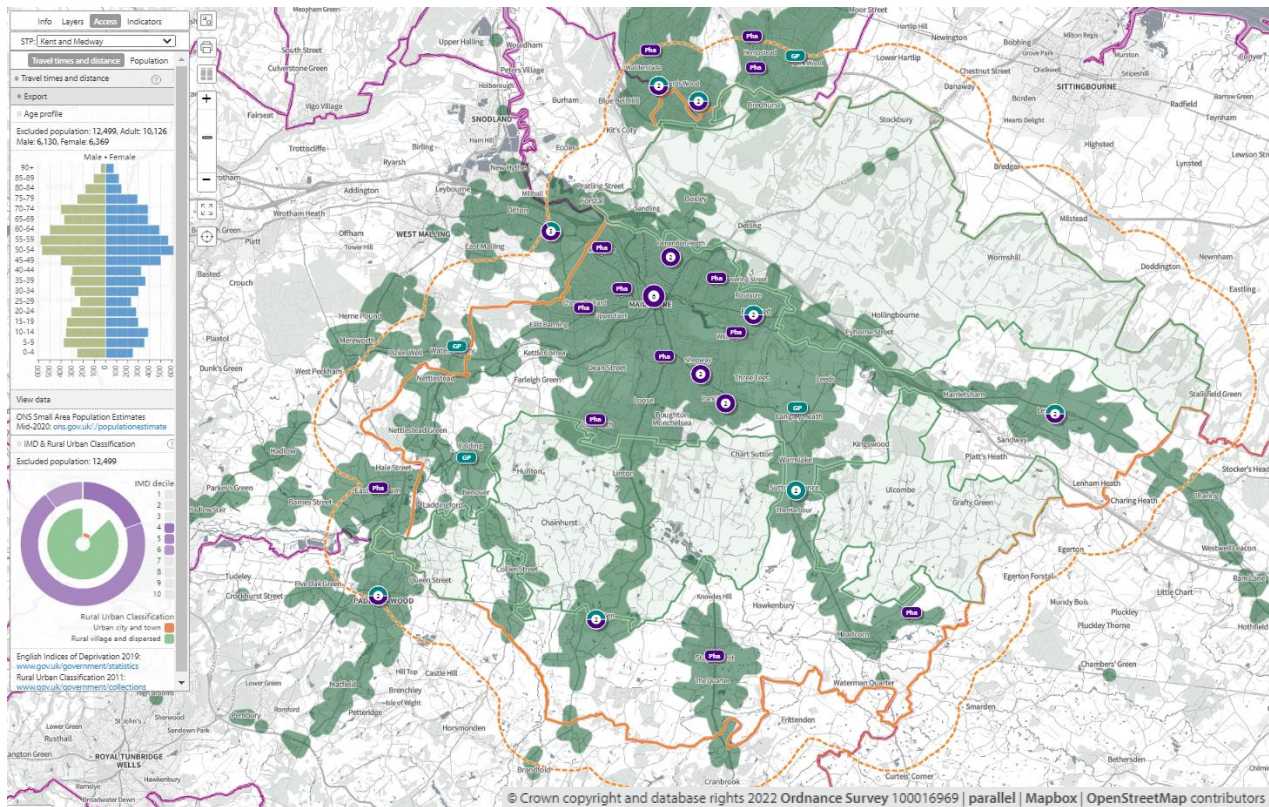
21.6% (7,131) of 65+ population is not within a 20-minute walk of a community pharmacy or dispensing GP practice

In **map 124** the green shaded areas are within **20-minutes by public transport** of a community pharmacy/dispensing GP practice on weekdays.

12,449 (7.2%) people are not within 20-minutes by public transport of a community pharmacy/dispensing GP practice.

8.3% (2,750) of 65+ population is not within a 20-minute walk of a community pharmacy or dispensing GP practice

Map 124. Locations of community pharmacies/dispensing GPs and lower super output areas not within 20-minutes by public transport on weekday mornings

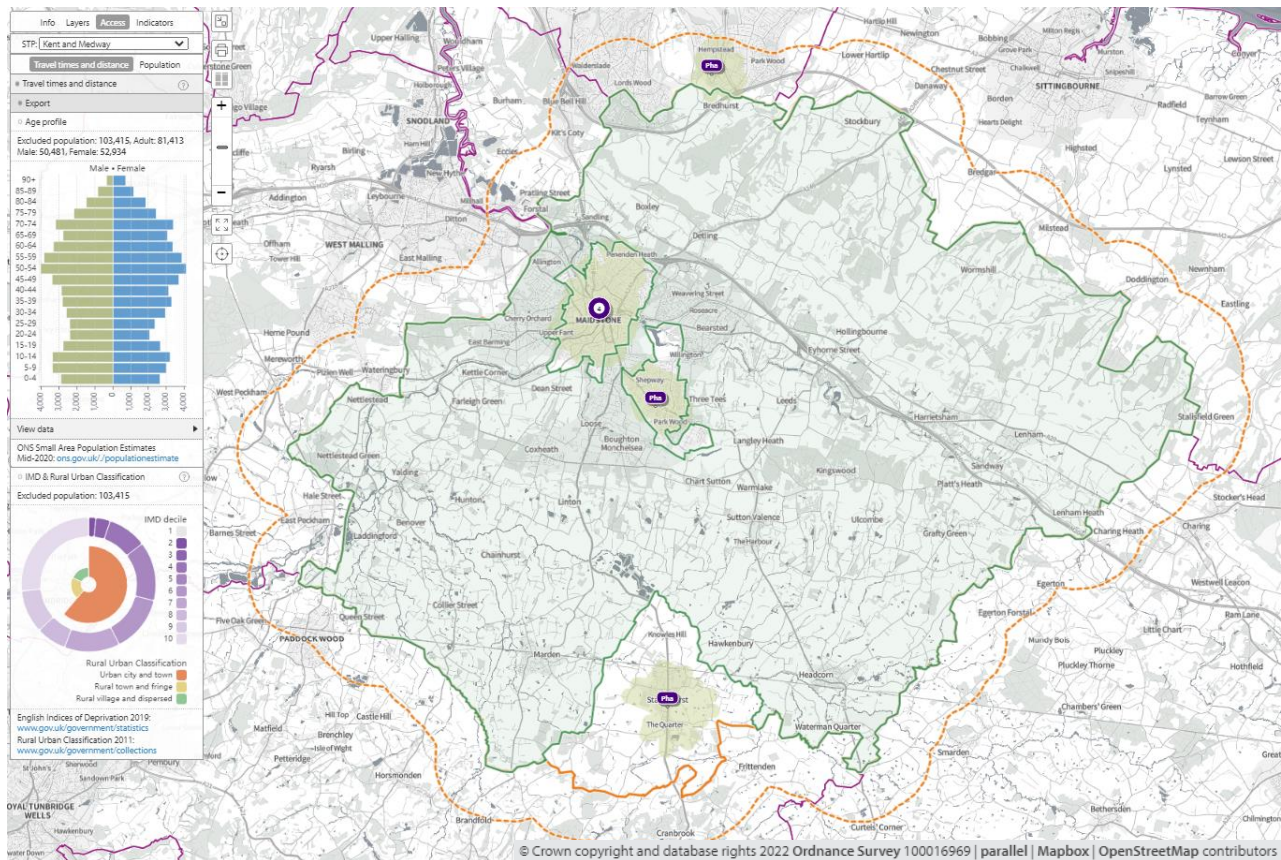


In **map 125** the **olive-green** shaded areas are within a 20-minute walk of a community pharmacy that opens until at least 7pm on weekdays.

103,415 (83.1%) people are not within a 20-minute walk of a community pharmacy that opens until at least 7pm on weekdays.

32.8% (10,834) of 65+ population is not within a 20-minute walk of a community pharmacy that opens until at least 7pm on weekdays.

