

# **Kent Pharmaceutical Needs Assessment**

**NHS Ashford Clinical  
Commissioning Group**

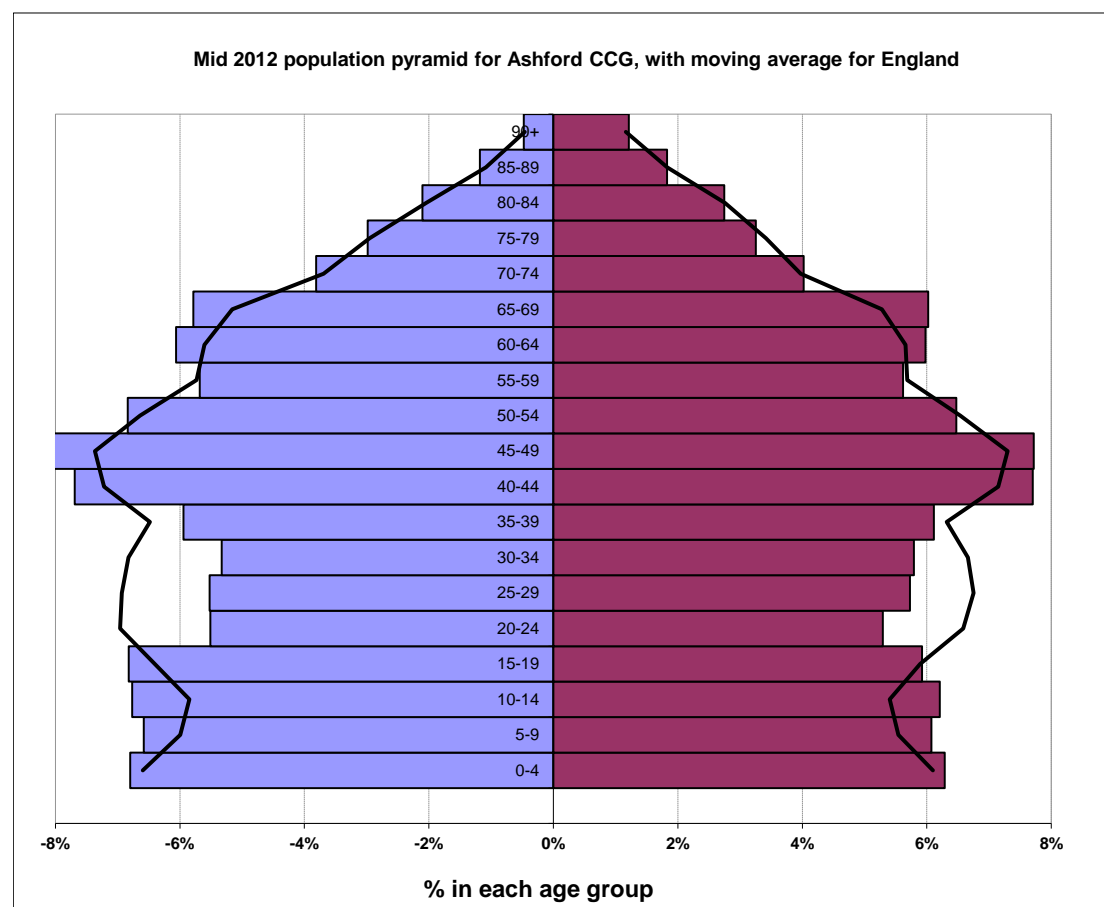
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## Introduction

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 CCG area was divided into two separate localities, Ashford town and Tenterden area for the purposes of this assessment.

Ashford Clinical Commissioning Group (Ashford CCG) covers patients from 14 practices, with a registered practice population of just under 126,700. The CCG area is co-terminus with that of the Ashford Borough Council.



