East Sussex JSNA | Joint Strategic Needs Assessment

EAST SUSSEX

Pharmaceutical Needs Assessment

October 2025

Document summary

This document is an analysis across East Sussex regarding the need for and use of community pharmacy services for the period 2025-2028.

The document has 11 sections, an executive summary, one appendix and a glossary.

Document Control

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Executive summary

Introduction

Since 1st April 2013 every Health and Wellbeing Board (HWB) in England has a statutory responsibility to publish every three years and keep up to date a statement of the need for pharmaceutical services in its area, otherwise referred to as a pharmaceutical needs assessment (PNA).

From July 2022, the NHS Sussex Integrated Care Board (ICB) is responsible for managing the Community Pharmacy Contractual Framework and is expected to refer to the PNA when making decisions about market entry for new service providers, as well as in the commissioning of enhanced services from pharmacies.

The required content for PNAs is set out in Schedule 1 to the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.

The aim of the East Sussex PNA is to describe the underlying need for and current provision of pharmaceutical services in East Sussex, to ensure that the minimum statutory requirements for PNAs are met, to identify systematically any gaps in services and, in consultation with stakeholders, make recommendations on future development.

Process

To oversee the process, a PNA Steering Group was formed consisting of key professionals drawn from the Public Health department at East Sussex County Council (ESCC), the Insight, Information and Communication Team at ESCC, NHS Sussex ICB, Healthwatch, the Local Pharmaceutical Committee (LPC), and the Local Medical Committee (LMC).

The PNA has reviewed and analysed East Sussex's demographic changes, health needs, mapped current pharmaceutical service provision and consulted the public and other stakeholders through surveys.

To comply with the Regulations a public consultation of the PNA document was undertaken from 9th May to 31st July 2025. Views from the public and other stakeholders were sought and responded to in drafting the final document.

Key findings

Demography

East Sussex has a mixture of urban and rural areas, with the concentration of urban areas located on the coast, in the central corridor north from Eastbourne up to Heathfield, and the market towns of Lewes, Uckfield and Crowborough in the West and North.

East Sussex has a total resident population of 551,007 and a much older age profile compared to England.

All districts have an older age profile compared to England, but Rother has a particularly older profile with almost 1 in 3 residents aged 65 years or older, compared to fewer than 1 in 5 for England.

Within the county, older age groups are more concentrated in Seaford, Bexhill, Eastbourne and Eastern Rother.

The more ethnically diverse communities in East Sussex are located in Eastbourne, Hastings & St Leonards, the Havens, Lewes town and Forest Row.

Between 2025 and 2028 there is estimated to be an extra 13,180 residents that will be living in East Sussex which represents a 2.4% increase over the three-year period. The greatest percentage increases will occur in the older age groups.

Wealden is estimated to see the largest percentage increase in population at 4.6%. Lewes (2.2%) and Rother (2.2%) are projected to experience similar increases to the East Sussex average (2.4%). Hastings (1.3%) is estimated to see a smaller increase, whilst Eastbourne is estimated to see a slight decrease (-0.1%).

Around 9,000 new housing completions are currently planned for the period of the PNA. 46% of new completions are currently planned for Wealden, with 19% in Rother, 16% in Lewes, 11% in Hastings and 8% in Eastbourne. No single area within East Sussex has close to a further 2,000 planned developments.

The areas with low percentages of households with access to a car/van are all in the more densely populated urban areas of East Sussex.

Hastings is the most deprived local authority in the South East and amongst the most deprived nationally.

In East Sussex, the most deprived areas are mainly in urban coastal areas.

Health and care needs

Life Expectancy (LE) at birth is higher at an East Sussex level compared to England for both males and females.

At a district and borough level, male LE for 2021-2023 ranges from 76.7 years in Hastings to 81.9 years in Wealden. For females LE ranges from 80.9 in Hastings to 84.5 in Wealden.

31,149 residents in East Sussex responded that their health was bad or very bad, which represents 5.7% of the population. This was higher than for England (5.2%). Higher percentages were seen in Hastings (7.3%), Eastbourne (6.3%) and Rother (6.0%).

In East Sussex there were 110,553 residents who self-reported to be disabled, representing 20.3% of the population. This was higher than for England (17.3%). Higher percentages were seen in Hastings (22.6%), Eastbourne (21.6%) and Rother (21.6%).

Looking at a more local level, the higher percentages of disabled people are in the coastal areas of East Sussex and also Hailsham.

Prevalences of chronic diseases are higher in East Sussex compared to England. This may be due to the older age profile in East Sussex and the fact that many chronic conditions are age-related.

Rother has the highest prevalence rates of chronic diseases with the exception of depression, where Hastings is highest.

Current pharmaceutical services provision

As at April 2025, there were 92 community pharmacies included in the pharmaceutical list for East Sussex and three distance selling pharmacies. There are 16 GP Dispensaries in East Sussex, and no Dispensing Appliance Contractors providing services within East Sussex.

There has been a gradual reduction in provision of pharmacies at a local, regional and national level. In East Sussex since the last PNA in 2022 there are seven fewer community pharmacies, which is a 6% reduction, whilst the number of distance selling pharmacies and dispensing practices have remained the same. The greatest decrease has been in Eastbourne where there are 3 fewer pharmacies.

The rate of pharmacies in East Sussex is 17.1 per 100,000 population which is lower than the England rate of 18.1. Looking at neighbouring areas to East Sussex both Brighton and Hove (18.2) and Medway (17.8), which are both more urban densely populated areas, have higher rates than East Sussex. However, compared to more similar neighbouring counties (West Sussex, Surrey and Kent), East Sussex has the highest rate of provision. Note that it's not possible to add in dispensing practices to the national data as it is not routinely available.

Looking at pharmacy provision across the districts and boroughs in East Sussex, where we can also include the local dispensing practices. This shows highest provision per 100,000 population in Rother (24.2), which has the oldest population profile, followed by Hastings (22.0) which has the most population living in areas of deprivation. The lowest rates are in Eastbourne (16.4) and Lewes (16.8).

Of the 92 community pharmacies in East Sussex, four are on 100 hours (amended) contracts. This is a reduction of four from the eight that were in place at the last PNA. Pharmacies with 40-hour contracts can choose to open for longer under supplementary hours arrangements. (see section 6.2)

All 92 community pharmacies and 16 dispensing practices are open weekdays.

Across East Sussex 39% of pharmacies and GP dispensaries are open evenings (open for at least one day beyond 6pm Monday to Friday) and this ranges from 48% in Wealden to 31% in Lewes.

77% of pharmacies and GP dispensaries are open on a Saturday and this ranges from 88% in Eastbourne to 64% in Rother.

15% of pharmacies and GP dispensaries are open on a Sunday and this ranges from 35% in Eastbourne to 3% in Wealden.

As well as the neighbouring city of Brighton and Hove, the towns of Burgess-Hill, Haywards Heath, East Grinstead and Royal Tunbridge Wells all boost access to pharmacies for East Sussex residents, including in the evenings and weekends.

There are no populated areas of East Sussex that are not within a 30 minute drive by car of an open community pharmacy or dispensing practice, both within and outside rush hour during weekdays and after 6pm.

When looking at access via public transport on weekdays the analysis showed that 10,738 (1.9%) residents did not have access within 30 minutes.

Whilst there are no services open in the evening in Lewes town, the analysis showed that travel times by car and public transport are sufficient to nearby towns such as Uckfield and Brighton.

Whilst rural areas are boosted by dispensing practices, not all are open every evening for long beyond 6pm. This particularly affects areas in rural Rother.

When looking at access via public transport on weekday evenings the analysis showed that 32,324 (5.9%) residents did not have access within 30 minutes.

There are no populated areas of East Sussex that are not within 30 minute drive by car of a community pharmacy or dispensing practice on either a Saturday or Sunday.

When looking at access via public transport on Saturdays the analysis showed that 69,747 (12.7%) of residents did not have access within 30 minutes. This increased to 218,288 (39.6%) on a Sunday.

There were 10.3 million items dispensed by pharmacies in East Sussex during 2024. Pharmacies in Eastbourne dispensed the greatest number of items per pharmacy (9,857 per month per pharmacy) and Rother the fewest (7,734).

On average there were 18.5 prescription items dispensed per head of population per year in East Sussex during 2024. This was highest in Hastings (24.1) and Eastbourne (20.5) and lowest in Rother (14.7) and Lewes (16.1).

Pharmacy First services are available across all community pharmacies in East Sussex, although some pharmacies experience more activity than others. ‘Urgent medicine supply’ consultations saw the greatest activity in terms of numbers, followed by the ‘Minor illness

referral' consultations. Of the seven common condition clinical pathways 'acute sore throat' and 'uncomplicated UTI' both saw the greatest activity.

The other advanced and locally commissioned services although not defined as necessary, provide geographical coverage across East Sussex and secure additional benefits for residents.

East Sussex residents survey

947 residents responded to a survey during the 6 weeks between 6th February and 20th March 2025. The survey received slightly more responses from residents living in Wealden and Rother, compared to their share of the general population in East Sussex. Responses from residents living in Eastbourne and Hastings were slightly lower than their share of the East Sussex population.

71% of respondents reported they got their prescription from a pharmacy/chemist shop, with 14% getting it directly from a GP Surgery. Of those who got their prescription from a GP, 57% lived in Rother and 37% lived in Wealden which reflects the availability of dispensing practices for more rural patients.

The vast majority of respondents visited their pharmacy monthly (65%), with 17% every few months, 10% weekly and 7% once a year or less.

For those who visited a pharmacy in person, 53% travelled by car and 42% walked. Only 2% travelled by public transport. Use of public transport is highest in Eastbourne (6%) and lowest in Rother (2%) and Wealden (0%). This reflects the access to car/van statistics in those areas.

The vast majority of respondents (86%) go to their pharmacy on weekdays between 9am and 6pm. 3% usually go on a weekday evening and another 3% on the weekend (8% did not answer or were unsure).

Most respondents found it easier to access the pharmacy weekdays between 9am and 6pm (66% found it easy) and at weekends (49% found it easy), whilst only 29% found it easy weekdays after 6pm and 28% on bank holidays.

Looking at the responses by district/borough and which area scored poorest on access for each time option, Hastings respondents found it hardest to access weekdays, Lewes respondents found it hardest in the evenings and bank holidays, and Rother respondents found it hardest on the weekends.

27% (259) of people responded that they had a physical disability with 79% (204 people) of those reporting that the pharmacy always met their needs.

For those that said their needs were sometimes or never met, 35% stated difficulties accessing the building because of steps, 25% insufficient/no seating, 18% difficulty opening the door and 10% long queues.

21% (194) of people responded that they had communication difficulties (such as hearing impairment or need information in another language), and of those, 79% (154 people) reported that the pharmacy always met their needs.

The most common reason for why the pharmacy did not meet their needs related to some form of telecommunication need not being met. This might include the pharmacy not calling/messaging to update/respond to customers, no longer being able to call the pharmacy, or the pharmacy being slow at responding to emails/calls.

33% (311) of people help someone to use pharmacy services, and of those 6% (18 people) reported they found it difficult to meet that person's needs.

When respondents were asked what makes it easy or difficult to collect on behalf of someone else, there were four times more positive responses to negative ones.

Gap analysis

Guidance from the Department of Health and Social Care suggests there are three types of gaps in provision that can be articulated in the PNA:

- Geographical gaps in the location of premises.
- Geographical gaps in the provision of services.
- Gaps in the times at which, or days on which, services are provided.

This section summarises the analysis in East Sussex.

Geographical gaps in the location of pharmacies

Section 6.1 contains analysis of provision (pharmacies and dispensing practices) per 100,000 population across the districts and boroughs in East Sussex. This shows highest provision per 100,000 population in Rother (24.2), which has the oldest population profile, followed by Hastings (22.0) which has the most population living in areas of deprivation. The lowest rates are in Eastbourne (16.4) and Lewes district (16.8).

Section 4.5 shows a map of all pharmacy locations overlaid onto population density. This shows that all highly populated areas of the county have sufficient pharmacy locations nearby. Access in more rural areas, such as rural Rother and the northern areas of Wealden, is boosted with dispensing practices.

Access for residents is boosted by provision in towns outside East Sussex but within 5km of the county border (section 6.2).

Current planned housing developments will not create a gap during the lifetime of the PNA (section 4.4).

Conclusion: No gaps in the location of pharmacies.

Geographical gaps in the provision of services

- Section 6.4 has shown that there are no gaps in the provision of necessary services which included all essential services, and the Pharmacy First advanced service provided from the majority of premises to give good geographical coverage.
- In terms of advanced services (section 6.6) and locally commissioned services (section 6.7), existing pharmacies should be further supported by commissioners to enhance provision and uptake of services for residents in East Sussex.

Conclusion: No gaps in provision of necessary services and no identified needs for additional pharmaceutical services

Gaps in the times at which, or days on which, services are provided

- Section 7.1 shows that the vast majority of survey respondents (86%) go to their pharmacy on weekdays between 9am and 6pm. 3% usually go on a weekday evening and another 3% on the weekend (8% did not answer or were unsure).
- Section 6.2 shows opening times for pharmacies across East Sussex. Coverage is best on weekdays when the vast majority of residents access services.

Evenings (open after 6pm at least one weekday)

- Across East Sussex 39% of pharmacies and GP dispensaries are open evenings and this ranges from 48% in Wealden to 31% in Lewes. Access for residents is boosted by provision in towns outside East Sussex but within 5km of the county border (section 6.2).
- The travel analysis in section 6.3 showed no areas were more than 30 minute drive from an open location and only 5.9% of the population did not have access via public transport within 30 minutes.
- The resident survey analysis in section 7.1 showed that 47% found it hard to access a pharmacy in the evening. This ranged from 39% in Eastbourne to 50% in Lewes district.

Weekends

- 77% of pharmacies and GP dispensaries are open on a Saturday and this ranges from 88% in Eastbourne to 64% in Rother. 15% of pharmacies and GP dispensaries are open on a Sunday and this ranges from 35% in Eastbourne to 3% in Wealden (section 6.2).
- Access for residents is boosted by provision in towns outside East Sussex but within 5km of the county border. This is far better on a Saturday than a Sunday.
- The travel analysis in section 6.3 showed no areas were more than 30 minute drive from an open location on a Saturday or Sunday.
- When looking at access via public transport on Saturdays the analysis showed that 69,747 (12.7%) of residents did not have access within 30 minutes. This increased to 218,288 (39.6%) on a Sunday.

- The resident survey analysis in section 7.1 showed that 23% found it hard to access a pharmacy on the weekends. This ranged from 16% in Eastbourne to 29% in Rother.

Bank holidays

- There is an enhanced service commissioned by NHS Sussex ICB to ensure suitable access is available across East Sussex.
- The resident survey analysis in section 7.1 showed that 54% found it hard to access a pharmacy on a bank holiday. This ranged from 46% in Eastbourne to 60% in Lewes district.

Access to car/van

- Section 4.6 shows that the areas with low percentages households with access to a car/van are all in the more densely populated urban areas of East Sussex which have better access to pharmacies during the evenings and weekends.

Conclusion: No gaps in the times at which, or days on which, services are provided.

Conclusions

The main conclusion of this PNA is that there are:

- No geographical gaps in the location of premises.
- No geographical gaps in the provision of services.
- No gaps in the times at which, or days on which, services are provided.

The regulations require a series of statements that are detailed in the table below:

Statement required by regulations	PNA response
Pharmaceutical services that the Health and Wellbeing Board has identified as services that are necessary to meet the need for pharmaceutical services	Necessary services include all essential services, and the Pharmacy First advanced service provided from the majority of premises to give good geographical coverage.
Pharmaceutical services that have been identified as services that are not provided but which the Health and Wellbeing Board is satisfied need to be provided to meet a current or future need for a range of pharmaceutical services or a specific pharmaceutical service	The PNA has not identified any current or future needs [between 2025 to 2028] for a service that is not currently provided. From the current planning estimates there is no gap in pharmaceutical provision during the lifetime of this PNA (2025-2028).

Statement required by regulations	PNA response
Pharmaceutical services that the Health and Wellbeing Board has identified as not being necessary to meet the need for pharmaceutical services but have secured improvements or better access	Enhanced, advanced and locally commissioned services currently in place in East Sussex are securing improvements and better access for residents to key services, and current pharmacies should be supported to continue and expand delivery of these services.
Pharmaceutical services that have been identified as services that would secure improvements or better access to a range of pharmaceutical services or a specific pharmaceutical service, either now or in the future	The PNA has not identified any new services that would secure improvements or better access.
Other NHS services that affect the need for pharmaceutical services or a specific pharmaceutical service.	These are described in section 6.8 and include NHS acute, community and mental health trusts, residential and nursing care homes in East Sussex.

Recommendations

1. Commissioners to support current pharmacies to enhance access to the advanced and locally commissioned services currently available in East Sussex.
2. Commissioners and current providers to continue to support ongoing good quality services that are highly valued by residents in East Sussex. This includes considerations for those with physical or communication needs and those who support others to access pharmaceutical services.
3. Commissioners and current providers to ensure information on available pharmacy provision, especially on Sundays and Bank Holidays, is clearly communicated, up-to-date and accessible to residents and health and care providers.
4. East Sussex County Council to maintain and improve, where possible, access to public transport, particularly for villages and towns in more rural areas of East Sussex.
5. NHS Sussex ICB to consider the need for an out of hours locally commissioned service from existing pharmacies, including reviewing provision in Lewes on weekday evenings and rural Rother on Sundays.
6. NHS Sussex ICB to regularly review the commissioning of bank holiday provision in East Sussex to ensure it appropriately meets resident needs.