Map 125. Locations of community pharmacies open until at least 7pm and lower super output areas not within a 20-minute walk



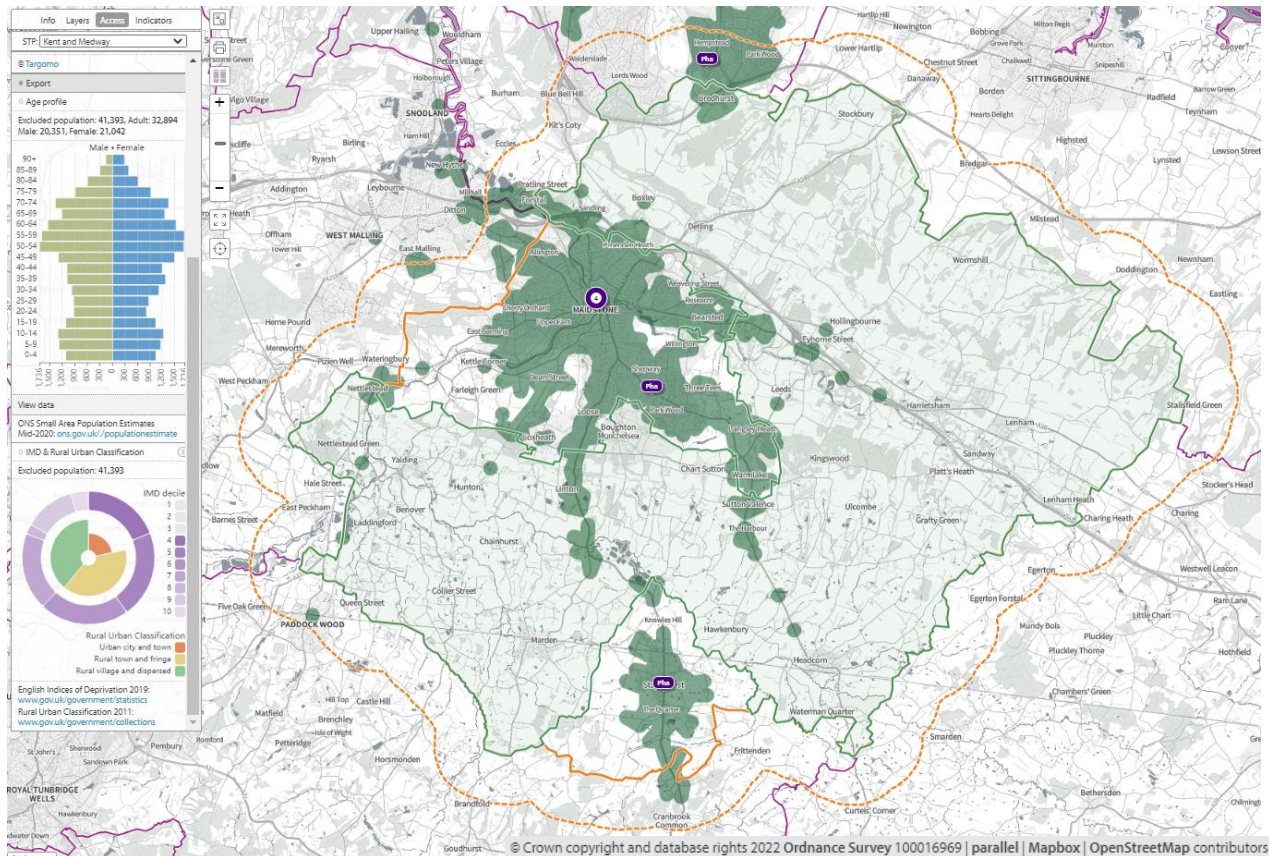
After 7pm weekdays public transport

In **map 126**, below, the green shaded areas are within 20-minutes by public transport of a community pharmacy that opens past 7pm on weekdays.

41,393 (23.9%) people are not within 20-minutes by public transport that opens past 7pm on weekdays.

28% (9,253) of 65+ population is not within 20 minutes by public transport of a community pharmacy that opens past 7pm on weekdays.

Map 126. Locations of community pharmacies open until at least 7pm and lower super output areas not within 20-minutes by public transport on weekday evenings



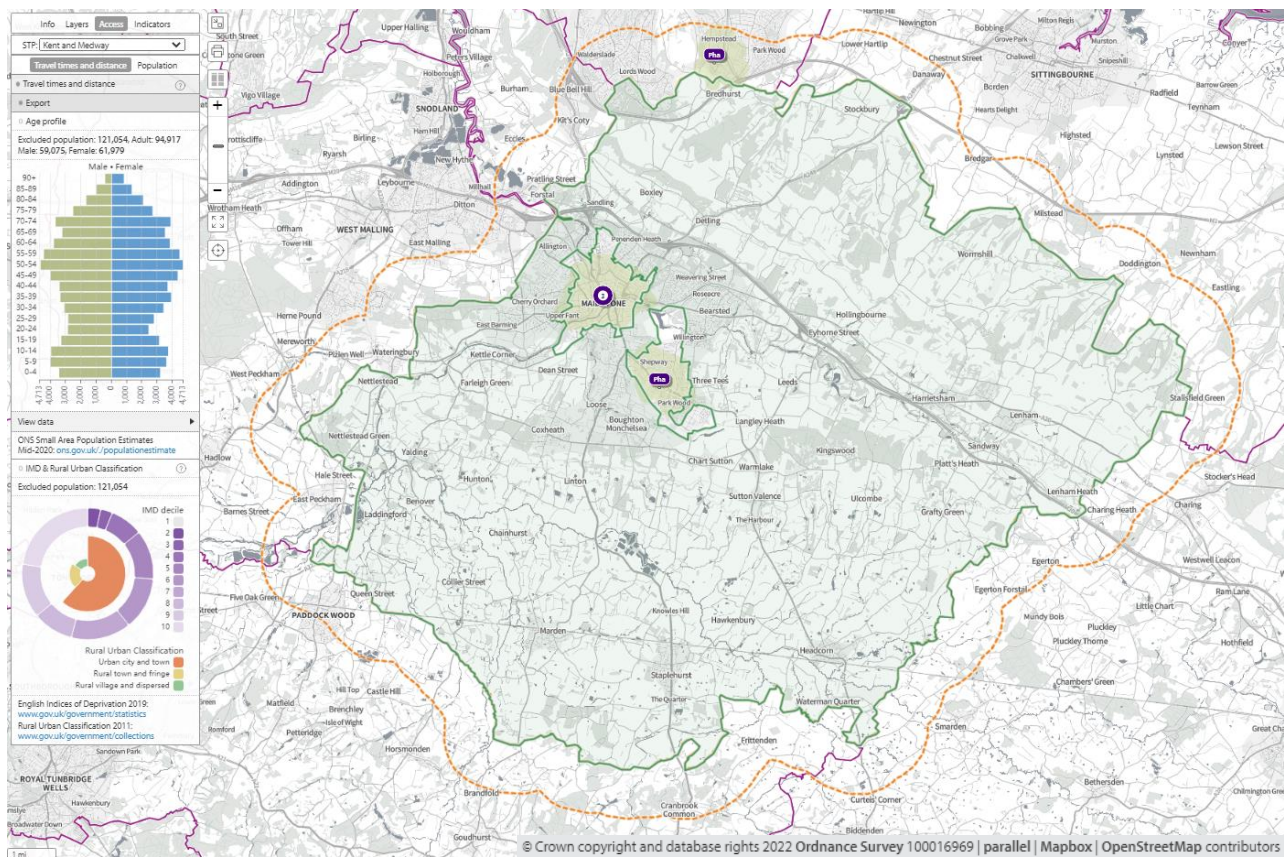
Access on Sundays

In **map 127**, below, the olive-green shaded areas are within a 20-minute walk of a community pharmacy that opens on Sundays

69.9% (121,054) of the population is not within a 20-minute walk of a community pharmacy that opens on Sundays