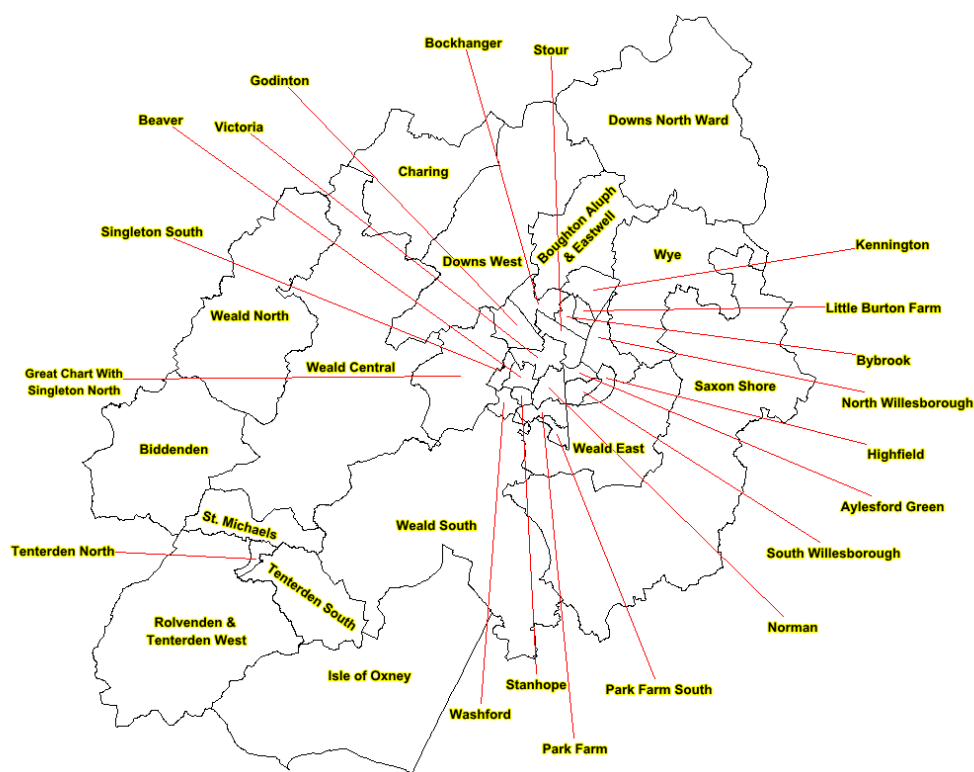
It is important to recognise that patients resident in the CCG area cannot be presumed to be registered exclusively with Ashford primary care teams. Generally though, the vast majority of the residents are registered with practices in Ashford CCG.

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

Ashford has a higher percentage of under 14 year olds than the national profile but a considerably smaller proportion of those aged between 15 and 35. The largest section of the population in Ashford is aged between 35 and 50 years old. The proportion of the population in all categories above the age of 60 is also higher than the national average, but to a lesser extent than in other areas of East Kent.

Commissioners may need to take into account that Ashford has a considerably higher proportion of under 14 year olds compared to other areas of Kent and consequently demands for services around child health will be greater.

Practice data<sup>1</sup> shows that out of a practice population of 126,697 there are 15,704 children aged 0-9 living in Ashford (12.4%), 22,778 people who are over 65 in Ashford (18.0%), 28.3% of whom are living alone and 2.4% of whom are living in Care homes<sup>2</sup>. These age groups are considered to be the main users of pharmaceutical services.



#### Prime electoral wards within Ashford CCG area

The life expectancy between the best ward and the worst is 21 years. The Ashford average is 82.6 years. The ward with the highest life expectancy is Washford (99.5) this is 21 years more than the lowest life expectancy which is Aylesford Green (78.5).

<sup>1</sup> PCIS practice data June 2014

<sup>2</sup> ONS Crown Copyright Reserved [from Nomis on 21 August 2014]

Generally, there is an association between lower life expectancy estimates and higher levels of relative deprivation. The most deprived areas are in the central and southern parts of the town, although the village of Hothfield in the Downs West ward and Bockhanger in the north of the town were also in the worst quintile for deprivation. More information is available in the Ashford CCG Health Profile which can be found at <http://www.kmpho.nhs.uk/jsna/>

### Care Homes

There are a considerable number of care homes in the Ashford 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.