1. Introduction

1.1 What is a Pharmaceutical Needs Assessment (PNA)

Since April 2013 every Health and Wellbeing Board (HWB) in England has a statutory responsibility to publish every three years, and keep up to date, a statement of the need for pharmaceutical services in its area, otherwise referred to as a pharmaceutical needs assessment (PNA). Here are the regulations:

- The NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 and amendment regulations
- Statutory Instrument 2013 No 349
- http://www.legislation.gov.uk/uksi/2013/349/contents/made
- Relevant sections are:
    - Part 1 – regulation 2 – contains definitions of words and phrases.
    - Part 2 – regulations 3 to 9
    - Schedule 1 – information to be included in the pharmaceutical needs assessment (PNA)

1.2 The role of the PNA in the provision of services

If a person (a pharmacy or a dispensing appliance contractor) wants to provide pharmaceutical services, they are required to apply to NHS Sussex ICB to be included in the pharmaceutical list for the Health & Wellbeing Board's area in which they wish to have premises.

In general, their application must offer to meet a need that is set out in the Health & Wellbeing Board's PNA, or to secure improvements or better access similarly identified in the PNA. However, there are some exceptions to this, such as applications offering benefits that were not foreseen when the PNA was published ('unforeseen benefits applications').

In April 2016, NHS England published (updated in February 2023) the Pharmacy Manual which outlines the procedures to be followed by pharmacy contractors, including market entry, applications to join the pharmaceutical list, change of ownership and no significant change relocation of premises.

As well as identifying whether there is a need for additional premises, the PNA will also identify whether there is a need for an additional service or services, or whether improvements or better access to existing services are required. Identified needs, improvements or better access could either be current, or will arise within the three-year lifetime of the pharmaceutical needs assessment.

1.3 Commissioning of community pharmacy

Whilst the PNA is primarily a document for commissioners of pharmaceutical services to use in making commissioning decisions, it may also be used by others to understand the needs for community pharmacy services in the county.

Integrated Care Systems (ICSs) with Integrated Care Boards (ICBs) and Integrated Care Partnerships (ICPs) have been established across England. Commissioning responsibilities for community pharmacies have been delegated to ICBs.

PNAs are key reference documents as regards the development and improvement of local pharmaceutical services. ICBs must consider local PNAs while dealing with applications from potential new pharmaceutical service providers to join the pharmacy list.

Applicants may challenge ICB decisions not to approve new pharmacies and PNAs need to provide a robust summary of evidence which may subsequently be contested when legal challenges to ICB decisions are made. The NHS Resolution (formerly NHS Litigation Authority) will refer to the PNA when hearing appeals on ICB decisions.

Local commissioning bodies may also use the PNA in making decisions on which other NHS, ICB and local authority funded local services need to be provided by local community pharmacies, although this is not a statutory function of a PNA.

1.4 NHS pharmaceutical services provision

Pharmaceutical services are defined within the National Health Service Act 2006. NHS England commissions pharmaceutical services for the population.

Pharmaceutical services may be provided by:

- A pharmacy contractor who is included in the Local Pharmaceutical Services list for the area of the Health & Wellbeing Board.
- A dispensing appliance contractor (DAC) who is included in the pharmaceutical list held for the area of the Health & Wellbeing Board – There are no DAC's currently operating in East Sussex.
- A doctor or GP practice that is included in the dispensing doctor list held for the area of the Health & Wellbeing Board.

NHS Sussex ICB is responsible for preparing and maintaining these lists and NHS England publishes them. Consolidated Pharmaceutical List - Datasets - Open Data Portal

To provide pharmaceutical services in England a person and the premises from which they will provide services must be included in the relevant pharmaceutical list.

The pharmaceutical services Section 126 of the 2006 Act places an obligation on NHS England to put arrangements in place so that drugs, medicines and listed appliances ordered via NHS prescriptions can be supplied to persons.

1.5 The Community Pharmacy Contractual Framework

Unlike for GPs, dentists, and optometrists, the relevant ICB does not hold contracts with pharmacy and dispensing appliance contractors for most services they provide. Instead, pharmacy services are provided under a contractual framework, referred to as the Community Pharmacy Contractual Framework (CPCF).

Community Pharmacy Contractual Framework: 2024 to 2025 and 2025 to 2026 - GOV.UK

1.6 Definition of types of pharmaceutical services

Under the CPCF, pharmacy contractors can provide several types of services that fall within the definition of NHS pharmaceutical services. There are several types of pharmaceutical services available:

- **Essential services** that must be provided by all pharmacies
- **Advanced services** that pharmacies may choose to provide
- **Enhanced services** that integrated care boards (ICBs) may commission from pharmacies as well as some commissioned by NHS England nationally

Other services available outside of the CPCF include:

- **GP dispensing service** provided by some GP practices
- **Locally Commissioned Services** – services commissioned from pharmacies by ICBs (other than enhanced services) and by local authorities

Essential pharmaceutical services

The following are Essential services that must be provided by all pharmacies:

- Dispensing of medicines and appliances
- Dispensing of repeatable prescriptions
- Disposal of unwanted medicines
- Promotion of healthy lifestyles
- Healthy Living Pharmacy
- Signposting to other providers of health and social care services
- Support for self-care
- Discharge Medicines Service

Advanced services

The following are Advanced services that pharmacies may choose to provide:

- New medicine service
- Stoma appliance customisation
- Appliance use reviews

- Flu vaccination
- Community pharmacy hypertension case-finding service
- Community pharmacy smoking cessation service
- Pharmacy First (replaced the community pharmacist consultation service) [New since last PNA]
- Community pharmacy contraception service [New since last PNA]
- Lateral flow device tests supply service [New since last PNA]

Enhanced services

The following are Enhanced services that integrated care boards (ICBs) may commission from pharmacies:

- Anticoagulant monitoring
- Care homes
- Disease specific medicines management
- Gluten free food supply
- Home delivery
- Language access
- Medication review
- Medicines assessment and compliance support service
- Minor ailment
- Needle and syringe exchange
- On demand availability of specialist drugs
- Out of hours
- Patient group direction
- Prescriber support
- Schools service
- Screening
- Stop smoking
- Supervised administration
- Supplementary prescribing
- Emergency supply service
- Antiviral collection points

There are two nationally specified enhanced services:

- COVID-19 vaccination service
- RSV and Pertussis Vaccination Service (not currently available in East Sussex)

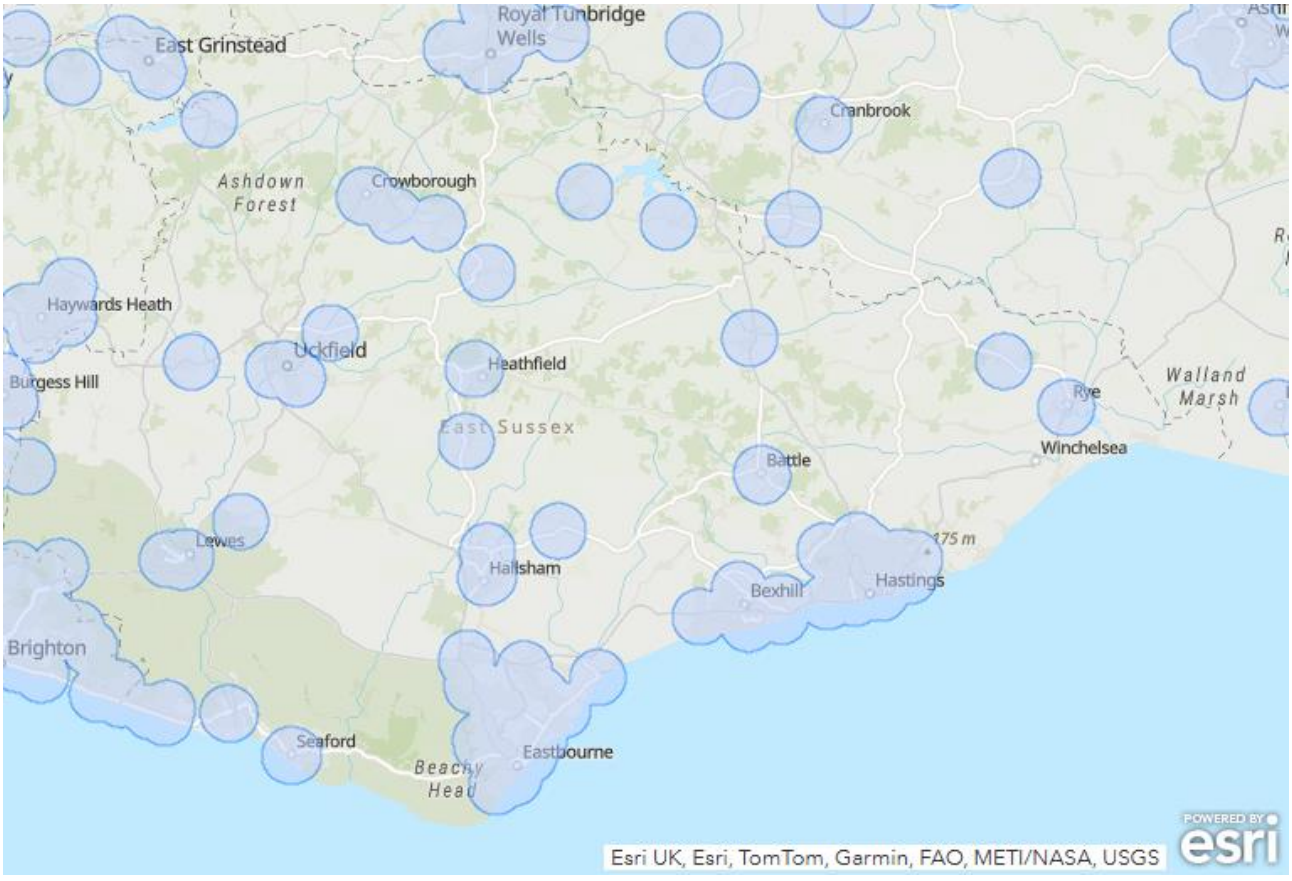
GP dispensing service

GP practices may dispense medicines in certain circumstances and provision of the service is included in their medical contract.

Primarily, these services are provided to patients in rural areas or those who have limited access to a community pharmacy. To be eligible for dispensing services from a doctor, patients must generally live in a designated rural area (controlled locality) and more than 1.6km from a pharmacy or demonstrate "serious difficulty" in accessing a pharmacy.

The map below is used by some practices with a dispensary to support their patients who can apply to have their medicines dispensed by them if they live outside the blue areas. Patients will only be eligible if their registered practice is a dispensing practice.

Map: Mapping tool to support dispensing list validation, accessed April 2025



Source: South East ICBs: Mapping Tool to Support Dispensing List Validation, SCW CSU

Locally Commissioned Services

The following are locally commissioned by the **NHS Sussex Integrated Care Board**:

- Oral Antiviral Medication for the Treatment of COVID-19 and Management of Influenza
- End of life drugs

- Extended open hours for Bank Holidays (managed by the South East Commissioning Hub)

The following are locally commissioned by **East Sussex County Council** as Public Health Local Service Agreements:

- C Card
- Emergency Hormone Contraception (EHC)
- Smoking Cessation

The following are locally commissioned via **Change Grow Live** (CGL) who provide substance misuse treatment services in East Sussex for East Sussex County Council:

- Opiate reversers [naloxone]
- Needle exchange
- Distribution of oral substitution therapy and supervised consumption

2. The Pharmaceutical Needs Assessment process

2.1 Aim

The aim of the East Sussex PNA is to describe the current pharmaceutical services in East Sussex, systematically identify any gaps in provision in relation to population need and, in consultation with stakeholders, make recommendations on future development, and meet or exceed the minimum statutory requirements for PNAs and enable the HWB to have regard to all relevant matters.

2.2 Objectives

To state, on behalf of the HWB,

- which pharmaceutical services are necessary to meet the need for pharmaceutical services
- not provided but need to be to meet a current or future need for a range of or specific pharmaceutical service
- not necessary to meet the need for pharmaceutical services but have secured improvements or better access
- which would secure improvements or better access either now or in the future
- other NHS services that affect the need for pharmaceutical services or a specific pharmaceutical service
- examine the current and future demographics of the local population and their health needs in relation to pharmaceutical service provision
- state how localities have been determined and how their different needs have been identified, including the different needs of those who shared a protected characteristic
- compile a comprehensive list of pharmacies and review the services currently provided
- define choice and identify whether there is sufficient choice about obtaining pharmaceutical services
- compile a comprehensive list of GP dispensaries
- list other services including community pharmacies and services available in neighbouring Health and Wellbeing Board (HWB) areas that might affect the need for services in East Sussex
- identify service gaps that could be met by providing additional or new pharmacy services [including hours of opening], or potentially by opening one or more new pharmacies

- produce maps relating to East Sussex pharmaceutical services, location of pharmacies in relation to population deprivation indices, estimate travel/walking times
- consult and engage with stakeholders and the public throughout the process so that their opinions inform the PNA document
- collate the findings from and respond to the two-month statutory public consultation period, after completion of the draft PNA assessment, before consideration by the Health and Wellbeing Board and publication in October 2025

2.3 Methodology

The 2022 PNA report has been used in developing the 2025 PNA.

A key reference document for this PNA has been the Guidance for PNAs produced by the Department for Health and Social Care in October 2021.

District and borough council areas have been used where data are available to provide the local level analysis where required. For some of the population demographic maps, smaller geographies have also been used.

A steering group was formed to guide the PNA process. The steering group included representatives from the following organisations:

- NHS Sussex Integrated Care Board – Commissioning and Medicines Optimisation team
- East Sussex County Council – Public Health and Consultation teams
- Community Pharmacy, Surrey & Sussex (Local Pharmaceutical Committee)
- Surrey & Sussex Local Medical Committee
- Healthwatch East Sussex

2.4 Key Steps

The assessment has involved the following key steps:

- Reviewing current and predicted population demographics
- Looking at health and social care needs
- Collation of community pharmacy and GP dispensary information about current service provision including travel analysis
- Collation and summary of routine pharmacy contracting and activity data
- Survey of the public who use local pharmacy services
- Gap analysis for each District and Borough area in East Sussex
- Undertake professional and public consultation

2.5 Defining "necessary services" for the PNA

From: Pharmaceutical Needs Assessments guidelines

Necessary services are defined within the 2013 regulations as those that are necessary to meet the need for pharmaceutical services and could be provided within or outside of the health and wellbeing board's area.

The 2013 regulations do not include a definition of what is a necessary service and what is not, so health and wellbeing boards have complete discretion as to how they go about this.

There are two potential ways to define which services are necessary services

(a) by the type of service, for example all essential services and certain advanced and enhanced services; or

(b) by pharmacy, location, or time and day of the week that services are provided. This may be harder where, for example, there are four pharmacies in a town all providing the same range of services at approximately the same times of the day and days of the week. The health and wellbeing board may have difficulty in deciding which are necessary and which are other relevant services.

For the purposes of this pharmaceutical needs assessment 2025, the Steering Group agreed that **necessary services are**:

- Essential services provided at all premises included in the pharmaceutical lists
- Pharmacy First advanced service provided from the majority of premises to give good geographical coverage
- The dispensing service provided by some GP practices

3. Strategic Context

3.1 The geography of East Sussex

East Sussex is located on the southeast coast of England. It is a two-tier local authority, with an upper tier local authority (East Sussex County Council) and five lower tier local authorities (Eastbourne Borough Council, Hastings Borough Council, Lewes District Council, Rother District Council and Wealden District Council) covering a population of approximately 550,700 residents (ONS mid-year estimates, 2022).

East Sussex lies between Kent to the north and east, and Brighton and West Sussex to the west. The most populated areas are along the coast with other inland towns surrounded by more rural areas. The county includes the iconic Seven Sisters coastline, the South Downs National Park and the High Weald area of Outstanding Natural Beauty. Within Lewes district there is a port at Newhaven with cross channel connections to Dieppe for both commercial and private passengers.