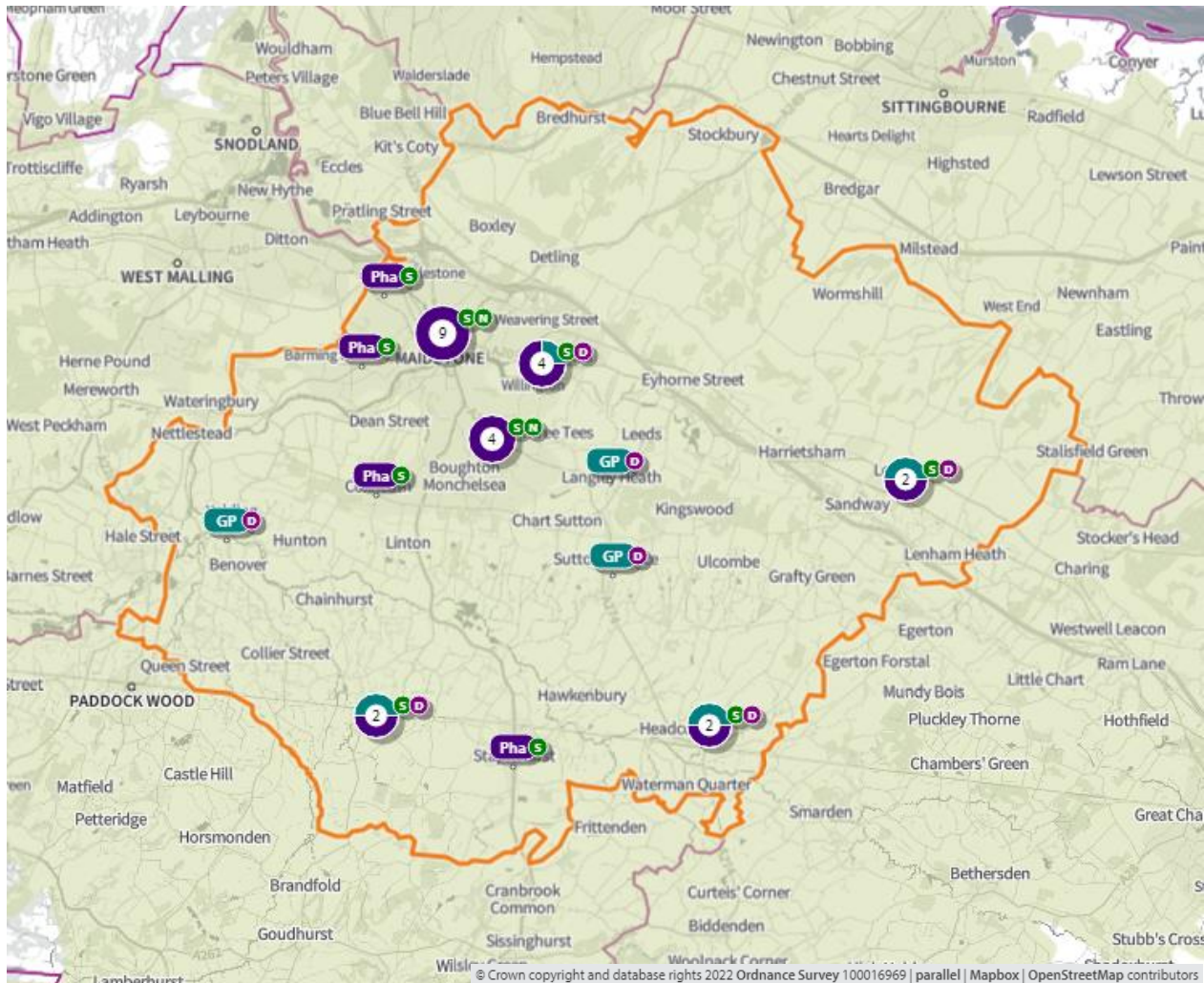
81% (26,743) of 65+ population is not within a 20-minute walk of a community pharmacy that opens on Sundays

Map 127. Locations of community pharmacies open on Sundays and lower super output areas not within a 20-minute walk



In **map 128**, 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.

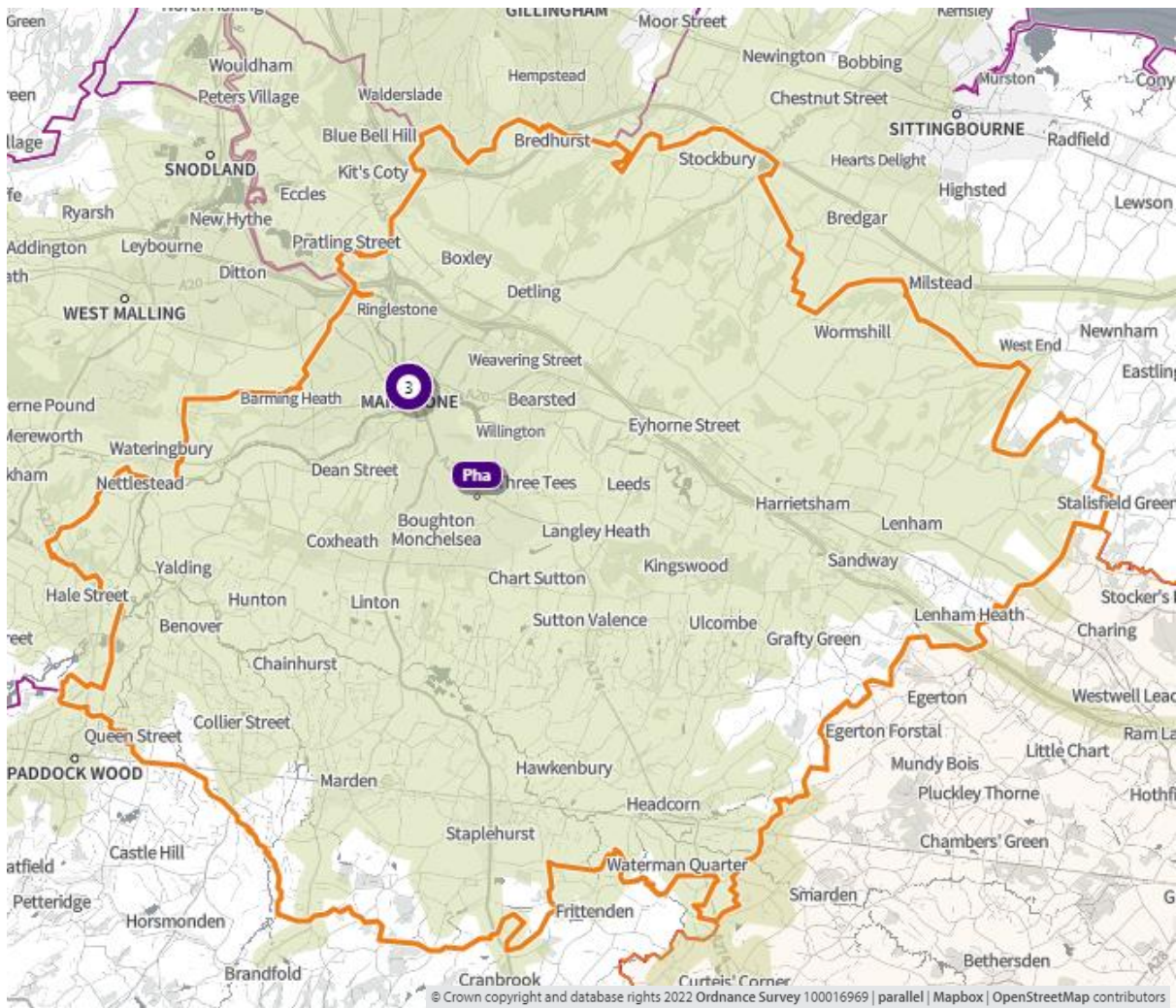
Map 128. Locations of community pharmacies, dispensing GPs and areas within 20-minutes by car



S = open Saturday N = open Sunday

In **map 129**, 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 129. Locations of community pharmacies open until at least 7pm and areas within 20-minutes by car



3. Necessary services: current provision outside the localities area ⁽¹⁾

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

- 3.37 million items prescribed in Maidstone
 - 3.01 million items dispensed in Maidstone
 - 2.13 million (71%) via Electronic Prescription Service
 - 361,867 dispensed outside of the district
 - 200,000 distance selling
 - 70, 288 Tonbridge & Malling
 - 24,149 Medway

- 3.09 million items dispensed in Maidstone
 - 2.54 million items dispensed by community pharmacies in Maidstone
 - 549,923 dispensed by 18 GP practices:
 - Len Valley Practice – 155,146
 - Sutton Valence Group Practice – 127,451
 - Yalding Surgery – 99,405
 - 80,890 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 Maidstone locality in 2020/21.