### Pharmaceutical Services in NHS Ashford CCG

There are two ways that patients can access pharmaceutical services within the Ashford 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.

| <b>Ratio of number of pharmaceutical service providers (community pharmacies &amp; GP dispensing practices) per 100,000 population</b> |                     |                     |                          |
|--|---------------------|---------------------|--------------------------|
| Locality   | Number of providers | Practice Population | Ratio/100,000 population |
| NHS Ashford CCG  | 27                  | 126,697             | 21                       |
| Kent   |                     |                     | 22                       |
| England  | -                   | -                   | 23                       |

## **Community Pharmacy**

There are 20 community pharmacies who are registered on the Kent NHS pharmaceutical list as providing the full range of NHS pharmaceutical services and located within the Ashford CCG area.

| <b>NHS Ashford CCG - Community Pharmacies</b>                              |    |
|--|----|
| Total number of Community Pharmacies providing NHS pharmaceutical services | 20 |
| Number of standard 40 hour pharmacies                                      | 17 |
| Number of 100 hour pharmacies  | 2  |
| Number of mail order/internet pharmacies                                   | 1  |
| Number of appliance contractors  | 0  |
| Number of pharmacies offering electronic prescription service (EPS)        | 18 |

A list of all the pharmacies located within Ashford CCG can be found in Appendix B.

### **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 is one mail order/internet pharmacy based in Ashford

### **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 Ashford area.

A review of all opening times was carried in May 2014 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. Services between 6am and 8 am and between 6.30pm and 11pm are provided at strategic points across the area. Out of Hours providers of medical services provide access to urgent medical care including urgent medicines between 11pm and 7am.

Subsequent changes to opening times since May have been taken into account and the opening times of all pharmacies along with the additional services that they offer can be found on NHS Choices. NHS England has the responsibility for maintaining NHS Choices.

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

### **Dispensing practices.**

| <b>NHS Ashford CCG – Dispensing practices</b>  |   |
|--|---|
| Total number of GP surgeries providing pharmaceutical services to their patients               | 6 |
| Total number of sites (including branches) providing pharmaceutical services to their patients | 7 |

A list of all the dispensing doctors located within Ashford CCG can be found in Appendix C

Dispensing doctors have rights to provide limited pharmaceutical services to their patients with the patients' permission. This is mainly for patients in rural (controlled) areas where the most rural of patients would have problem accessing medicines. The surgery has to be registered to provide pharmaceutical services and can only dispense to their own patients who must be resident in an area which is rural in character, known as a controlled

locality, at a distance of more than one mile (1.6km) from a pharmacy's premises. 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.

Patients who live within the 1.6km radius who are unable to access the pharmacy and wish their GP surgery to dispense their medication can, in exceptional circumstances, apply for consideration as a serious difficulty case. All applications for 'serious difficulty' must be made to NHS England.

### **Controlled localities**

A 'controlled' locality is an area which is deemed to be rural in character. Until 1 April 2013, PCTs determined whether areas were rural in character, and published maps with any such rural areas (controlled localities) delineated on those maps.

Any areas determined to be controlled localities (or not controlled localities) cannot be considered again for a period of five years. On 1 April 2013, NHS England took over the maps produced by PCTs and became responsible for determinations of controlled localities. An explanation of controlled and not-controlled localities, rurality reviews and definitions of rural and urban can be found in the main Kent PNA document

Maps showing the controlled areas and the 1.6km boundaries around pharmacies in the Ashford CCG locality, can be found in Appendix A.

The pharmaceutical services which are provided by community pharmacies and by dispensing doctors are laid down in statute in the NHS Pharmaceutical Services Regulations 2013. Pharmaceutical services from community pharmacies comprise of essential, advanced and enhanced services. Explanations of these services can be found in the main Kent Pharmaceutical Needs Assessment. Pharmaceutical services from dispensing practices do not have to provide all the 'essential' services. They mainly provide dispensing services and the advanced service of Dispensing review of the Use of Medicines (Drums).

All Ashford CCG pharmacies must provide the Essential services and a map showing which ones provide the Advanced services of Medicine Use reviews (MURs) and New Medicines Service (NMS) can be found in Appendix A.

### **Pharmaceutical services out of hours**

The Ashford CCG area currently has two 100 hour pharmacies which are located on the outskirts of Ashford town. These provide services from early in the morning until late at night Monday to Saturday and are open on a Sunday. There are no 100 hour pharmacies in the Tenterden area.



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 is a walk in centre at William Harvey Hospital Ashford which treats minor injuries and minor ailments. This service has access to urgent and emergency medical cover including medicines from early in the morning to late in the evening.

### **Rota services**

NHS England manages a voluntary 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.