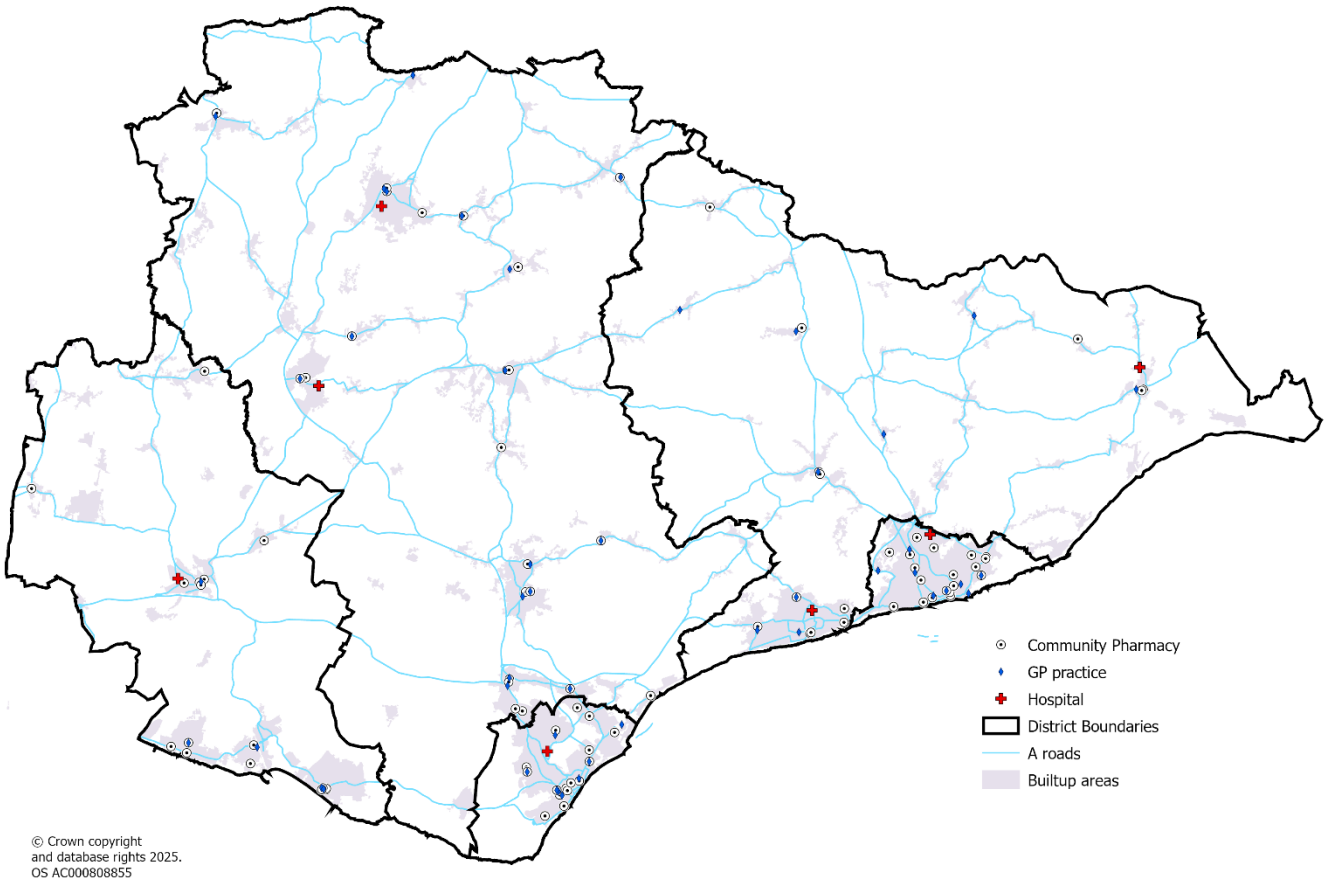
Map: County of East Sussex and details the major towns and roads within its boundary

3.2 Health and care sites

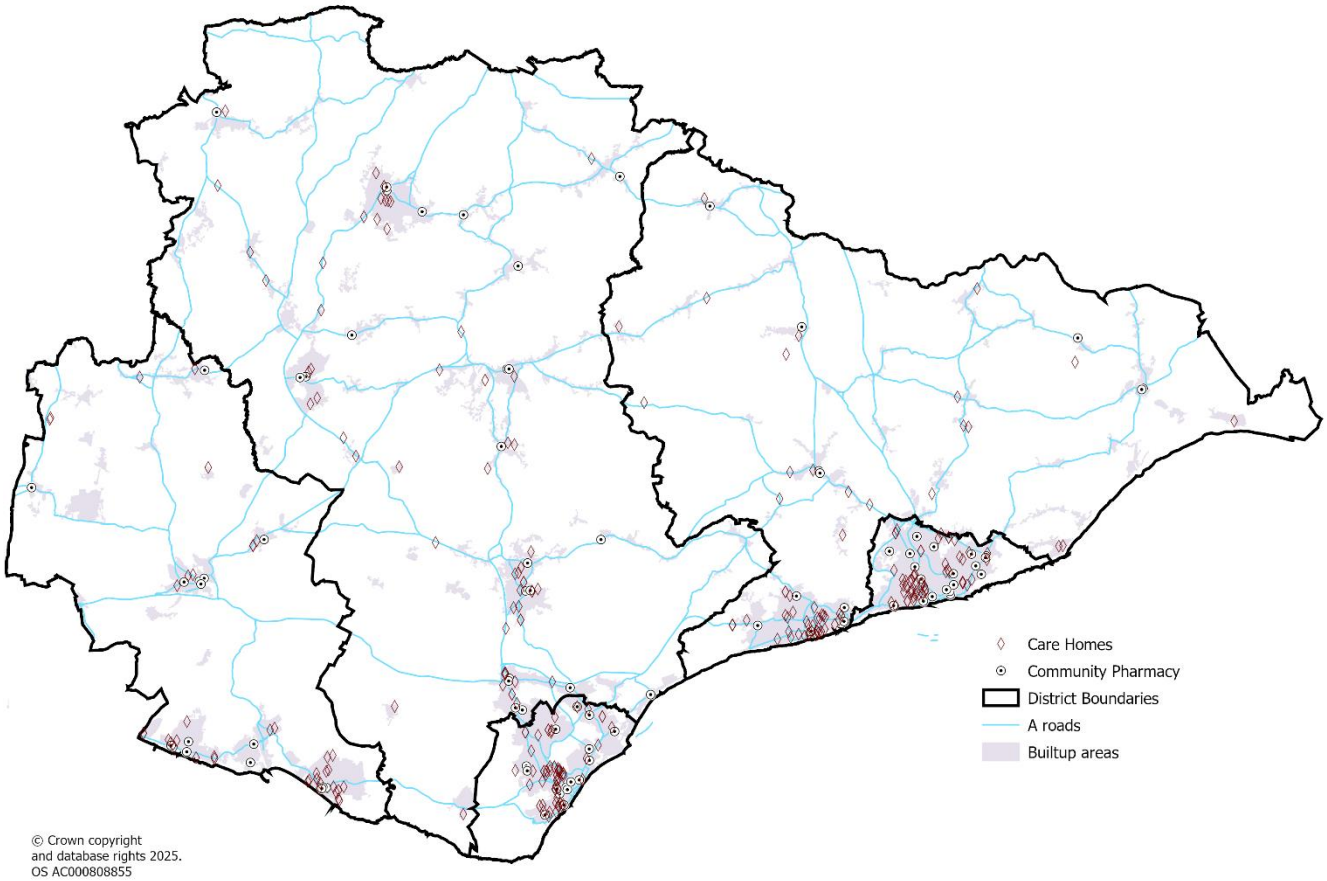
Within East Sussex the health and care infrastructure across the county includes:

- 2 acute hospitals and 5 community hospitals
- 50 GP practices, 48 branch/satellite surgeries and 12 Primary Care Networks
- 93 community pharmacies, 3 distance selling pharmacies and 16 dispensing GP practices
- 282 care homes

Map: Key NHS Sites in East Sussex



Map: Care homes in East Sussex



4. Demography

4.1 Age and sex

Age structure

East Sussex has a total resident population of 551,007 and a much older age profile compared to England.

Chart: Population pyramid for East Sussex and England, mid-2022 population estimates

Source: Mid-2022 population estimates, Office for National Statistics

In terms of population size, Wealden is the largest district in East Sussex and Hastings is the smallest.

All districts have an older age profile compared to England, but Rother has a particularly older profile with almost 1 in 3 residents aged 65 years or older, compared to fewer than 1 in 5 for England.

Table: Resident population estimates, 2022

Area	0-15	16-64	65-84	85+	Total
Eastbourne	17,110	59,930	21,125	4,199	102,364
Hastings	16,144	55,716	16,385	2,376	90,621
Lewes	16,635	57,032	22,840	4,172	100,679
Rother	13,753	49,751	26,069	4,648	94,221
Wealden	27,015	92,479	37,624	6,004	163,122
East Sussex	90,657	314,908	124,043	21,399	551,007
England	10,567,635	35,915,152	9,204,907	1,424,848	57,112,542

Source: Mid-2022 resident population estimates, Office for National Statistics

Table: Resident population estimates, 2022

Area	0-15	16-64	65-84	85+	Total
Eastbourne	17%	59%	21%	4.1%	17%
Hastings	18%	61%	18%	2.6%	18%
Lewes	17%	57%	23%	4.1%	17%
Rother	15%	53%	28%	4.9%	15%
Wealden	17%	57%	23%	3.7%	17%
East Sussex	16%	57%	23%	3.9%	16%
England	19%	63%	16%	2.5%	19%

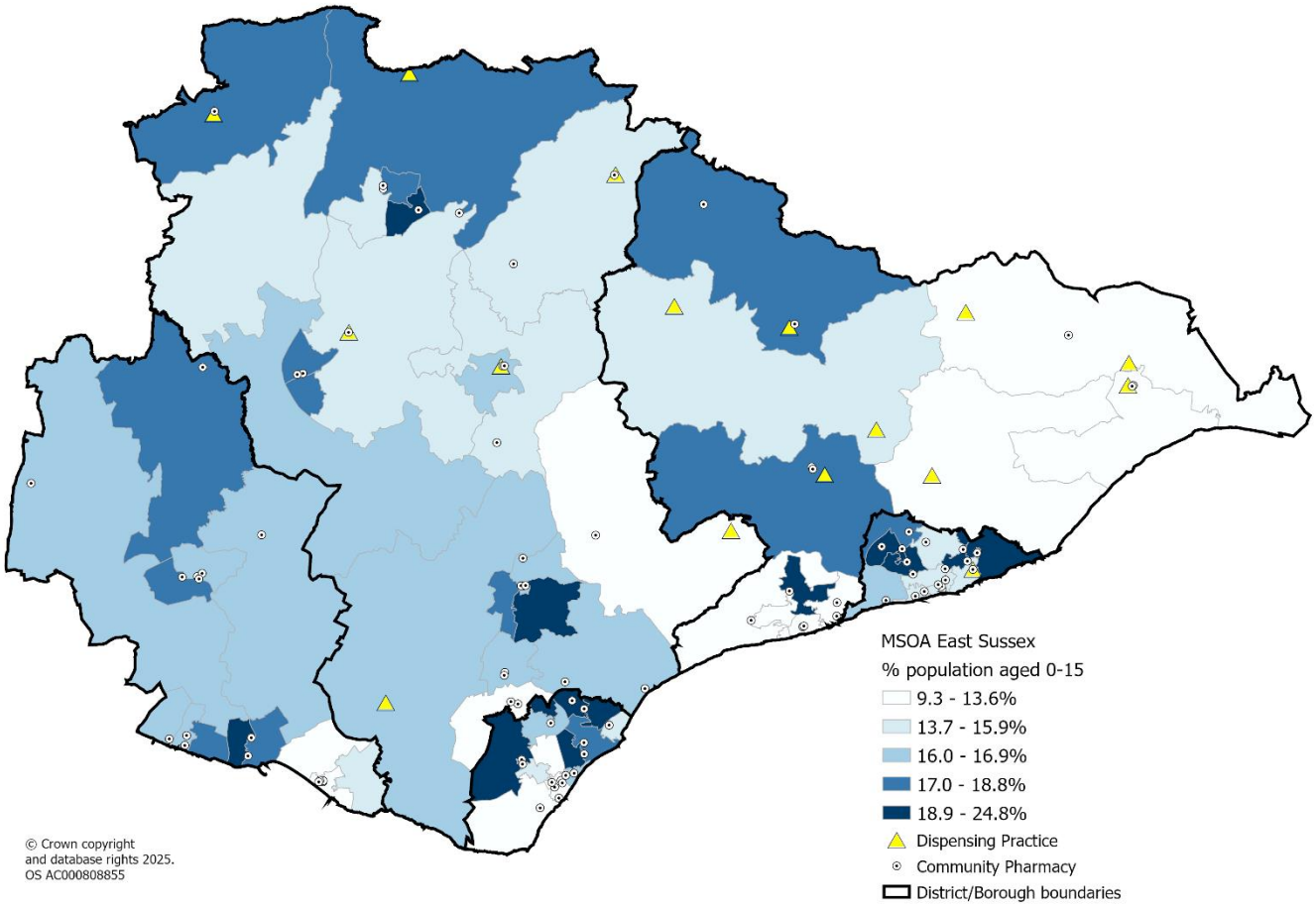
Source: Mid-2022 resident population estimates, Office for National Statistics

Key age groups across East Sussex

The following small area maps show the percentage of the population in specific more dependent age groups; 0-15 years, 65-84 years and 85 years and over. The younger age group is more concentrated in urban areas of Eastbourne, Hastings, Bexhill, Hailsham, Newhaven and Crowborough.

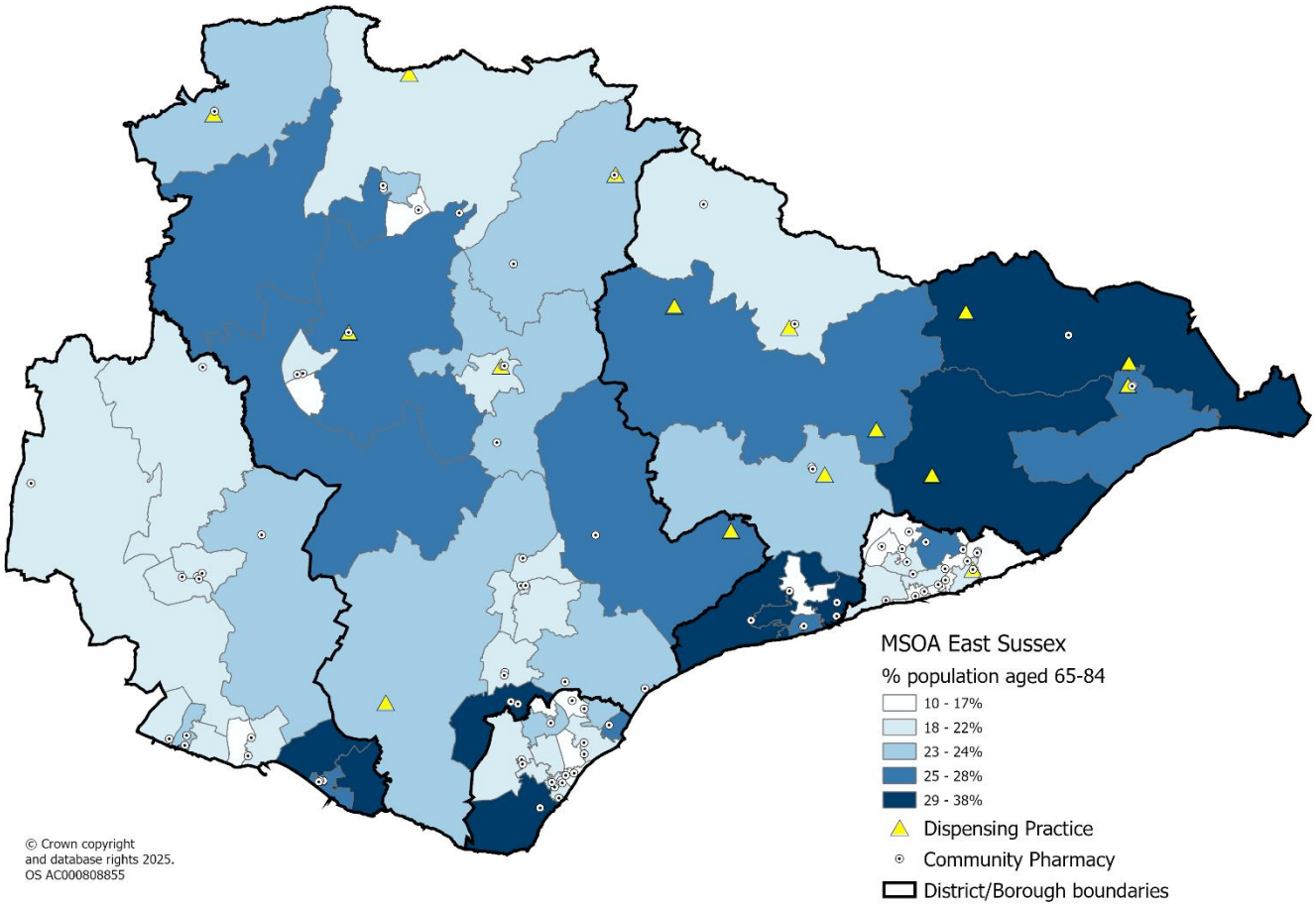
The older age groups are more concentrated in Seaford, Bexhill, Eastbourne and Eastern Rother.