Table 51. Number of pharmacies providing advanced services

Advanced service name	No. of pharmacies
New Medicine Service	19
Appliance Use Review	1
Hypertension Service [‡]	3
Stoma Appliance Customisation	5
Community Pharmacist Consultation Service (CPCS) [‡]	22
Hepatitis C Antibody Testing Service	3
Seasonal Influenza Vaccination Advances Service	23
Covid Vaccination Service*	0
Covid Home Delivery Service*	22
Covid lateral flow device distribution*	24

*Specific to the Covid-19 pandemic

[‡]Services introduced during the year of study

Please note that three of these services were specific to the Covid-19 pandemic and that others were new services 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:

- Albion Place Medical Practice is open from 7am 4 days a week and open until 8pm on Wednesdays. It is also open 9am-1pm on Saturdays.
- Blackthorn Medical Practice is open from 7.30am 4 days a week.
- College Practice is open 8.30am-11am on Saturdays
- Greensands Health Centre provides an evening surgery 6.30pm-7pm Monday-Thursday
- Len Valley Practice is open from 7am on Mondays and until 8pm on Fridays
- Malling Health Four is open until 8pm on Wednesdays and from 7.30am on Tuesdays and Thursdays
- Marden Medical Centre provides an evening surgery 6.30pm-8pm on Mondays
- Sutton Valence Group practice provides a morning surgery 7am-8am on Thursdays
- Shepway Medical Centre is open 9am-1pm on Saturdays
- The Orchard Surgery provides an evening surgery 6.30pm-7.45pm on Tuesdays
- The Vine Medical Centre provides a morning surgery 7am-8am on Tuesdays and Fridays
- Yalding Surgery is open until 7.45pm on Thursdays

Maidstone Hospital has an urgent care service between 8.30am and 6.30pm. There is also an emergency department situated at Maidstone Hospital which is open 24 hours a day.

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.

- 20 pharmacies dispensed a total of 4,077 (mean = 204, range = 1-2,104) items from drug and alcohol services
- All 23 pharmacies, 2 GP practices dispensed a total of 1,325 (mean = 53, range = 1-232) items from Kent and Medway NHS and Social Care Partnership Trust (secondary mental health services)
- 19 pharmacies and 1 GP practice dispensed a total of 373 items (mean = 19, range = 1-122) from KCHFT
- 24 pharmacies and 4 GP practices dispensed a total of 5,349 items (mean = 191, range = 1-566) from Kent and Medway hospitals

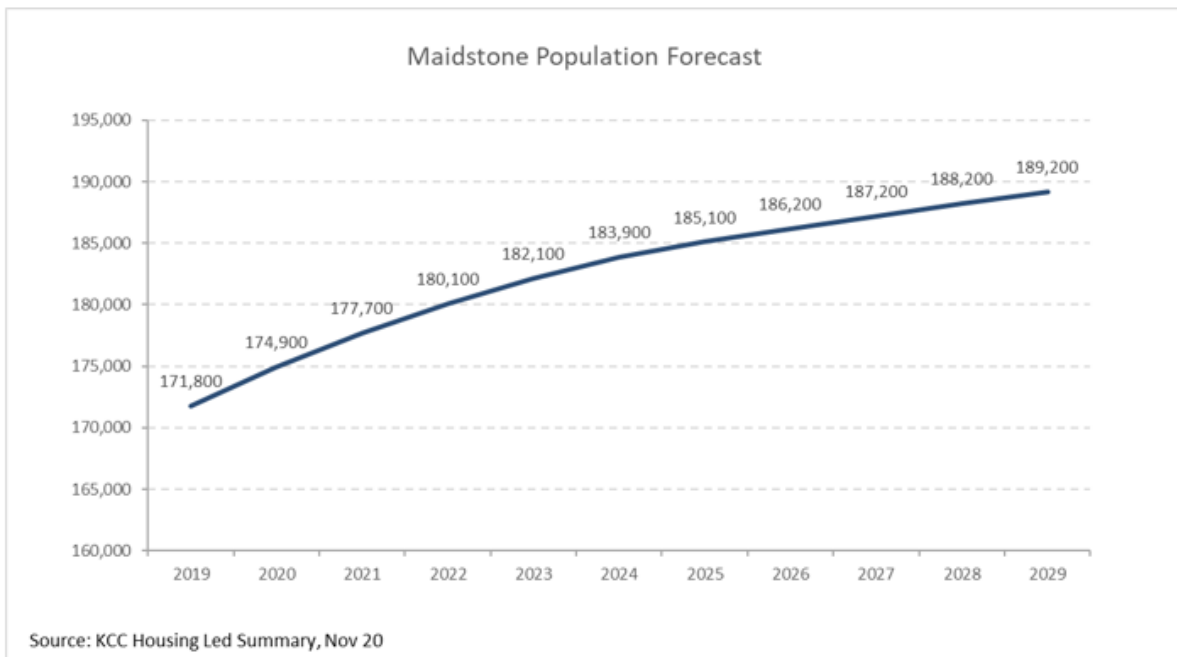
6. Choice with regard to obtaining pharmaceutical; services

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 39 below shows the predicted increase in the population of the Maidstone locality continuing to grow over the lifetime of this PNA.

Figure 39 Maidstone population forecast



 **1 pharmacy per 8,047 people in 2025**

The population of Maidstone district is projected to increase by 6% to 185,100 in 2025. This is an increase of 500 people per pharmacy from 2020. As stated in the community pharmacy contracts survey 16 responding pharmacies have capacity to increase dispensing and 15 are willing and able to increase delivery of other services the Maidstone locality.

In map 130 below the blue shaded areas are locations of major housing developments that are planned in the coming years and the table indicates the number of dwellings planned for each site year by year.