### **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 and sexual health.

For completeness we have included maps showing where these services are available and published them alongside the PNA.

### **Enhanced services managed by NHS England**

Various enhanced services which were commissioned by the former PCTs are currently being reviewed by NHS England. These services include various bespoke services such as warfarin monitoring and access to palliative care drugs. These services are not necessarily pharmacy specific and are therefore may not be considered to be pharmaceutical services. These are not being assessed as part of the PNA until the results of the review are complete.

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.

Currently we have not been informed of any services that Ashford CCG commissions through community pharmacies

**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 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 Ashford CCG has 2 community pharmacies who have met the accreditation as a Healthy Living Pharmacy. Please see map in Appendix A for details.

## Housing

Like most of Kent, considerable new housing is expected to be built in the Ashford area over the next 20 years. The Ashford Borough Council local plans suggests this will increase by roughly 750 per annum in the years 2011-2031.

**Chilmington Green**

A major housing development is planned for the Chilmington Green area, south and west of Ashford. This area is marked on a map in Appendix A. This has a potential to significantly increase the health needs of the area over time. Although it is not expected to have a major impact in the life time of this PNA, it is important that this development is reviewed regularly. There is also the potential for infilling within the Ashford and Tenterden areas. Such areas will be reviewed regularly especially if the house building changes the landscape from rural to urban.

## Eastern and Coastal Kent PNA 2011.

As part of this assessment, reference was made to the previous one carried out in 2011 by Eastern and Coastal Kent Primary Care Trust. It was noted that this assessment stated the following. (*wording in italics*)

### **Across the whole PCT area.**

***Rurality.*** *There are a number of areas in Eastern and Coastal Kent which have not yet been determined as Controlled Localities but where some practices have historic dispensing rights. These determinations are a priority and the Pharmacy Regulations Committee has undertaken to complete these as soon as possible.*

### **100 Hour Pharmacy Contracts.**

*Through the consultation many people indicated the value of being able to access pharmaceutical services beyond the normal pharmacy contractual hours of 40 hours per week. Additionally, evidence through consultation shows the need for 100hr contract provision on the Isle of Sheppey and in the town of Dover.*

*Given the above feedback it is NHS Eastern and Coastal Kent's intention not to allow those pharmacies with 100 hour contracts to reduce them to a 40 hour contract.*

### **And for the Ashford CCG area in particular**

*The number of pharmacies and dispensing doctors and the positions they are in are adequate for the area and we feel they meet the needs of local people therefore we have no plans to increase the provision of essential and enhanced services. The major proposal for housing development in south Ashford will be reviewed regularly*

We have looked at these recommendations again and note.

### **Rurality**

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

## Pharmacy Contracts

There has been no significant change in the provision of pharmaceutical services since 2011.

The pharmacies serving outlying areas such as Charing and Wye are considered to be essential to these areas and must be preserved especially where the population of these areas are under 10 or over 65 and likely to need more pharmaceutical services.

The PNA review indicates that 100 hour pharmacies where they exist are now considered essential in providing service to the area and a reduction from 100 hours to 40 hours should not be allowed. This is confirmed by guidance from NHS England.

The housing developments are still mainly in the planning stage.

## Conclusions and recommendations

**We therefore recommend that for the NHS Ashford CCG area:**

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

**The number of '100 hour' pharmacies needs to be maintained.**

**The provision of rural pharmacies needs to be maintained.**

**The provision for new housing in the Ashford area especially around Chilmington Green needs to be reviewed regularly.**

## Document Version Control

| <b>Version</b> | <b>Date</b> | <b>Author(s)</b>   | <b>Comments</b>   |
|----------------|-------------|--------------------|---|
| Draft 1        | 25/08/14    | Cheryl Clennett    | 1 <sup>st</sup> draft                                     |
| Draft 2        | 27/08/14    | PNA Steering group | Minor amendments made after meeting of PNA SG             |
| Draft 3        | 17/09/14    | KCC HWB            | Changes after HWB meeting                                 |
| Draft 4        | 27/09/14    | K&M LAT            | Minor changes by K&M LAT                                  |
| Draft 5        | 18/02/15    | PNA steering Group | Changes post consultation                                 |
| Final Version  | 20/03/15    | PNA steering Group | Final checks prior to publication after approval from HWB |