Map: Population aged 0-15 years by MSOA in East Sussex, 2022



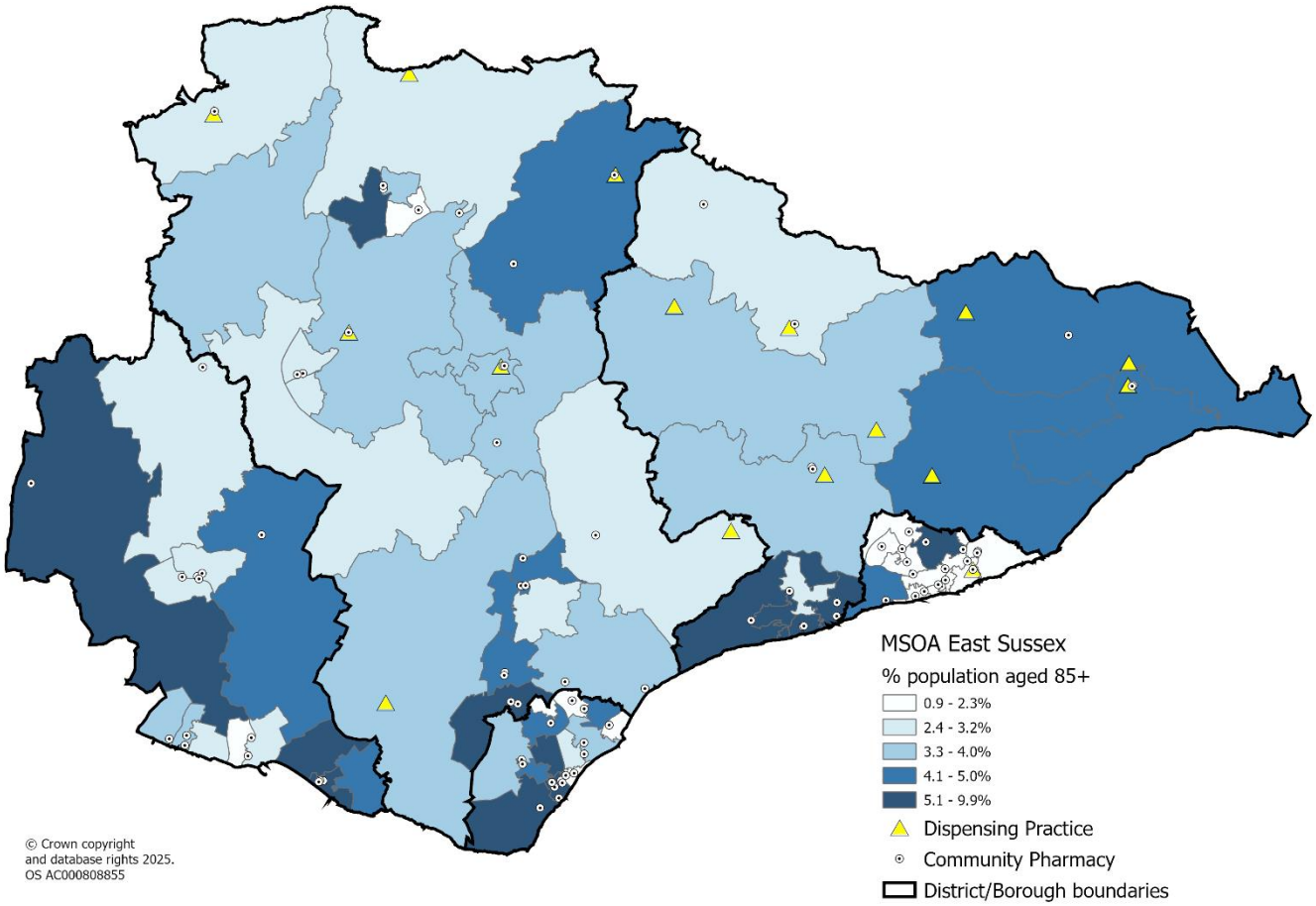
Source: Mid-2022 population estimates, Office for National Statistics

Map: Population aged 65-84 years by MSOA in East Sussex, 2022



Source: Mid-2022 population estimates, Office for National Statistics

Map: Population aged 85 years and over by MSOA in East Sussex, 2022



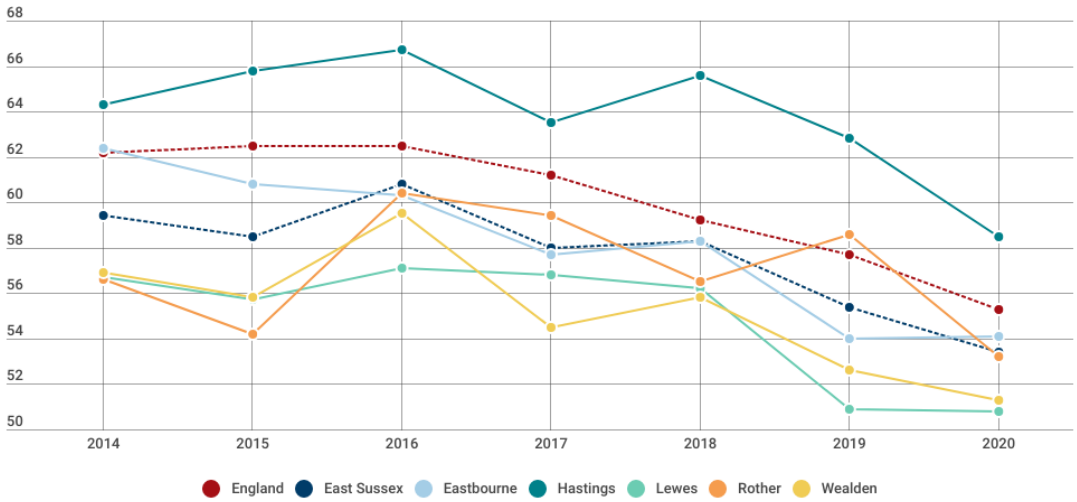
Source: Mid-2022 population estimates, Office for National Statistics

Births

There has been a general decline in birth rates in East Sussex over the past 5 years, similar to what has been observed in England.

East Sussex and most of its districts and boroughs have had lower birth rates (all ages) than England, however Hastings has higher birth rates than England

Chart: Live birth rate (per 1,000 women aged 15-44 years), 2014-2020



Please note the Live Birth Rate axis does not start at zero

Source: Office for National Statistics

The table below shows that for women aged 35+ birth rates were lower than England for all districts and boroughs apart from Lewes and Rother. All districts and boroughs had a higher birth rate compared to England in women aged 20-34 years apart from Lewes.

The birth rates for women under 20 years, and 40 years and over, are based on the female population aged 15 to 19 years and 40 to 44 years, respectively. Birth rates for under 20s were higher than England in Eastbourne and Hastings Boroughs in 2020.

Table: Live Birth rate (per 1,000 women in the age group), 2020

Location	Under 20	20-24	25-29	30-34	35-39	40 & Over	all ages
England	10	45	85	103	60	16	55
East Sussex	10	50	92	104	56	13	53
Eastbourne	15	54	101	107	47	12	54
Hastings	17	68	94	99	50	15	59
Lewes	7	39	88	102	63	13	51
Rother	7	52	90	96	63	15	53
Wealden	6	39	90	110	57	13	51

Source: Office for National Statistics

4.2 Ethnicity

Key Findings from East Sussex 2021 Census Briefing: Ethnicity, Language and Religion

Around 512,440 residents (93.9%) of East Sussex identified their ethnic group as white in the 2021 Census, the second highest proportion in the South East after the Isle of Wight. The second most common high-level ethnic group was “Mixed or Multiple ethnic groups”, comprising 2.3% of the population (12,310 people).

The number of residents identifying through the “White: Other White” category increased from 3.4% (17,870 people) in 2011 to 4.5% (24,580) in 2021, the largest percentage increase across all 19 ethnic groups.

Only 5.5% of the overall population (29,880 people) identified with a non-UK national identity; the largest increase within this group was in the “Romanian only” group, which increased from 0.06% of all residents (290 people) in 2011 to 0.4% (2,010) in 2021. Overall, this is the 3rd most common non-UK national identity after “Polish only” (0.4%, 2,390) and “Irish only” (0.4%, 2,250).

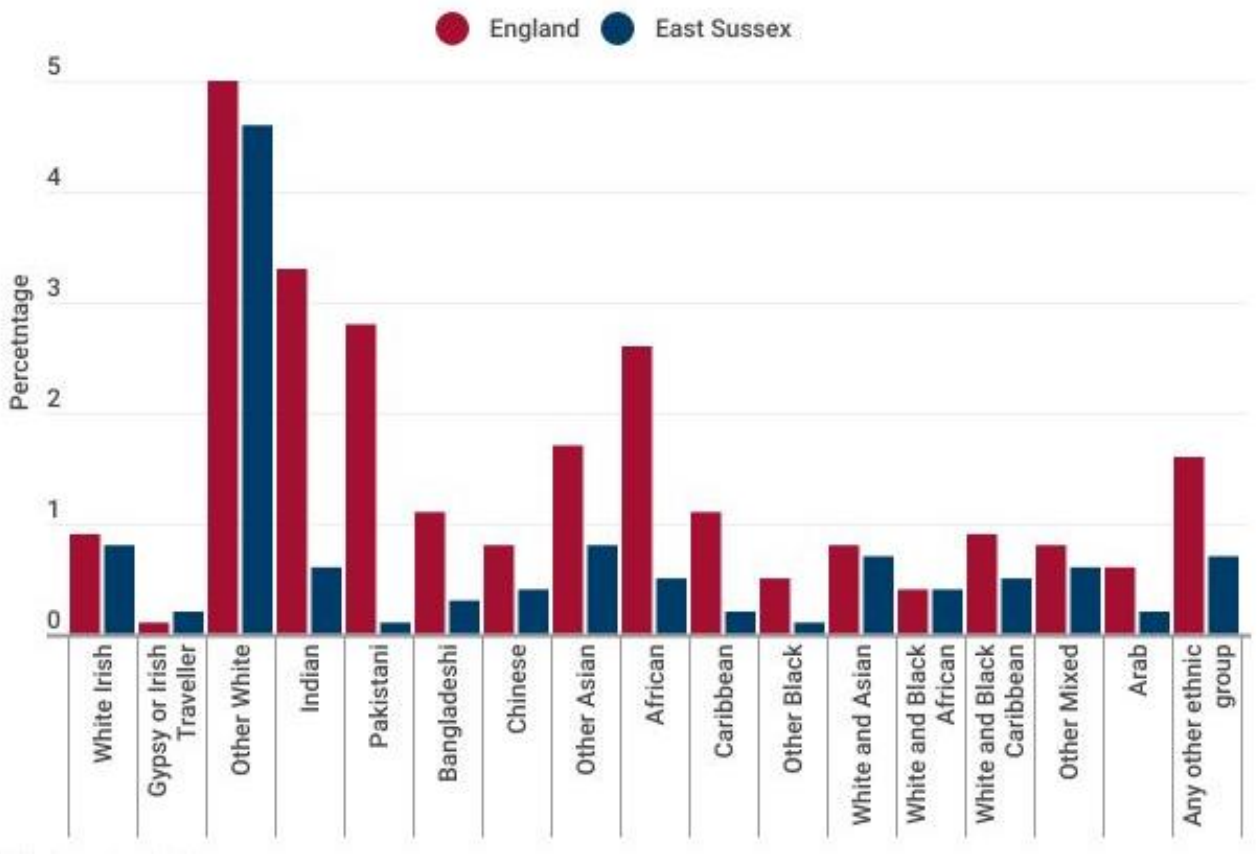
96.3% of residents aged three and over (511,760 out of 531,370) cited English as their main language, and a further 3.2% (16,770) said they spoke English either "well" or "very well” but did not speak it as their main language.

Table: Percentage of the population by ethnic group, 2021

Ethnic group	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex	England
All Asian or Asian British	3.5%	2.8%	1.9%	1.5%	1.4%	2.1%	9.6%
All Black, Black British, Caribbean or African	1.3%	1.4%	0.7%	0.6%	0.4%	0.8%	4.2%
All Mixed or Multiple ethnic groups	2.8%	2.9%	2.5%	1.8%	1.7%	2.3%	3.0%
All White ethnic group	90.8%	91.4%	94.2%	95.6%	96.0%	93.9%	81.0%
- White: English, Welsh, Scottish, Northern Irish or British	82.1%	85.1%	88.9%	91.7%	91.8%	88.3%	73.5%
- White: Other	8.7%	6.4%	5.3%	3.9%	4.3%	5.6%	7.5%
All Other ethnic group	1.7%	1.5%	0.7%	0.5%	0.5%	0.9%	2.2%

Source: 2021 Census, Office for National Statistics

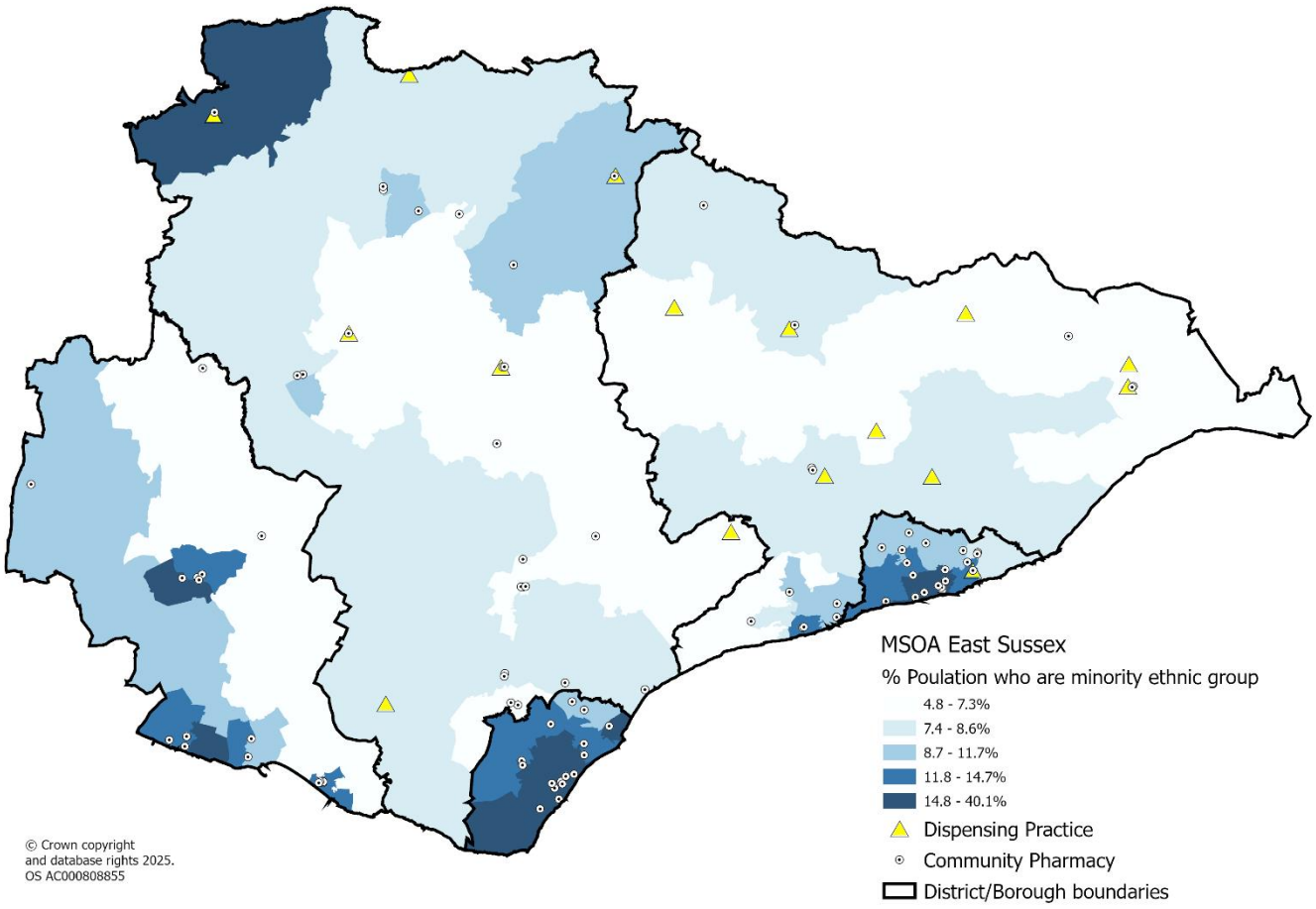
Chart: Ethnic groups other than White British or Northern Irish in East Sussex, 2021



Source: 2021 Census, Office for National Statistics

The more ethnically diverse populations in East Sussex are located in Eastbourne, Hastings & St Leonards, the Havens, Lewes town and Forest Row.

Map: Ethnically diverse populations* by MSOA, 2021



*Note: Percent of the population from an ethnic group other than White: English, Welsh, Scottish, Northern Irish or British

Source: 2021 census, Office for National Statistics

4.3 Population change 2025-2028

Between 2025 and 2028 there is estimated to be an extra 13,180 residents that will be living in East Sussex which represents a 2.4% increase over the three-year period. The greatest percentage increases will occur in the older age groups.

Table: Population projections between 2025 and 2028 in East Sussex

Age group	2025	2028	Change	% change
0-15	89,960	88,620	-1,340	-1.5%
16-64	316,740	319,240	2,500	0.8%
65-84	130,420	139,760	9,340	7.2%
85+	22,880	25,560	2,680	11.7%
Total	560,000	573,180	13,180	2.4%

Source: Population projections (2023 based dwelling led), East Sussex County Council, March 2025

Wealden is estimated to see the largest percentage increase in population at 4.6%. Lewes (2.2%) and Rother (2.2%) are projected to experience similar increases to the East Sussex average (2.4%). Hastings (1.3%) is estimated to see a smaller increase, whilst Eastbourne is estimated to see a slight decrease (-0.1%).