Map 130. Location of housing developments

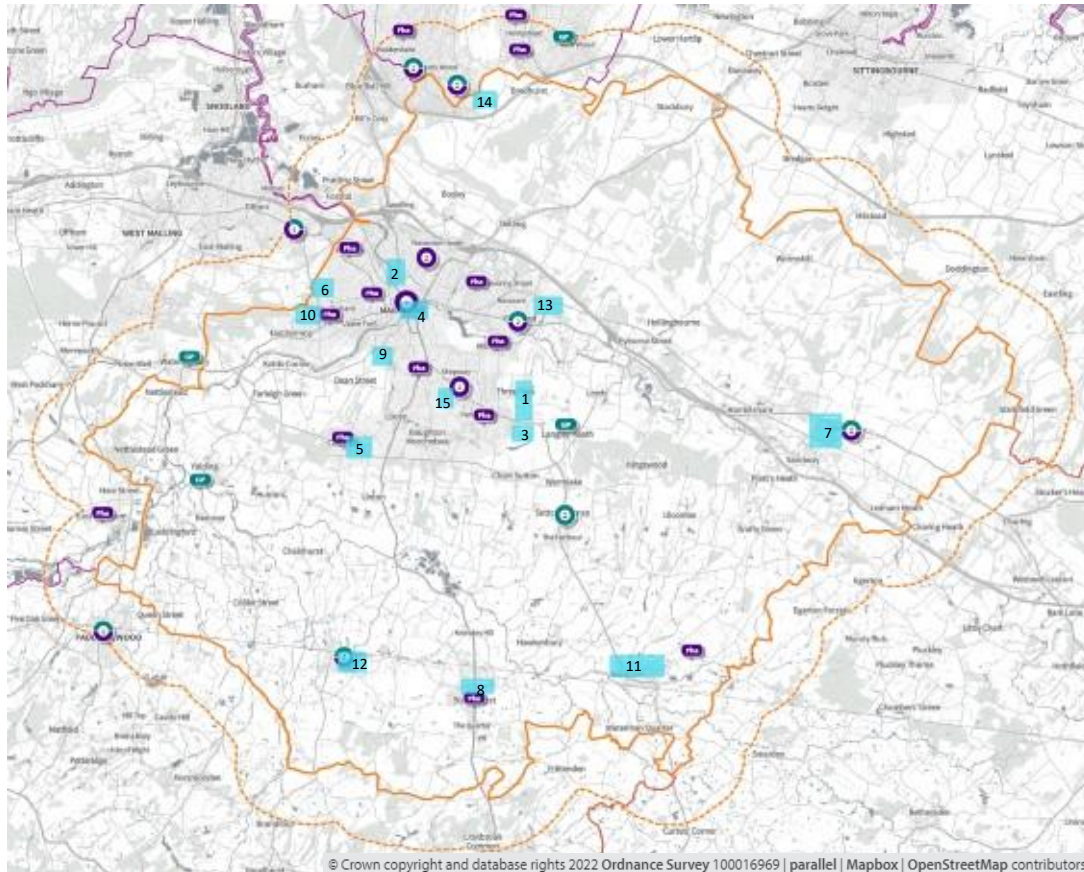


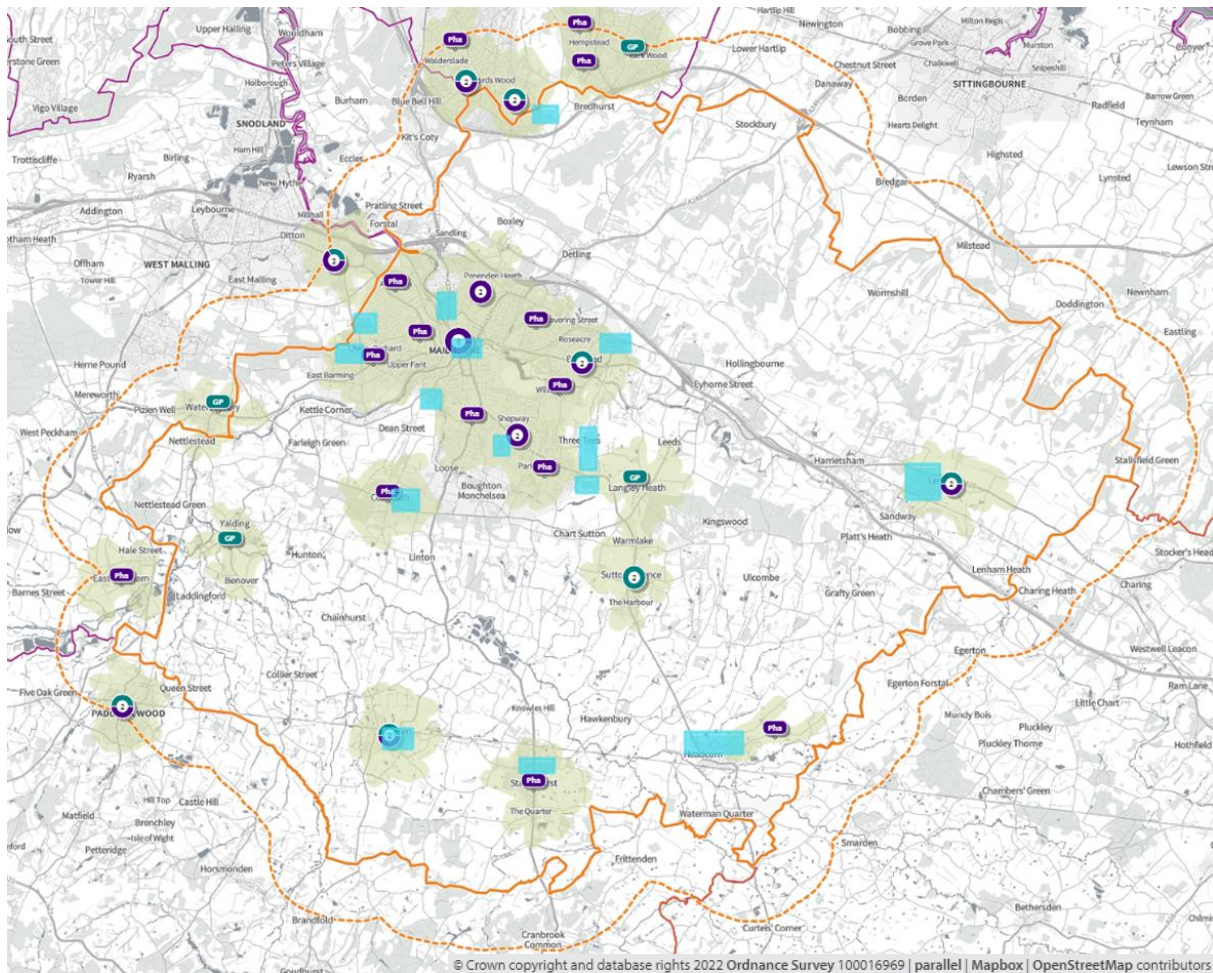
Table 52. Proposed housing developments – number of dwellings per year at each development

Site Name	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	2025	2030
1. Downswood and Otham	120	120	91	145	145	146	146	97	75		621	1085
2. North	80	120	107	80	80	72	40	30			467	609
3. Park Wood	80	109	80	80	68	149	80	96	96	96	348	934
4. High Street	54	94	191								339	339
5. Coxheath and Hunton	153	80	40	9							282	282
6. Allington	120	82	40	7							249	249
7. Harrietsham and Lenham	135	104	10								249	249
8. Staplehurst	120	84	80	73	51	10					408	418
9. South	40	40	28	40	49	49	49	49	36		197	380
10. Barming	70	20	7	40	40	49	49	9			177	284
11. Headcorn	69	40	15	6							130	130
12. Marden and Yalding	73	40	3								116	116
13. Bearsted	80	36									116	116
14. Boxley		40	40	9							89	89
15. Shepway South				40	98	138	64				49	340

With an average of 2.4 people per proposed dwelling, by 2025 these sites will provide accommodation for approximately 13,600 people.

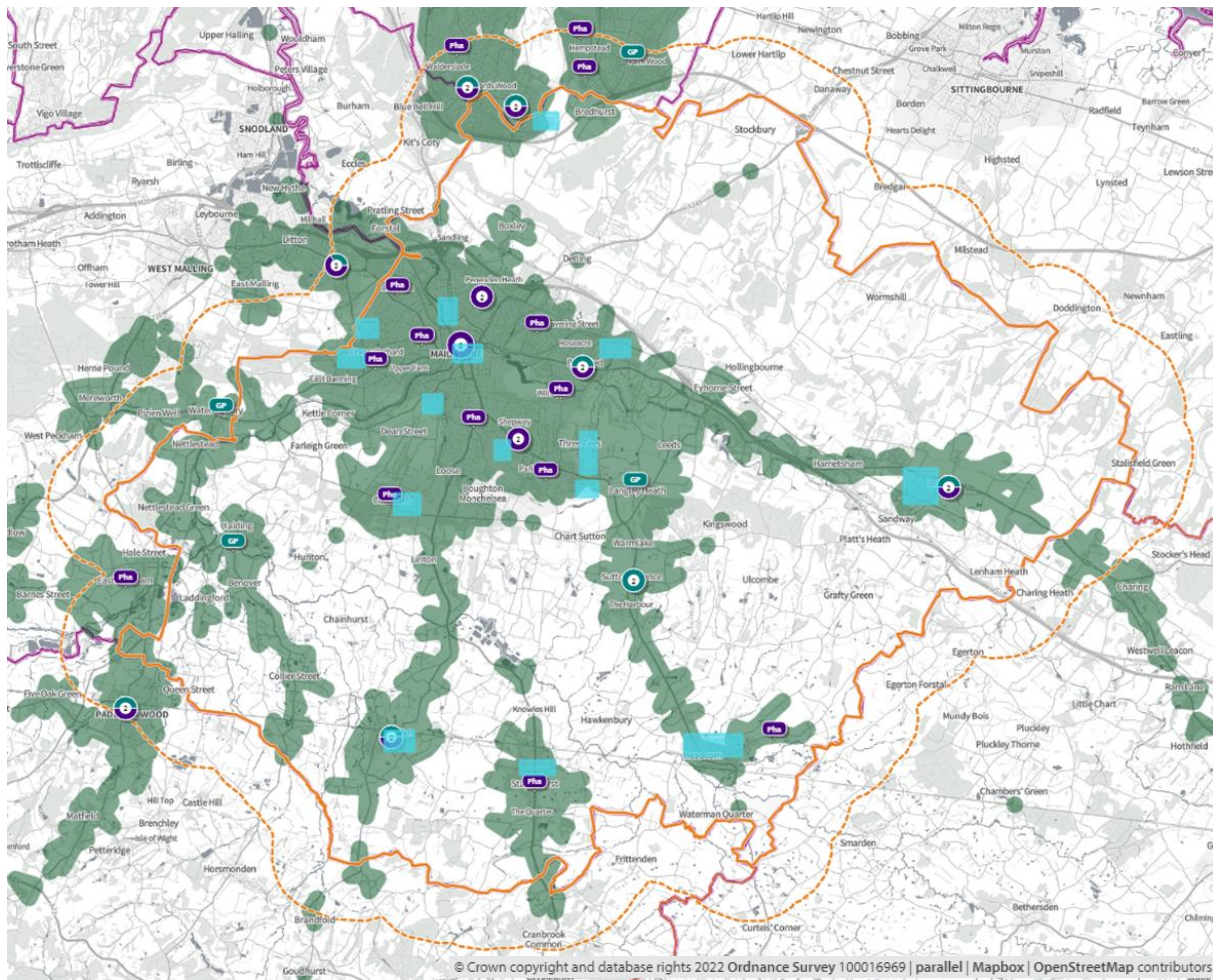
In **map 131** the green shaded areas are within a **20-minute walk** of a community pharmacy/dispensing GP practice and the blue shaded areas are locations of major housing developments