Table: Population projections between 2025 and 2028 in Eastbourne borough

Age group	2025	2028	Change	% change
0-15	16,620	15,660	-960	-5.8%
16-64	60,320	59,180	-1,140	-1.9%
65-84	22,380	23,930	1,550	6.9%
85+	4,380	4,800	420	9.6%
Total	**103,700**	**103,570**	**-130**	**-0.1%**

Source: Population projections (2023 based dwelling led), East Sussex County Council, March 2025

Table: Population projections between 2025 and 2028 in Hastings borough

Age group	2025	2028	Change	% change
0-15	15,730	15,290	-440	-2.8%
16-64	55,910	55,940	30	0.1%
65-84	17,200	18,480	1,280	7.4%
85+	2,560	2,880	320	12.5%
Total	**91,400**	**92,590**	**1,190**	**1.3%**

Source: Population projections (2023 based dwelling led), East Sussex County Council, March 2025

Table: Population projections between 2025 and 2028 in Lewes district

Age group	2025	2028	Change	% change
0-15	16,490	16,120	-370	-2.2%
16-64	57,580	58,290	710	1.2%
65-84	23,810	25,280	1,470	6.2%
85+	4,530	4,960	430	9.5%
Total	**102,410**	**104,650**	**2,240**	**2.2%**

Source: Population projections (2023 based dwelling led), East Sussex County Council, March 2025

Table: Population projections between 2025 and 2028 in Rother district

Age group	2025	2028	Change	% change
0-15	13,610	13,380	-230	-1.7%
16-64	49,420	49,410	-10	0.0%
65-84	27,080	28,900	1,820	6.7%
85+	4,850	5,390	540	11.1%
Total	**94,960**	**97,080**	**2,120**	**2.2%**

Source: Population projections (2023 based dwelling led), East Sussex County Council, March 2025

Table: Population projections between 2025 and 2028 in Wealden district

Age group	2025	2028	Change	% change
0-15	27,510	28,170	660	2.4%
16-64	93,510	96,430	2,920	3.1%
65-84	39,960	43,180	3,220	8.1%
85+	6,560	7,530	970	14.8%
Total	**167,540**	**175,310**	**7,770**	**4.6%**

Source: Population projections (2023 based dwelling led), East Sussex County Council, March 2025

4.4 Housing development plans 2025/26 to 2027/28

This section details the latest available planned housing completions within each of the district and borough council areas in East Sussex for the period 2025/26 to 2027/28.

The figures gathered are the current estimates of completions planned over the period of the PNA. Some plans are currently being reviewed and updated and may change during the lifetime of the PNA. Also, it is possible that houses may not be completed by the date originally intended in the plans.

Around 9,000 new completions are currently planned for the period of the PNA. 46% of new completions are currently planned for Wealden, with 19% in Rother, 16% in Lewes, 11% in Hastings and 8% in Eastbourne.

No single ward/parish has close to a further 2,000 planned developments and therefore there is no need for additional pharmacy locations.

Table: Planned housing completions, 2025/26 to 2027/28

District/borough	2025/26	2026/27	2027/28	Total	%
Eastbourne	229	234	238	**701**	**8%**
Hastings	382	395	218	**995**	**11%**
Lewes	408	565	506	**1,479**	**16%**
Rother	386	624	727	**1,737**	**19%**
Wealden	1,001	1,548	1,552	**4,101**	**46%**
East Sussex	**2,406**	**3,366**	**3,241**	**9,013**	**100%**

Source: Local planning teams in East Sussex

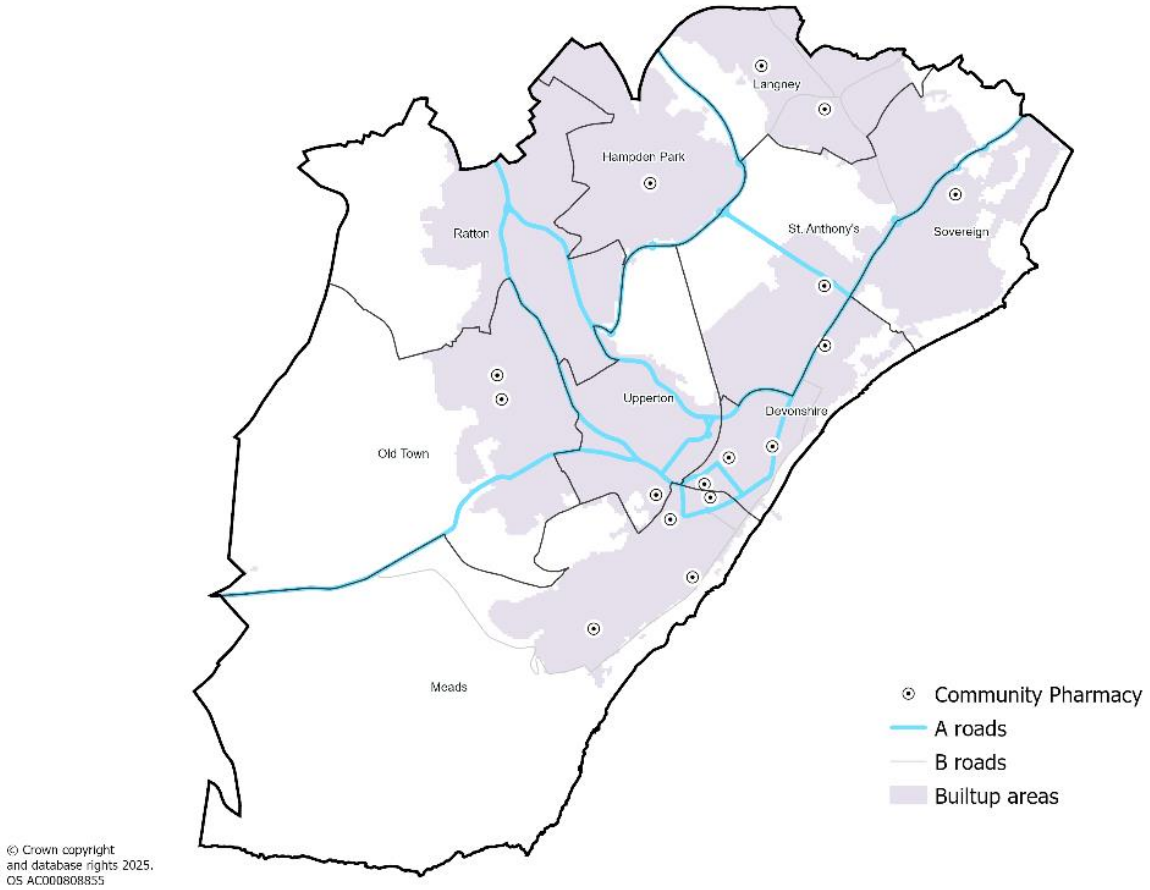
Eastbourne borough

Table: Planned housing completions in Eastbourne, 2025/26 to 2027/28

Eastbourne ward	2025/26	2026/27	2027/28	Total
Devonshire	58	41	81	**180**
Hampden Park	5	10	0	**15**

Eastbourne ward	2025/26	2026/27	2027/28	Total
Langney	7	4	1	**12**
Meads	75	65	11	**151**
Old Town	12	8	2	**22**
Ratton	1	2	11	**14**
Sovereign	0	46	35	**81**
St. Anthony's	5	3	36	**44**
Upperton	66	55	61	**182**
Total	**229**	**234**	**238**	**701**

Map: Wards in Eastbourne

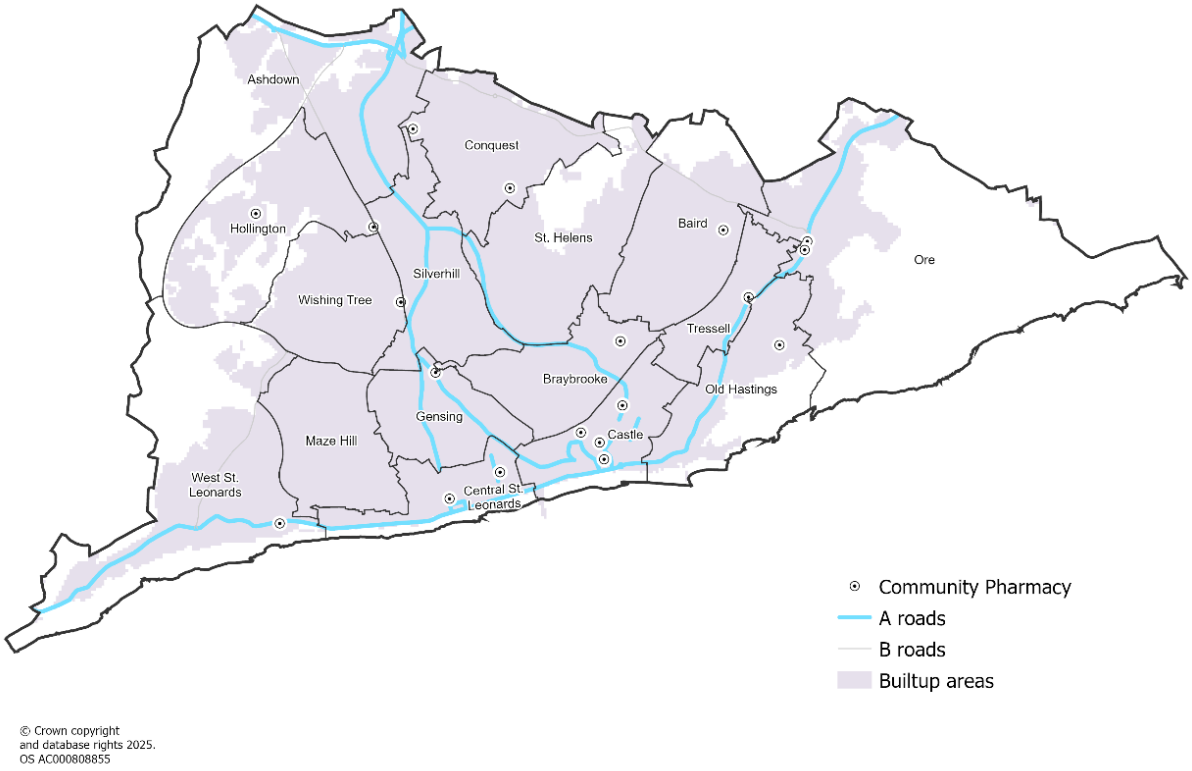


Hastings borough

Table: Planned housing completions in Hastings, 2025/26 to 2027/28

Hastings ward	2025/26	2026/27	2027/28	Total
Ashdown	82	63	63	**208**
Baird	24	3	3	**30**
Braybrooke	2	12	3	**17**
Castle	56	120	3	**179**
Central St Leonards	8	18	3	**29**
Conquest	33	33	33	**99**
Gensing	13	2	22	**37**
Hollington	3	3	33	**39**
Maze Hill	13	38	11	**62**
Old Hastings	3	3	3	**9**
Ore	3	17	29	**49**
Silverhill	21	3	2	**26**
St Helens	3	3	2	**8**
Tressell	33	23	2	**58**
West St Leonards	69	52	3	**124**
Wishing Tree	16	2	3	**21**
Total	**382**	**395**	**218**	**995**

Map: Wards in Hastings



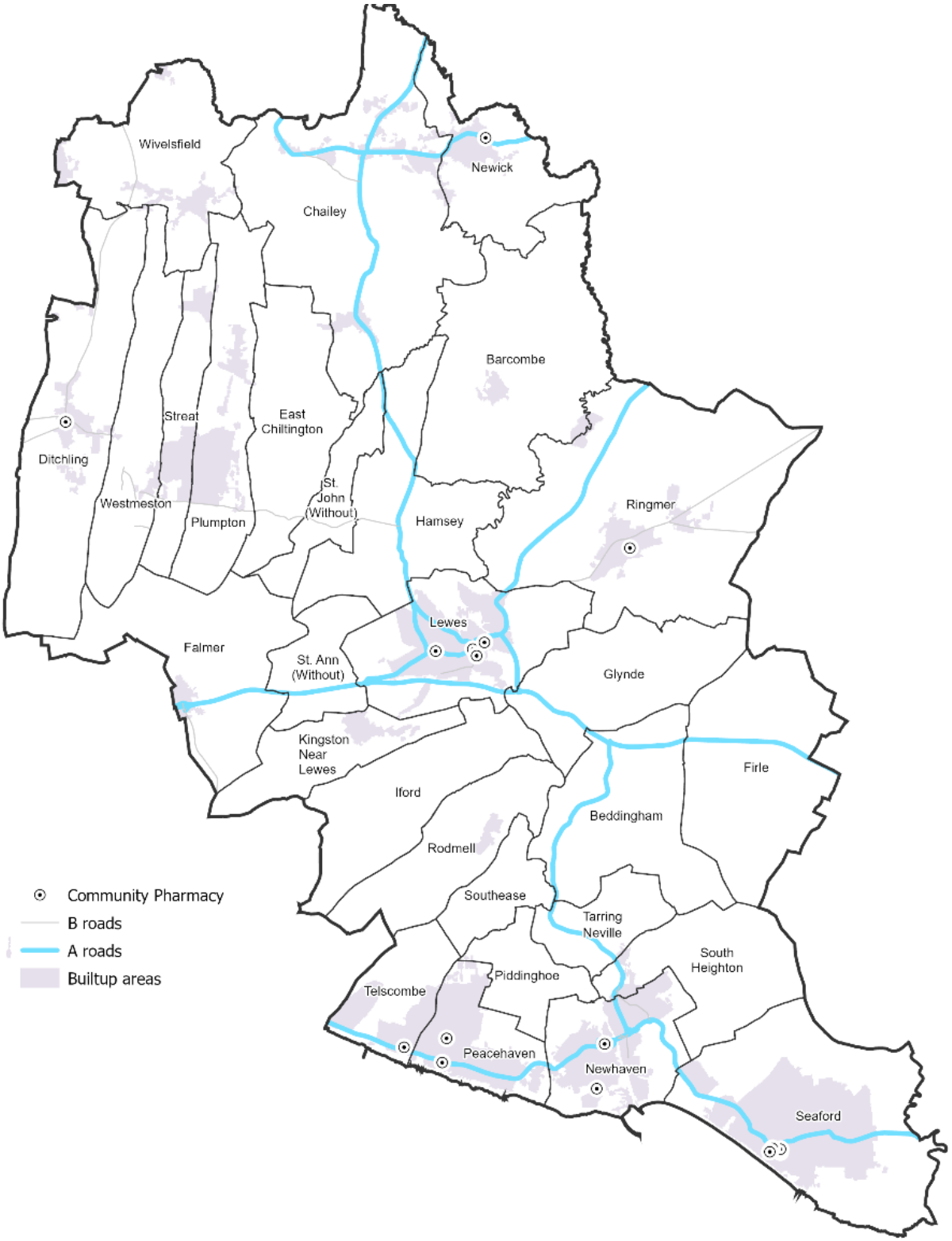
Lewes district

Table: Planned housing completions in Lewes, 2025/26 to 2027/28

Lewes parish	2025/26	2026/27	2027/28	Total
Barcombe	13	12	10	**35**
Beddingham	0	0	0	**0**
Chailey	19	23	17	**59**
Ditchling	3	0	0	**3**
East Chiltington	2	0	0	**2**
Falmer	0	0	0	**0**
Firle	0	0	0	**0**
Glynde	0	0	0	**0**

Lewes parish	2025/26	2026/27	2027/28	Total
Hamsey	10	7	7	**24**
Iford	0	0	0	**0**
Kingston	2	0	1	**3**
Lewes	94	74	76	**244**
Newhaven	71	142	134	**347**
Newick	29	25	6	**60**
Peacehaven	20	18	12	**50**
Piddinghoe	1	0	0	**1**
Plumpton	23	31	22	**76**
Ringmer	42	94	120	**256**
Rodmell	1	0	0	**1**
Seaford	44	59	47	**150**
Southease	0	0	0	**0**
South Heighton	0	11	0	**11**
St Ann Without	0	0	0	**0**
St John Without	0	0	0	**0**
Streat	1	0	0	**1**
Tarring Neville	1	0	0	**1**
Telscombe	10	8	0	**18**
Westmeston	1	0	0	**1**
Wivelsfield	21	61	54	**136**
Total	**408**	**565**	**506**	**1,479**

Map: Parishes in Lewes



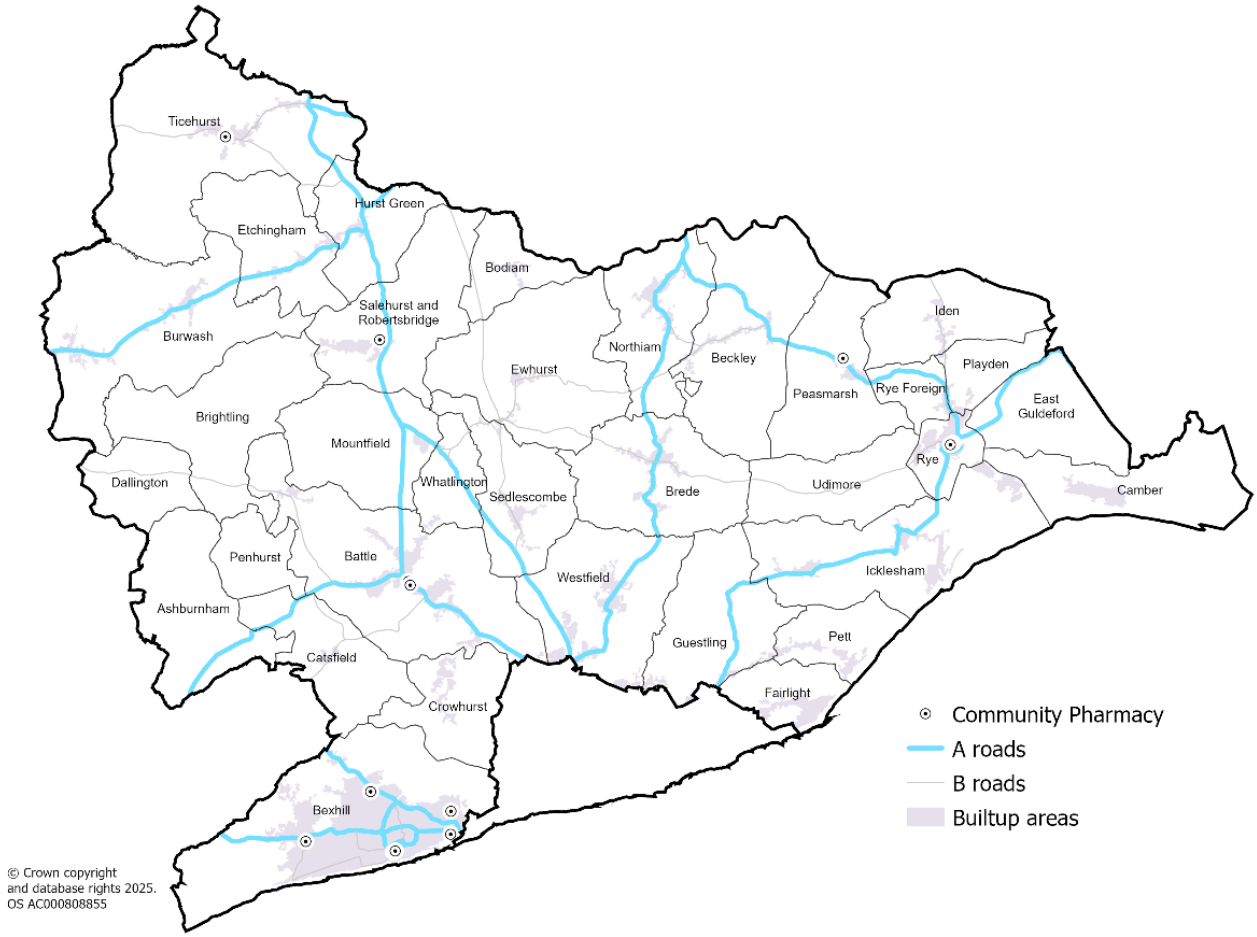
Rother district

Table: Planned housing completions in Rother, 2025/26 to 2027/28

Rother parish	2025/26	2026/27	2027/28	Total
Ashburnham	0	0	0	**0**
Battle	25	110	120	**255**
Beckley	2	2	1	**5**
Bexhill	248	393	437	**1,078**
Bodiam	0	0	0	**0**
Brede	1	1	1	**3**
Brightling	0	0	0	**0**
Burwash	28	16	2	**46**
Camber	2	11	1	**14**
Catsfield	1	1	1	**3**
Crowhurst	2	2	2	**6**
Dallington	0	0	0	**0**
East Guldeford	0	0	0	**0**
Etchingham	0	0	0	**0**
Ewhurst	1	1	0	**2**
Fairlight	1	0	0	**1**
Guestling	2	2	2	**6**
Hurst Green	15	15	26	**56**
Icklesham	2	1	1	**4**
Iden	0	0	12	**12**

Rother parish	2025/26	2026/27	2027/28	Total
Mountfield	2	2	2	**6**
Northiam	2	2	2	**6**
Peasmarsh	1	21	26	**48**
Penhurst	0	0	0	**0**
Pett	0	0	0	**0**
Playden	0	0	0	**0**
Rye	5	5	34	**44**
Rye Foreign	1	0	0	**1**
Salehurst and Robertsbridge	17	17	29	**63**
Sedlescombe	19	12	1	**32**
Ticehurst	5	6	4	**15**
Udimore	0	0	0	**0**
Westfield	3	3	23	**29**
Whatlington	1	1	0	**2**
Total	**386**	**624**	**727**	**1,737**

Map: Parishes in Rother



Wealden district

Table: Planned housing completions in Wealden, 2025/26 to 2027/28

Wealden parish	2025/26	2026/27	2027/28	Total
Alciston	0	0	0	**0**
Alfriston	0	0	0	**0**
Arlington	10	5	3	**18**
Berwick	2	0	10	**12**
Buxted	29	32	35	**96**
Chalvington with Ripe	32	41	40	**113**
Chiddingly	13	6	0	**19**
Crowborough	141	103	50	**294**
Cuckmere Valley	0	0	0	**0**
Danehill	2	1	0	**3**
East Dean & Friston	4	2	0	**6**
East Hoathly with Halland	50	60	70	**180**
Fletching	3	0	0	**3**
Forest Row	11	9	0	**20**
Framfield	47	81	80	**208**
Frant	2	22	52	**76**
Hadlow Down	0	0	0	**0**
Hailsham	212	349	377	**938**

Wealden parish	2025/26	2026/27	2027/28	Total
Hartfield	3	2	0	**5**
Heathfield and Waldron	8	7	9	**24**
Hellingly	73	201	148	**422**
Herstmonceux	15	62	50	**127**
Hooe	0	0	0	**0**
Horam	2	59	64	**125**
Isfield	1	0	0	**1**
Laughton	4	0	3	**7**
Little Horsted	0	0	0	**0**
Long Man	0	0	0	**0**
Maresfield	9	11	14	**34**
Mayfield and Five Ashes	1	2	3	**6**
Ninfield	11	35	35	**81**
Pevensey	2	1	1	**4**
Polegate	29	52	80	**161**
Rotherfield	2	4	8	**14**
Selmeston	0	0	0	**0**
Uckfield	84	80	79	**243**
Wadhurst	4	3	3	**10**
Warbleton	1	0	0	**1**

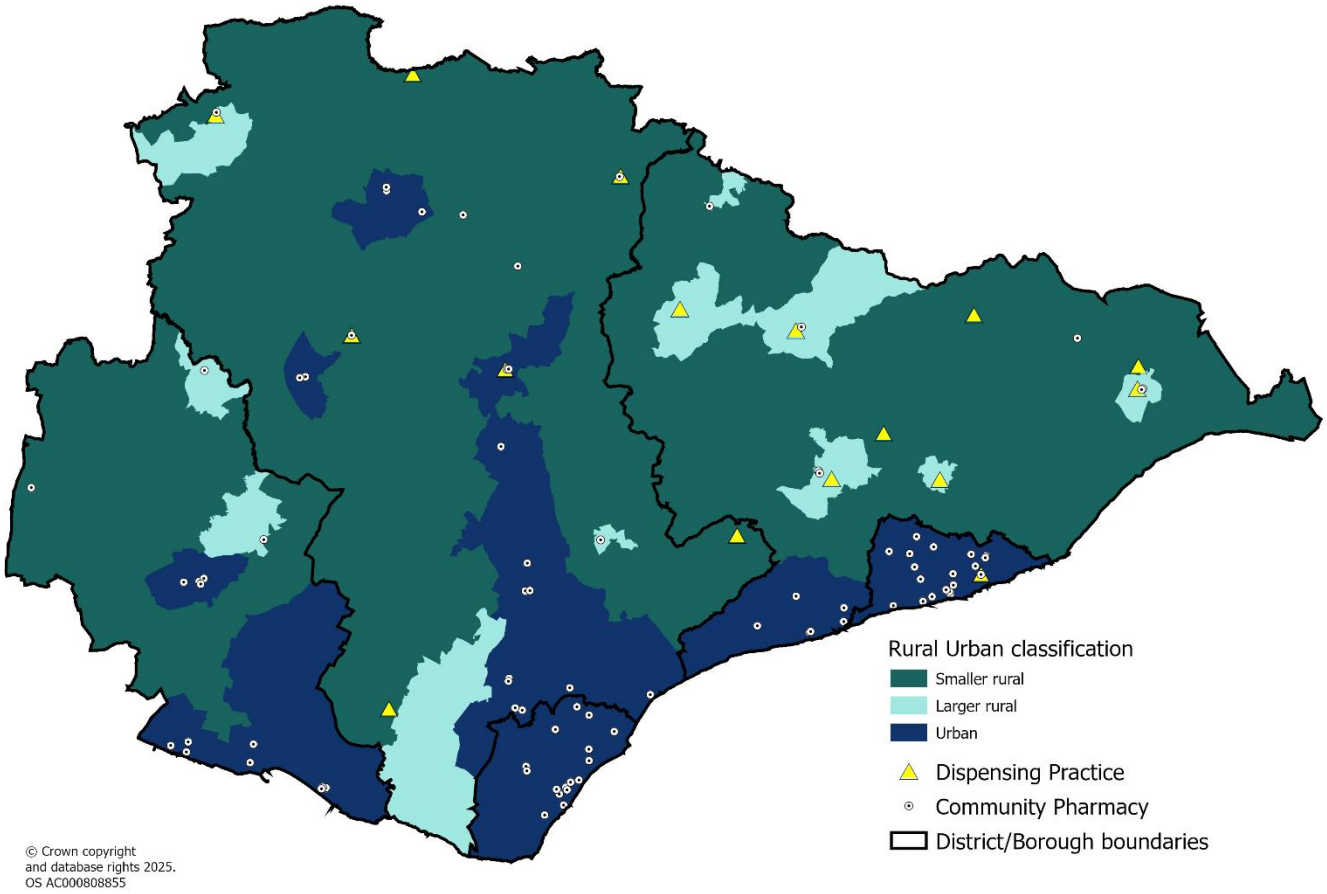
Wealden parish	2025/26	2026/27	2027/28	Total
Wartling	2	1	1	**4**
Westham	135	239	209	**583**
Willingdon and Jevington	51	75	125	**251**
Withyham	6	3	3	**12**
Total	**1,001**	**1,548**	**1,552**	**4,101**

Map: Parishes in Wealden

4.5 Rural and urban areas

East Sussex has a mixture of urban and rural areas, with the concentration or urban areas located on the coast, in the central corridor north from Eastbourne up to Heathfield, and the market towns of Lewes, Uckfield and Crowborough in the West and North.

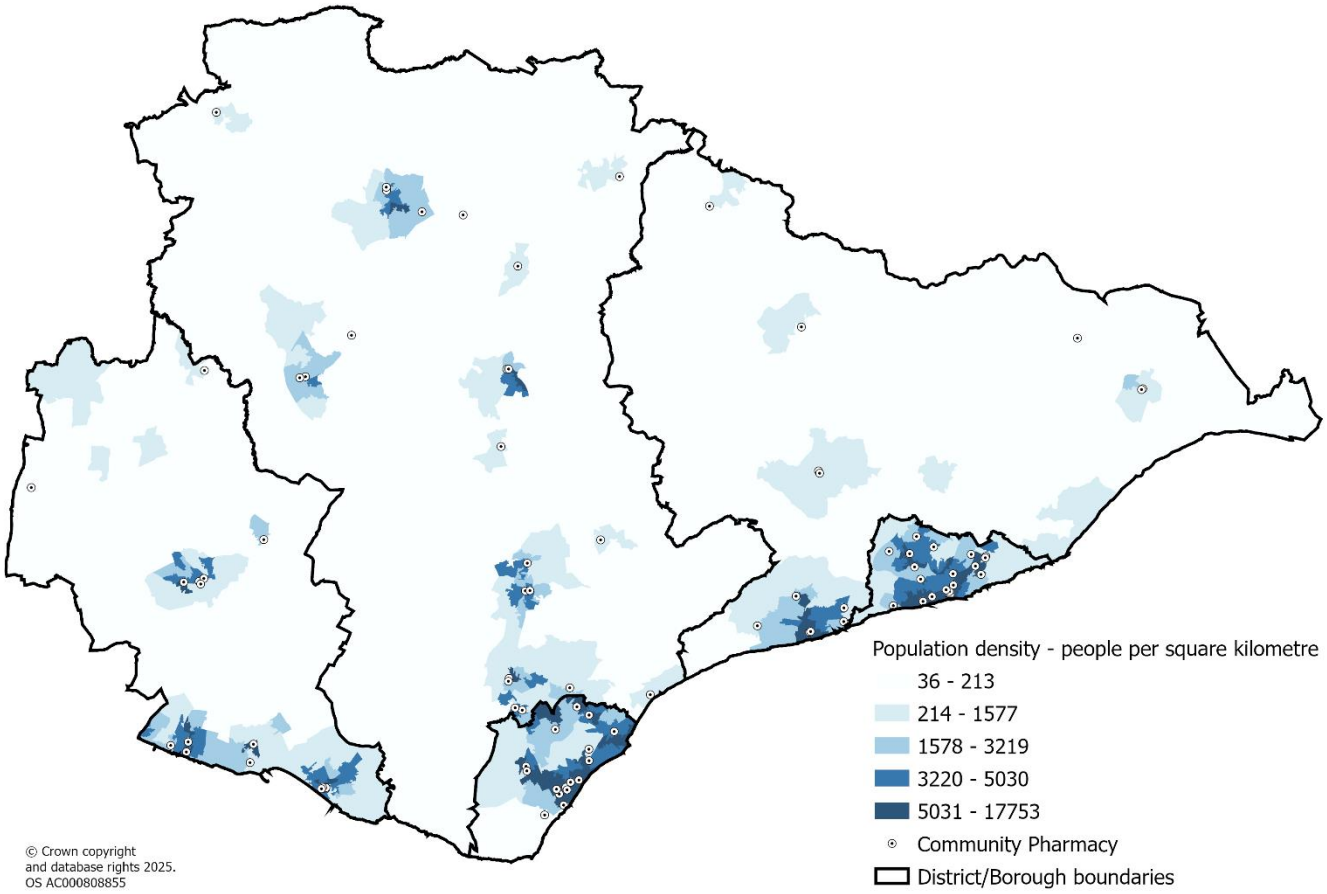
Map: Rural urban areas across East Sussex, 2021



Source: [2021 Rural Urban Classification - Office for National Statistics]

When it comes to density of population, the majority of the land in East Sussex is sparsely populated in the rural areas. The areas of high population density in East Sussex are areas with community pharmacies close by.

Map: Population density across East Sussex, 2021



Source: 2021 Census, Office for National Statistics

4.6 Access to a car / van

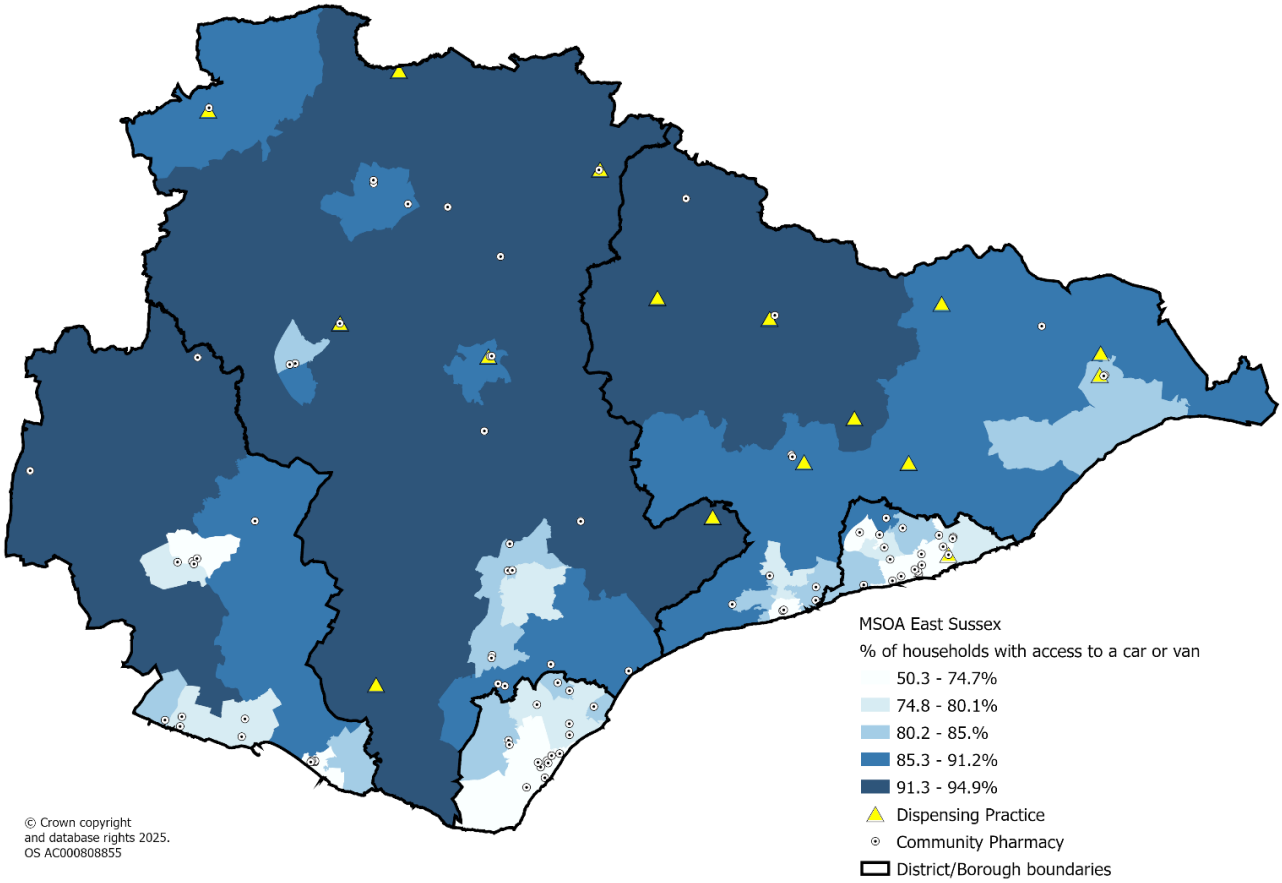
The areas with low percentages of households with access to a car/van are all in the more densely populated urban areas of East Sussex.