Map 131. Location of community pharmacies/dispensing GPs, proposed housing developments, and areas within a 20-minute walk of a community pharmacy/dispensing GP



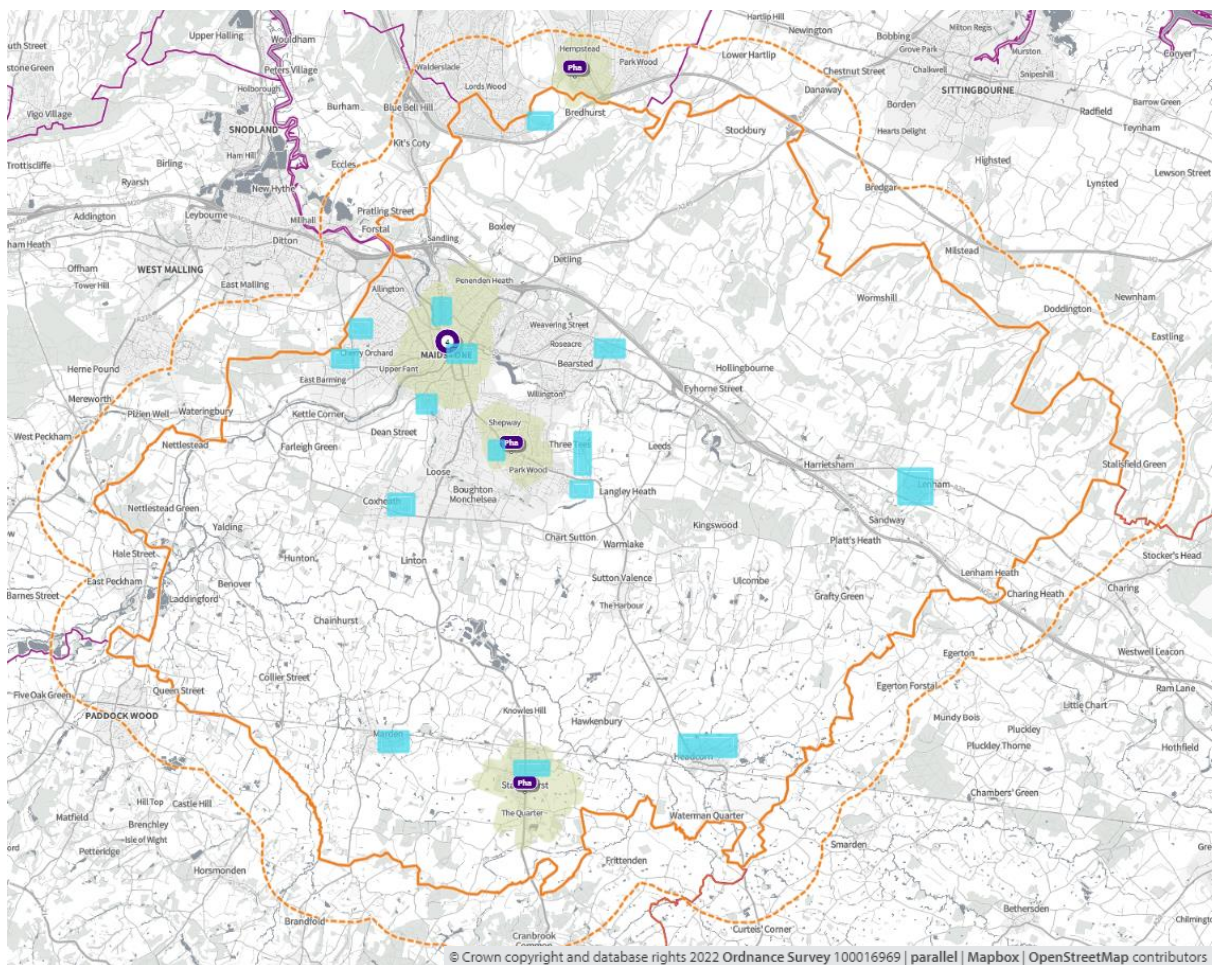
In **map 132**, below, the green shaded areas are within **20-minutes by public transport** of a community pharmacy/dispensing GP practice and the blue shaded areas are locations of major housing developments

Map 132. Location of community pharmacies/dispensing GPs, proposed housing developments, and areas within 20 minutes by public transport on weekday mornings



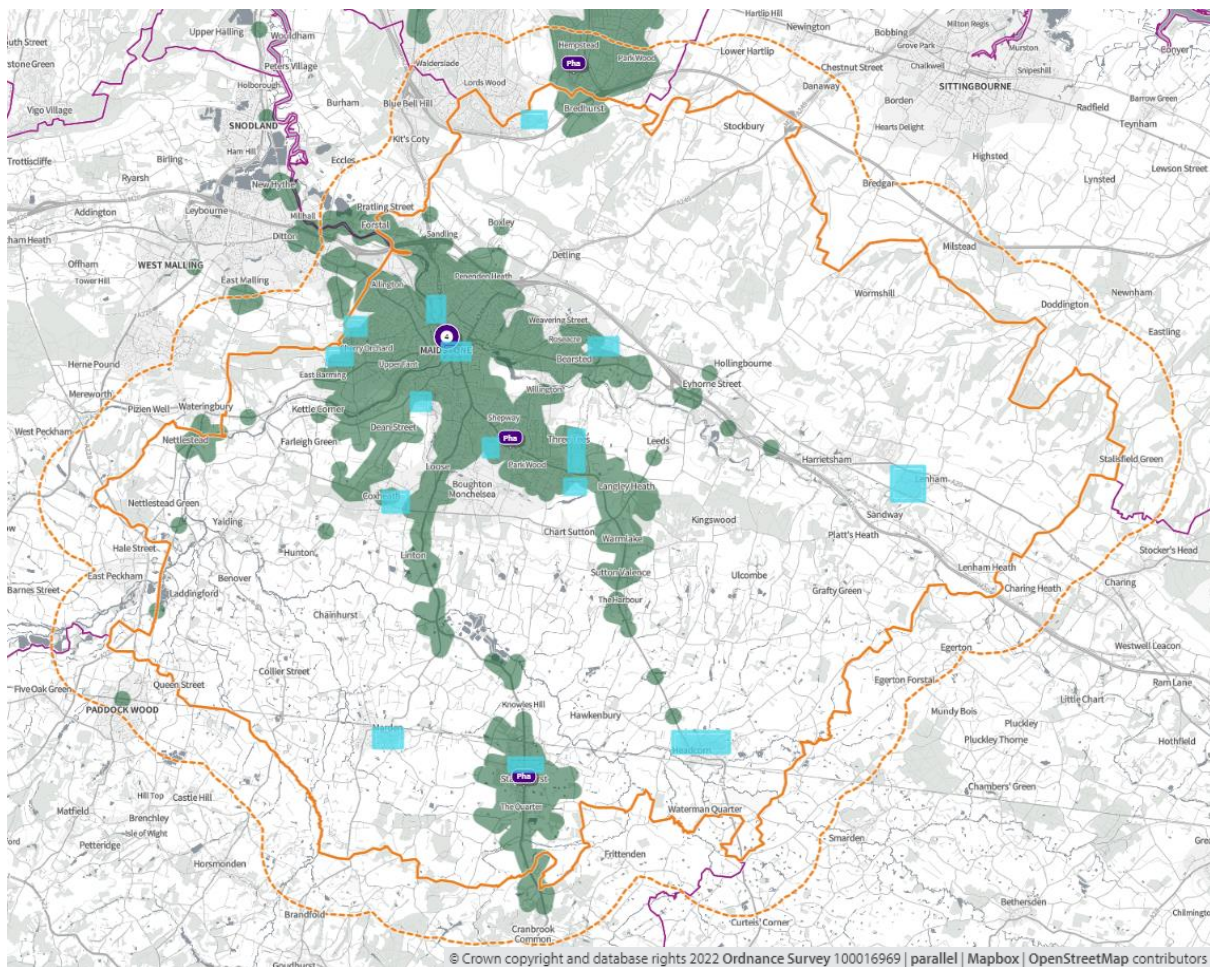
In **map 133**, below, the green shaded areas are within a **20-minute walk** of a community pharmacy that is open until at least **7pm opening Monday to Friday** and the blue shaded areas are locations of major housing developments