Table: Access to car/van across East Sussex, 2021

District	1 or more cars or vans in household	No cars or vans in household	Total households	% of households with no access to a car or van
Eastbourne	33,512	12,096	45,608	26.5
Hastings	28,658	11,801	40,459	29.2
Lewes	35,478	8,212	43,690	18.8
Rother	35,360	6,742	42,102	16.0
Wealden	61,044	7,222	68,266	10.6
East Sussex	**194,052**	**46,073**	**240,125**	**19.2**

Source: 2021 Census, Office for National Statistics

Map: Access to car/van across East Sussex, 2021



Source: 2021 Census, Office for National Statistics

4.7 Deprivation (IMD 2019)

The Index of Multiple Deprivation 2019 (IMD 2019) describes relative deprivation nationally at Lower Super Output Area (LSOA) level. The table below shows that 43% of LSOAs in Hastings are amongst the most deprived 20% of areas in England. This makes Hastings the most deprived local authority in the South East and amongst the most deprived nationally.

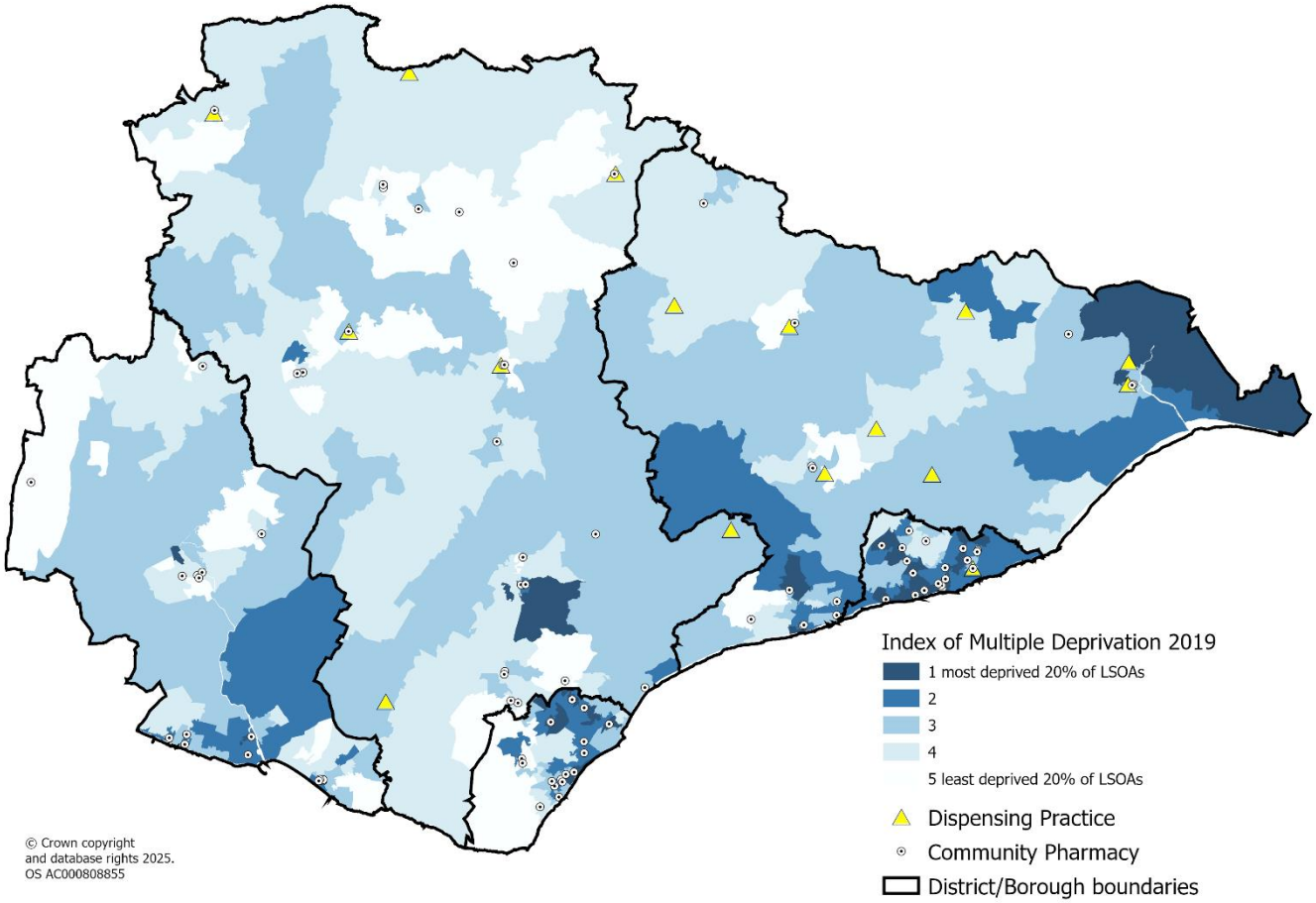
Table: Percentage of East Sussex LSOAs in each national deprivation quintile, IMD 2019

National deprivation quintile	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
1 = most deprived 20% of areas	20%	43%	3%	10%	4%	14%
2	30%	30%	19%	21%	3%	19%
3	26%	15%	24%	34%	26%	26%
4	13%	11%	37%	26%	35%	26%
5 = least deprived 20% of areas	11%	0%	16%	9%	32%	16%

Source: Ministry of Housing, Communities & Local Government, 2019

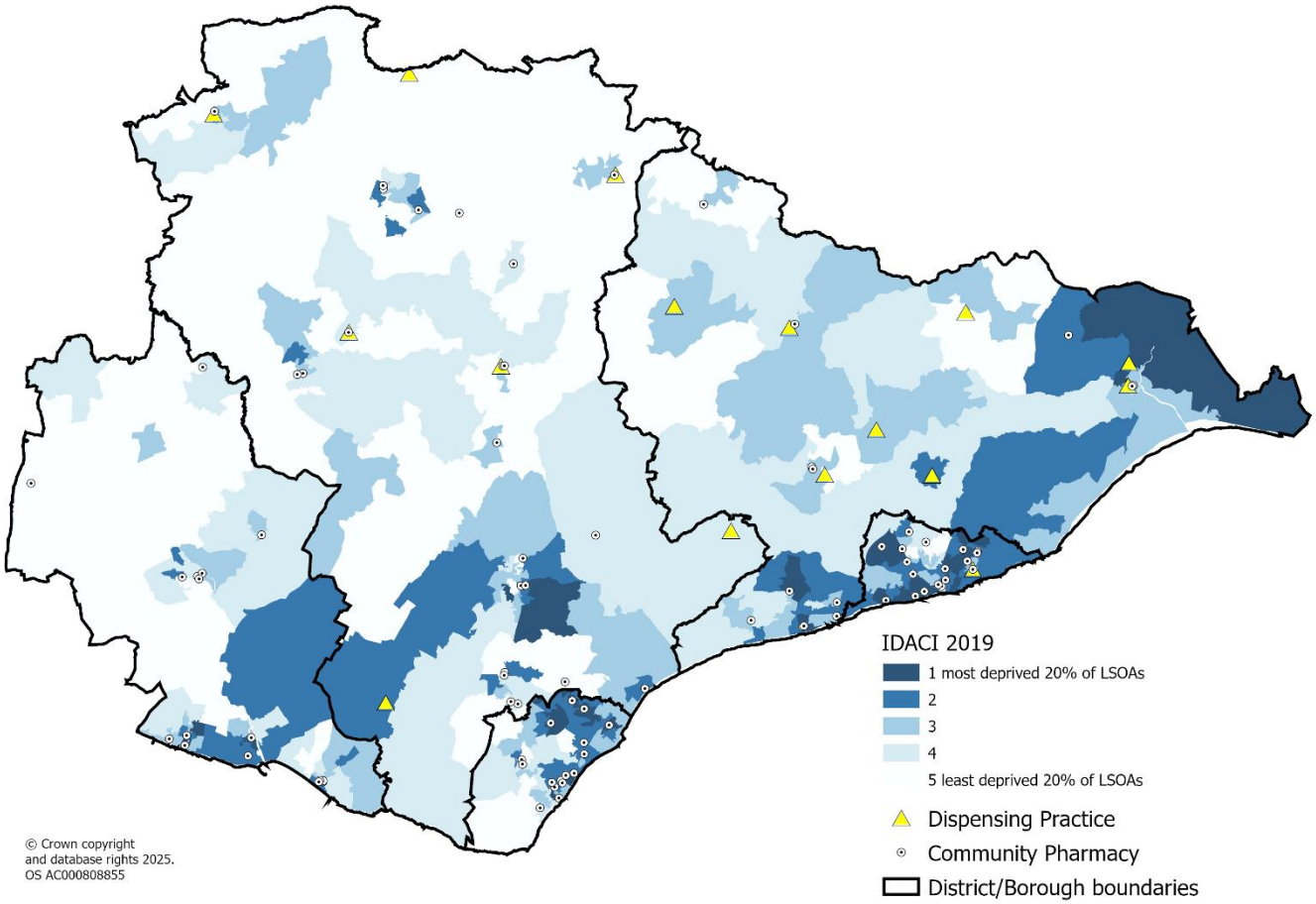
The map below shows levels of deprivation for Lower Super Output areas (LSOAs) in East Sussex. They are presented as national quintiles so that quintile 1 represents areas that are amongst the most deprived 20% of LSOAs in England. The most deprived areas are mainly in urban coastal areas. This is also the case for Income Deprivation affecting both children and older people.

Map: Areas of deprivation in East Sussex showing the LSOAs ranking according to their national deprivation quintile, 2019



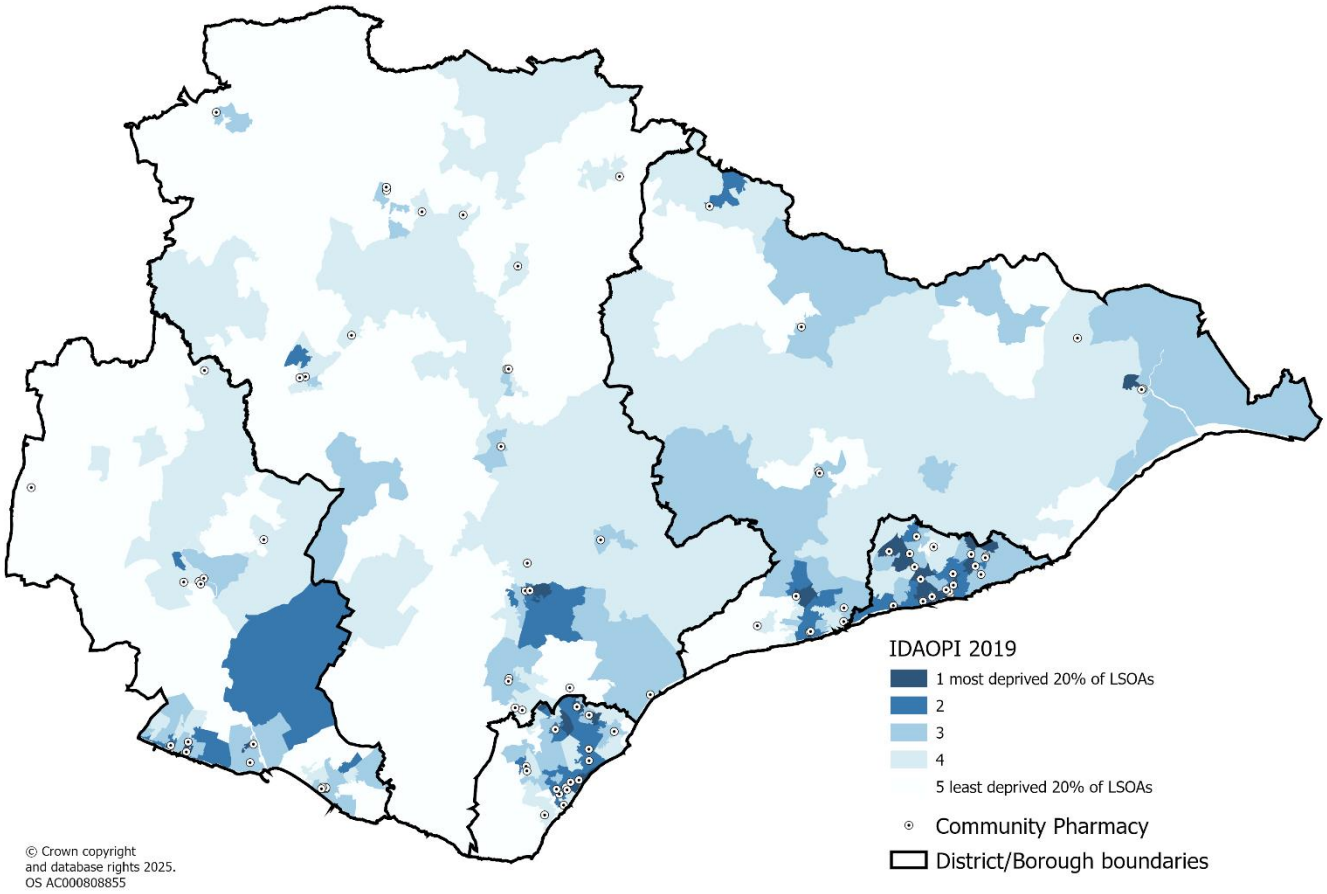
Source: Ministry of Housing, Communities & Local Government, 2019

Map: Income Deprivation Affecting Children Index (IDACI), 2019



Source: Ministry of Housing, Communities & Local Government, 2019

Map: Income Deprivation Affecting Older people Index (IDAOPI), 2019



Source: Ministry of Housing, Communities & Local Government, 2019

5. Health and care needs

5.1 Life expectancy

Life Expectancy (LE) at birth is higher at an East Sussex level compared to England for both males and females. LE was increasing in East Sussex up to around 2012-2014 when it began to plateau. It then dropped slightly during the years affected by the COVID-19 pandemic. Recent data (2021-2023) estimates that life expectancy in East Sussex for males is 79.1 years and for females is 83.1 years.

At a district and borough level, male LE for 2021-2023 ranges from 76.7 years in Hastings to 81.9 years in Wealden. For females LE ranges from 80.9 in Hastings to 84.5 in Wealden.

For both males and females, LE is lower than England in Hastings and Eastbourne, and higher in Wealden, Lewes and Rother.

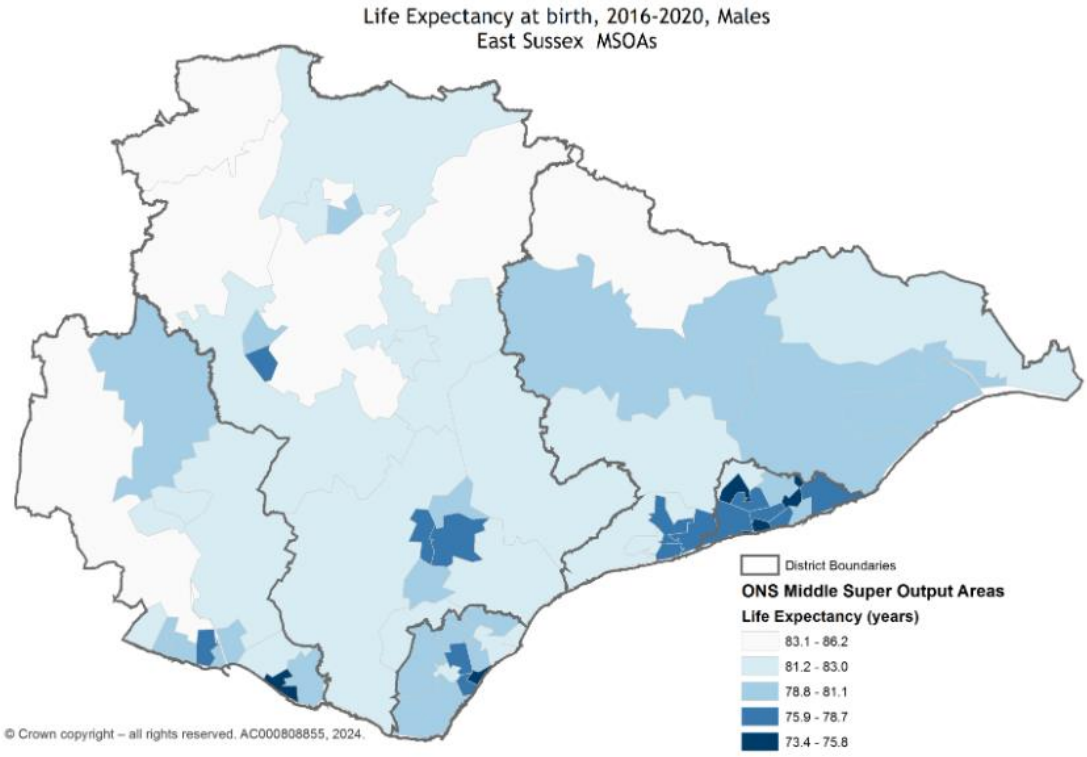
At a small area level (MSOA, latest data 2016-2020) Crowborough North East has the highest LE for males (86.2 years) and Frant and Groombridge for females (88.7 years). For males it is lowest in Pier in Eastbourne (73.4 years) and for females it is lowest in Central St Leonards (78.5 years). At an MSOA level that means that the gap is 12.7 years for males and 10.1 for females.