Map 133. Location of community pharmacies, proposed housing developments, and areas within a 20-minute walk of a community pharmacy that is open until at least 7pm on weekdays



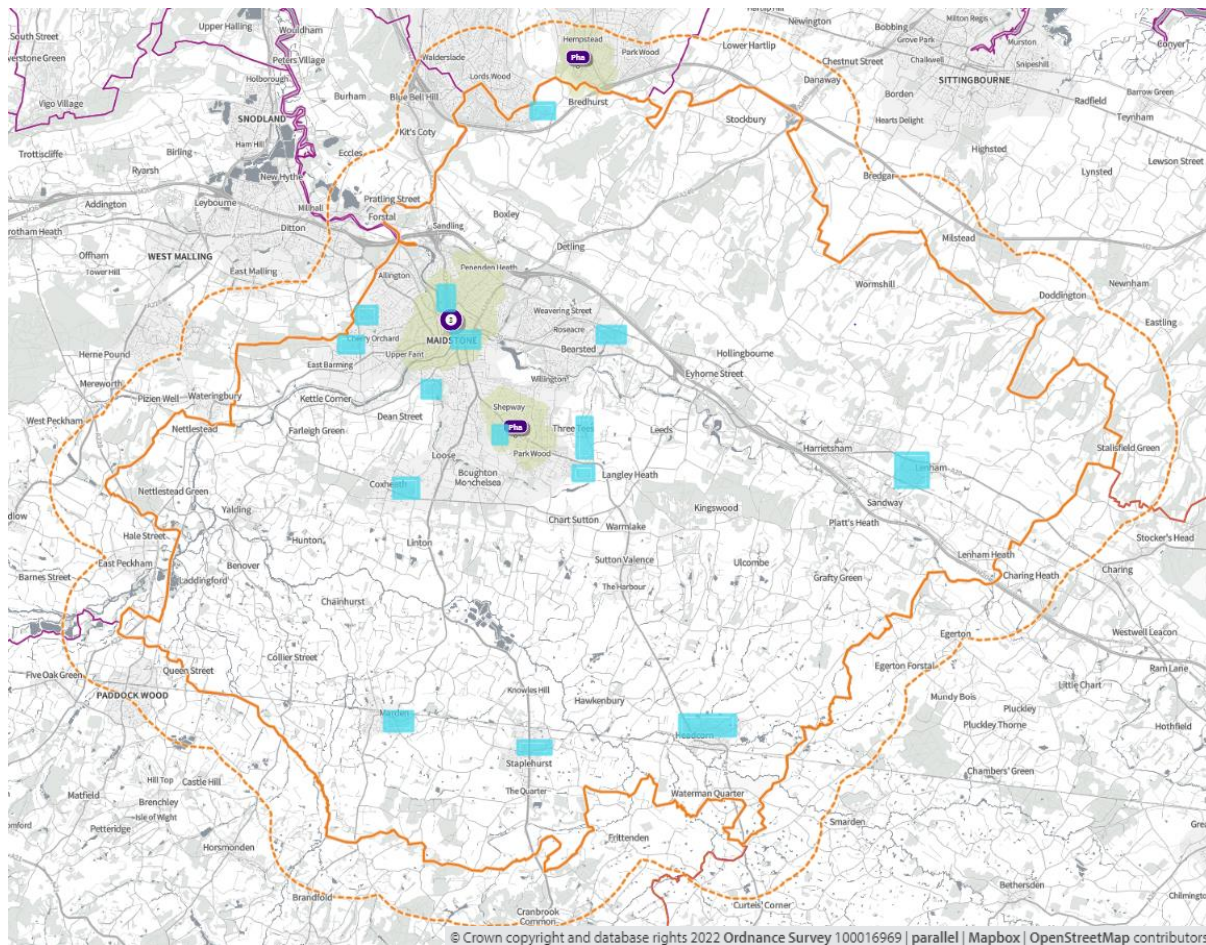
In **map 134**, below, the green shaded areas are within 20-minutes by **public transport** of a community pharmacy that is open until at **least 7pm opening Monday to Friday** and the blue shaded areas are locations of major housing developments

Map 134. Locations of community pharmacies open until at least 7pm on weekdays, proposed housing developments, and areas within 20 minutes of a community pharmacy by public transport on weekday evenings



In **map 135**, below, the green shaded areas are within **20-minutes' walk** of a community pharmacy that is open on **Sundays** and the blue shaded areas are locations of major housing developments

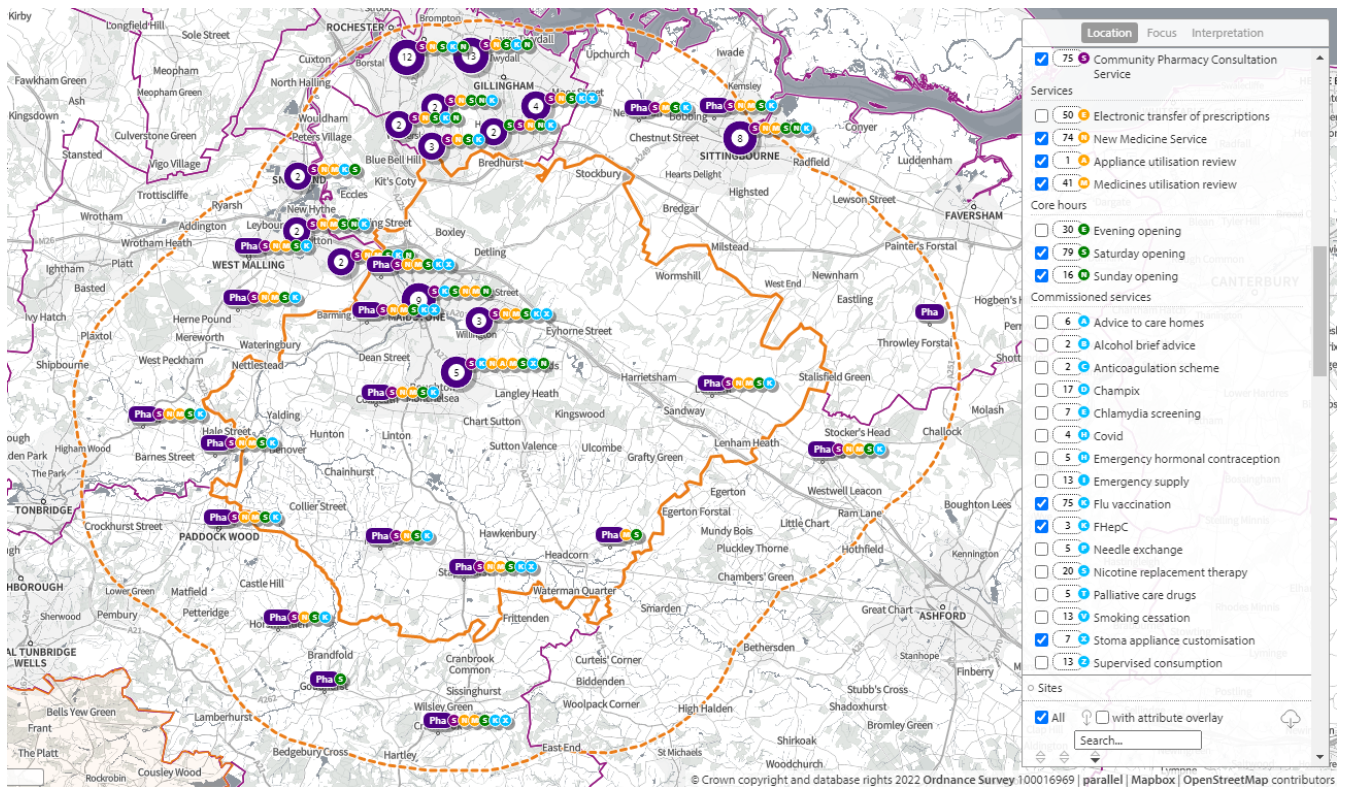
Map 135. Location of community pharmacies, proposed housing developments, and areas within a 20-minute walk of a community pharmacy that is open on Sundays



8. Necessary services: - Gaps in provision

Maidstone has the highest number of prescriptions dispensed per head of population of all districts. Good access in urban areas to pharmacy services but not as good in rural areas, although the dispensing practices provide for this rural population.

Map 136. Pharmacy locations and services provided

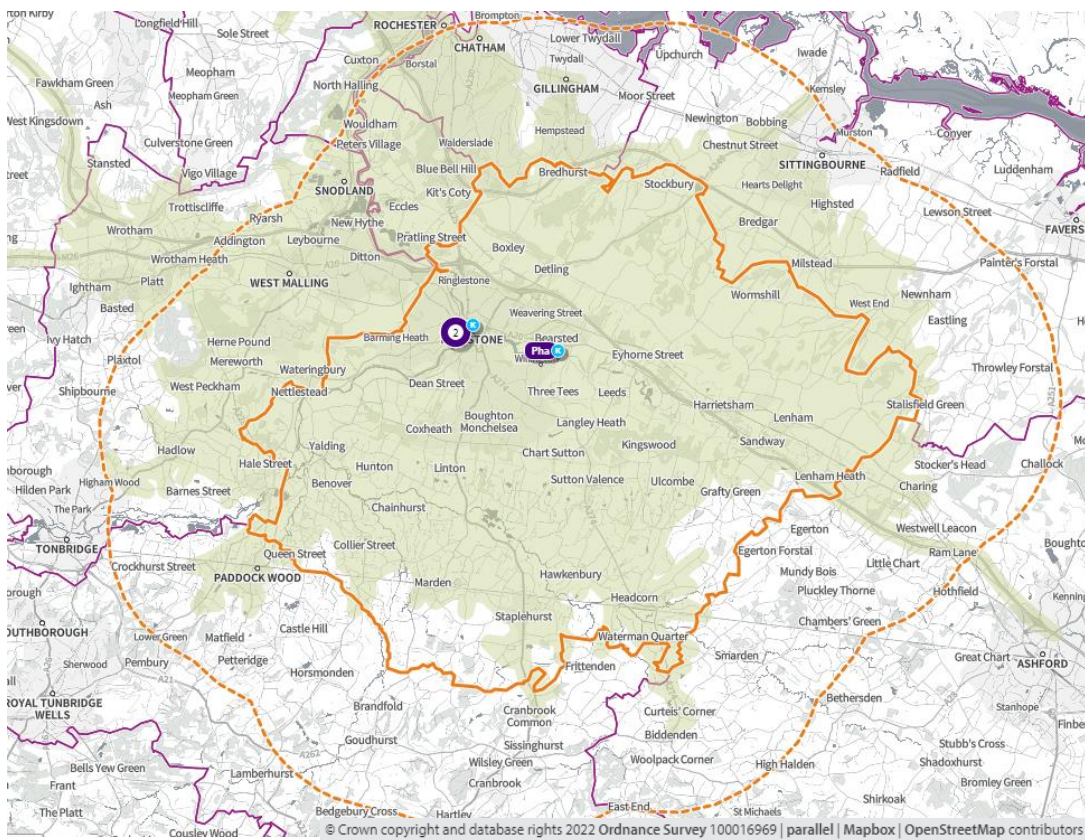


9. Improvements or better access: Gaps in provision

Access could be improved to essential and advanced services on a Sunday in south of district - no pharmacies open on a Sunday. However, this part of the district is within a 20-minute drive of a Sunday opening pharmacy.

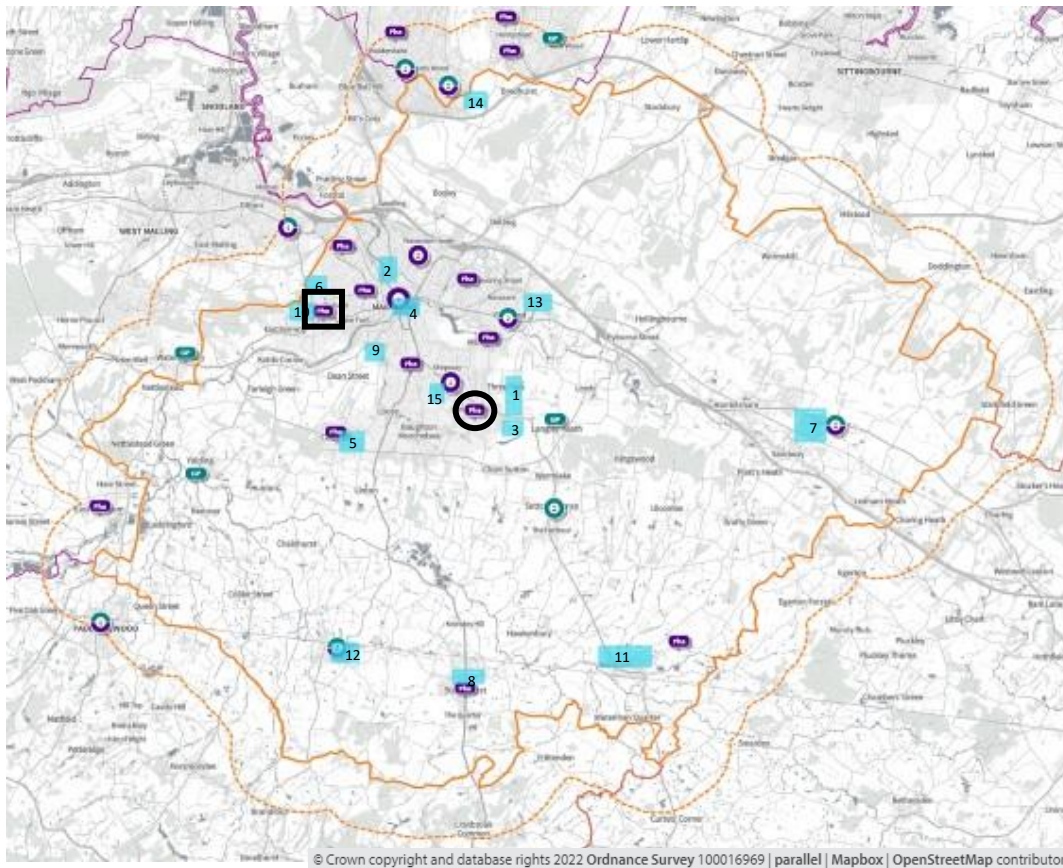
Map 137 shows that Hep C only offered at 3 pharmacies in or on outskirts of Maidstone.

Map 137. Location of pharmacies providing hepatitis C service



Flu vaccine not provided by Headcorn pharmacy. 2 LSOAs primarily served by this pharmacy have a relatively high proportion of over 50s, ranked 9th and 14th out of 95 Maidstone LSOAs. However, majority of the population of these LSOAs are within 20 minutes by public transport of a pharmacy that provides flu vaccine.

Map 138. Location of pharmacies, dispensing GPs, housing developments. Pharmacies circled do not have the capacity to meet an increase in demand for the services currently provided



Pharmacies marked out by shapes have stated that they do not have the capacity to meet an increase in demand for the services currently provided. The pharmacy within the square has stated that it also does not have capacity to meet an increase in demand for dispensing of medication. Significant development near to both of these pharmacies could increase demand. Table 53 below shows the time scales for these developments.

Table 53. Numbers of dwellings per year at selected housing developments

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. Downswood and Otham	120	120	91	145	145	146	146	97	75		621	1085
3. Park Wood	80	109	80	80	68	149	80	96	96	96	348	934
6. Allington	120	82	40	7							249	249
10. Barming	70	20	7	40	40	49	49	9			177	284