Table: Life expectancy at birth by district and borough in East Sussex, 2021-2023

Area	Males	Females
Eastbourne	78.8	82.6
Hastings	76.7	80.9
Lewes	80.4	84.9
Rother	80.3	83.2
Wealden	81.9	84.5
East Sussex	**79.9**	**83.4**
England	**79.1**	**83.1**

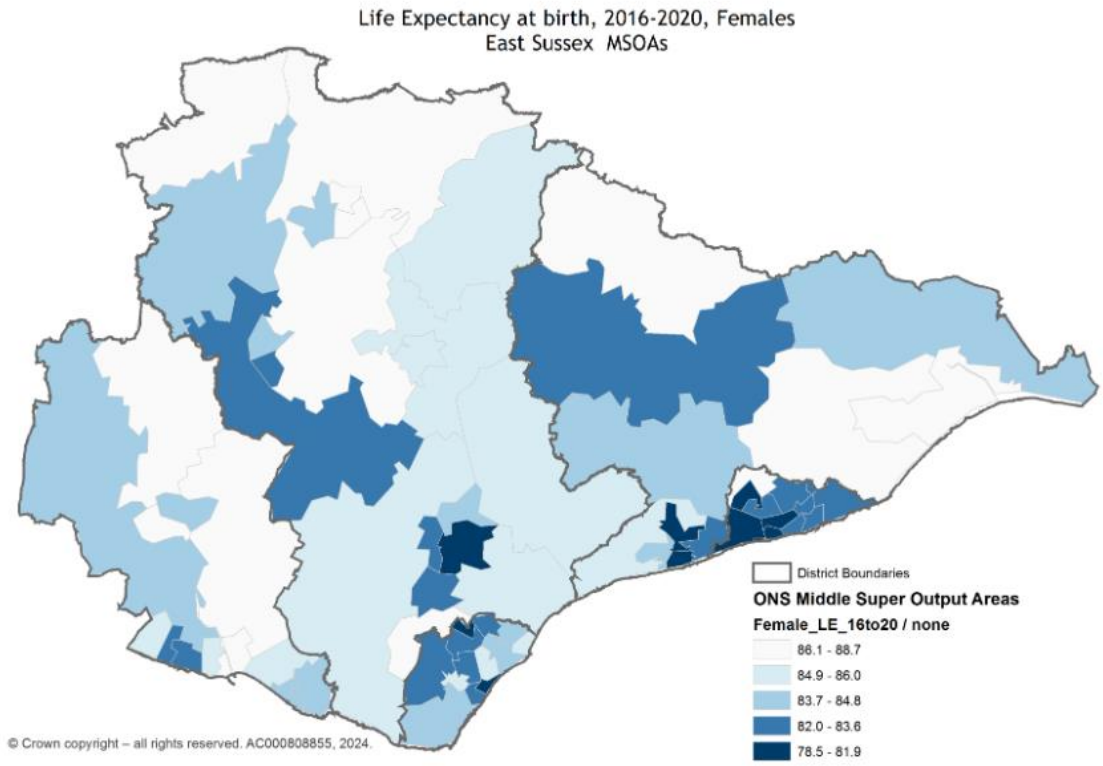
Source: Public Health Outcomes Framework | Fingertips | Department of Health and Social Care

Map: Life expectancy at birth for males by Middle Layer Super Output Area (MSOA) in East Sussex, 2016-2020



Source: [Local health, public health data for small geographic areas | Fingertips | Department of Health and Social Care]

Map: Life expectancy at birth for females by Middle Layer Super Output Area (MSOA) in East Sussex, 2016-2020



Source: [Local health, public health data for small geographic areas | Fingertips | Department of Health and Social Care]

5.2 Disease and poor health

Bad health

The 2021 Census asked residents “How is your health in general?”. 31,149 residents in East Sussex responded that their health was bad or very bad, which represents 5.7% of the population. This was higher than for England (5.2%). Higher percentages were seen in Hastings (7.3%), Eastbourne (6.3%) and Rother (6.0%).

Table: Self-reported health status, 2021

	Bad or very bad health		Fair health		Very good or good health		Total
Area	**Number**	**%**	**Number**	**%**	**Number**	**%**	**Number**
Eastbourne	6,383	6.3%	15,503	15%	79,800	78%	101,686
Hastings	6,613	7.3%	14,122	16%	70,260	77%	90,995
Lewes	5,484	5.5%	14,156	14%	80,265	80%	99,905
Rother	5,580	6.0%	14,561	16%	72,969	78%	93,110
Wealden	7,089	4.4%	20,209	13%	132,853	83%	160,151
East Sussex	**31,149**	**5.7%**	**78,551**	**14%**	**436,147**	**80%**	**545,847**
England		**5.2%**		**13%**		**82%**	

Source: 2021 Census, office for National Statistics

Disability

The 2021 Census included a two-part question on disability. Firstly, respondents were asked if they had any long-term physical or mental health conditions or illnesses lasting or expected to last 12 months or more. Those who answered "Yes" were then asked if these conditions limited their ability to carry out day-to-day activities. People whose activities were limited "a little" or "a lot" were considered disabled.

In East Sussex there were 110,553 residents who self-reported to be disabled, representing 20.3% of the population. This was higher than for England (17.3%). Higher percentages were seen in Hastings (22.6%), Eastbourne (21.6%) and Rother (21.6%).

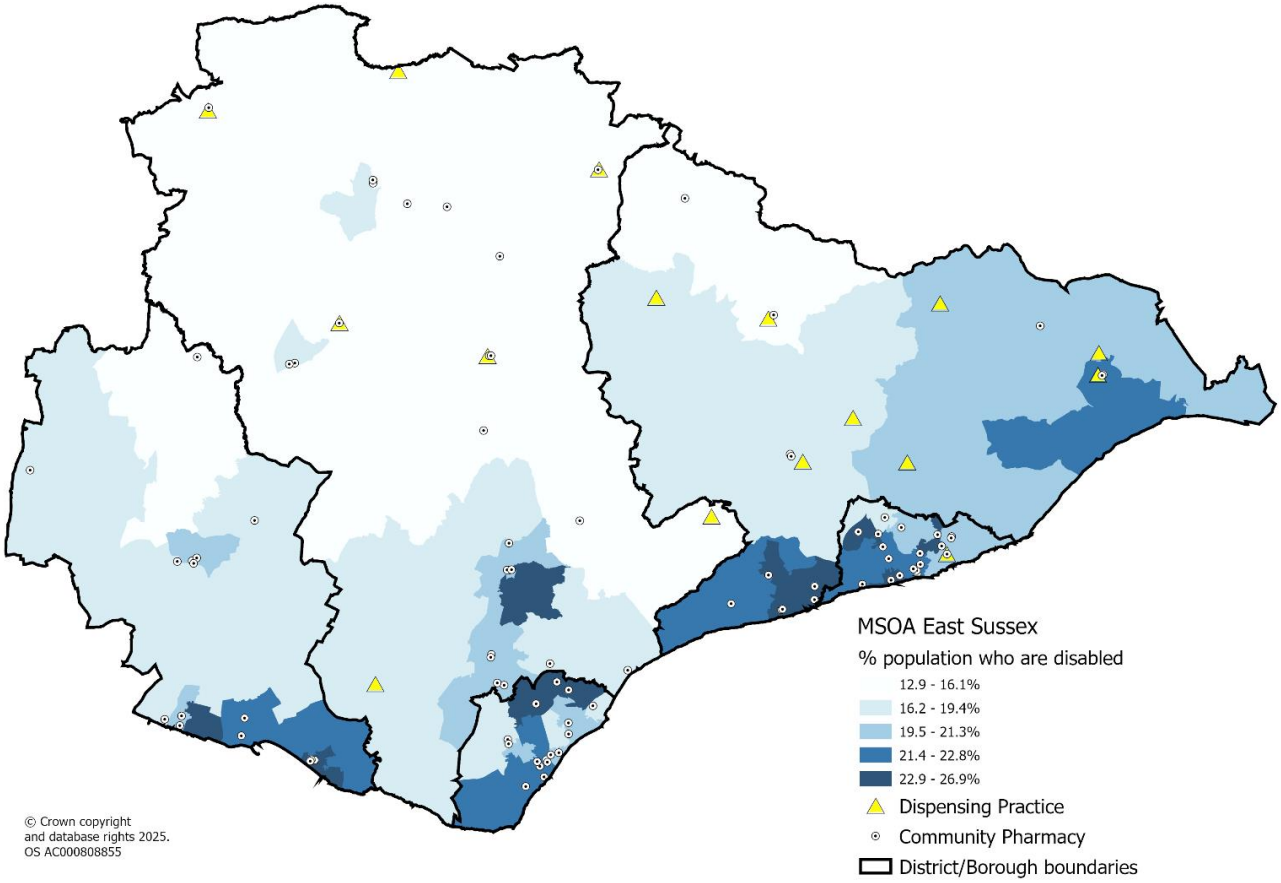
Table: Population who are disabled, 2021

Area	Number	%
Eastbourne	21,919	21.6%
Hastings	20,525	22.6%
Lewes	20,342	20.4%
Rother	20,138	21.6%
Wealden	27,629	17.3%
East Sussex	110,553	20.3%
England		17.3%

Source: 2021 Census, Office for National Statistics

Looking at a more local level, the higher percentages of disabled people are in the coastal areas of East Sussex and also Hailsham.

Map: Population who are disabled, 2021



Source: 2021 Census, Office for National Statistics

Chronic disease

Data are published on the number of patients on specific chronic disease registers in GP practices as part of the Quality Outcomes Framework (QOF). This data has been summarised by district and borough area in the figure below.

Prevalences are higher in East Sussex compared to England. This may be due to the older age profile in East Sussex and the fact that many chronic conditions are age-related.

Rother has the highest prevalence rates with the exception of depression, where Hastings is highest.

Figure: Chronic disease prevalence, 2023/24

Quintiles Low | High

Compared to England Lower 99.8% | Similar | Higher 99.8%

Indicator	Period	England	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Stroke: QOF prevalence	2023/24	1.9	2.6	2.5	2.4	2.7	3.2	2.4
Hypertension: QOF prevalence	2023/24	14.8	17.9	17.0	16.8	17.7	21.7	17.2
COPD: QOF prevalence	2023/24	1.9	2.4	2.2	3.0	2.2	2.8	1.9
CHD: QOF prevalence	2023/24	3.0	3.6	3.4	3.5	3.8	4.6	3.3
Depression: QOF prevalence - retired after 2022/23	2022/23	13.2	16.0	17.2	18.1	14.8	15.5	15.0
Osteoporosis: QOF prevalence (50+ yrs)	2023/24	1.1	1.5	2.4	1.1	1.1	2.4	0.8
Asthma: QOF prevalence (6+ yrs)	2023/24	6.5	7.1	7.1	6.7	7.5	7.3	7.2
Rheumatoid Arthritis: QOF prevalence	2023/24	0.8	0.9	1.0	0.9	0.9	0.9	1.0

Source: Fingertips | Department of Health and Social Care

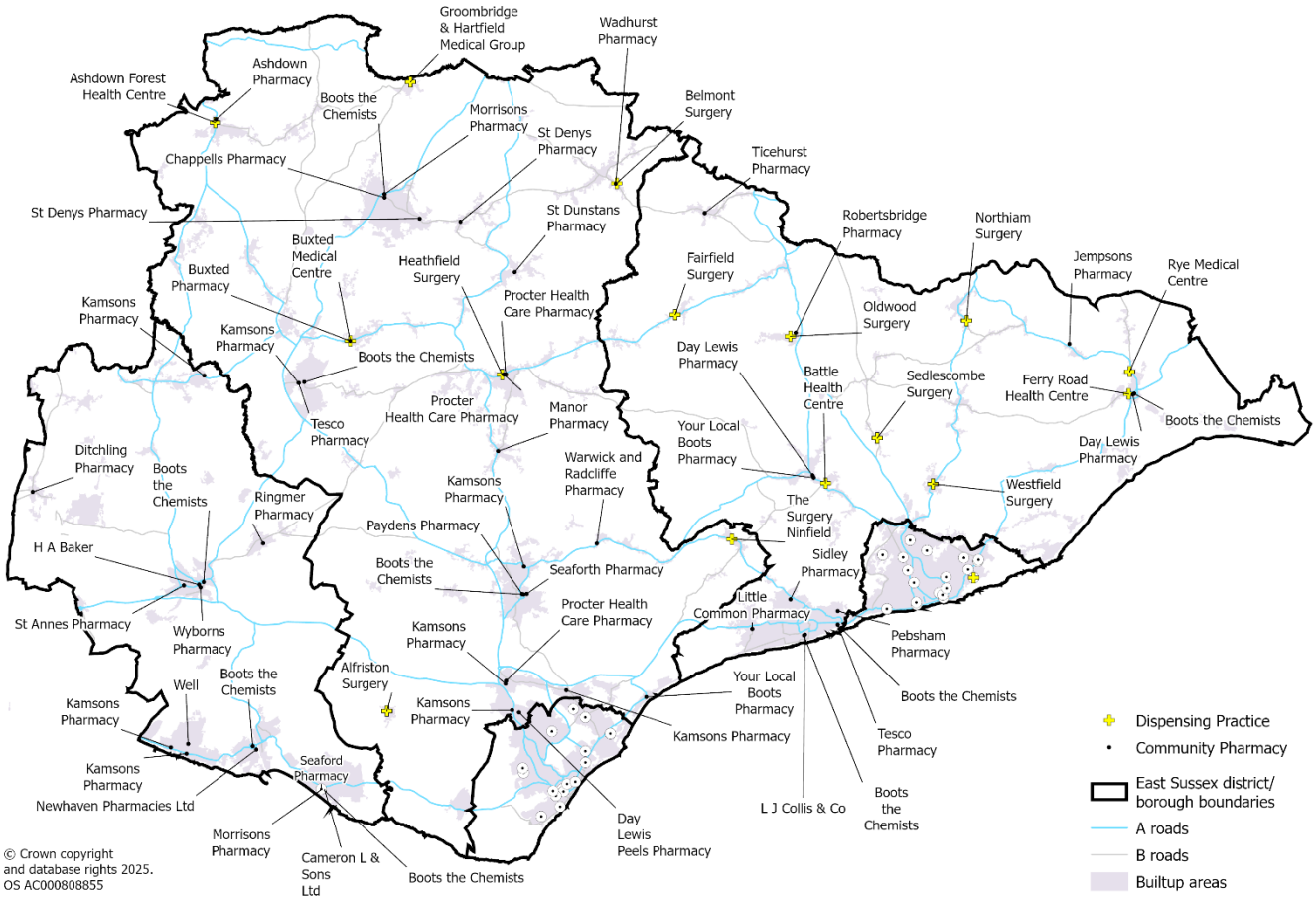
6. Current pharmaceutical services provision

6.1 Pharmacy provision in East Sussex

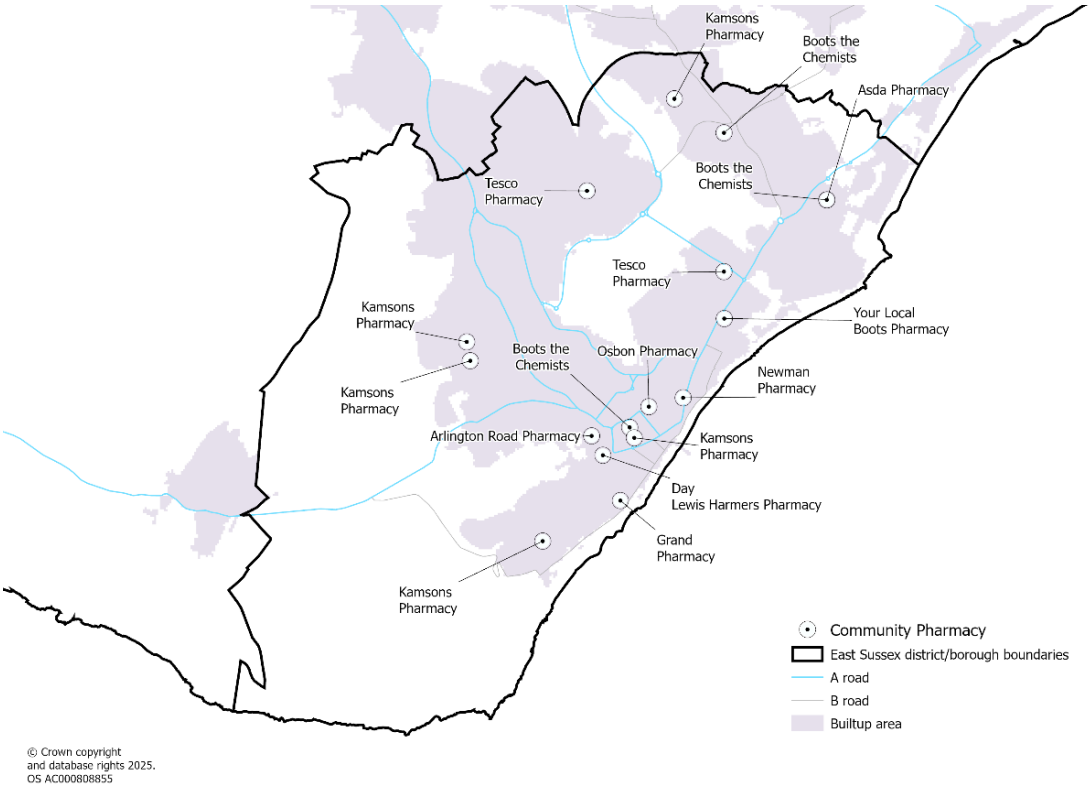
As at April 2025, there were 92 community pharmacies included in the pharmaceutical list for East Sussex and three distance selling pharmacies. There are 16 GP Dispensaries in East Sussex, and no Dispensing Appliance Contractors providing services within East Sussex.

Location of community pharmacies in East Sussex

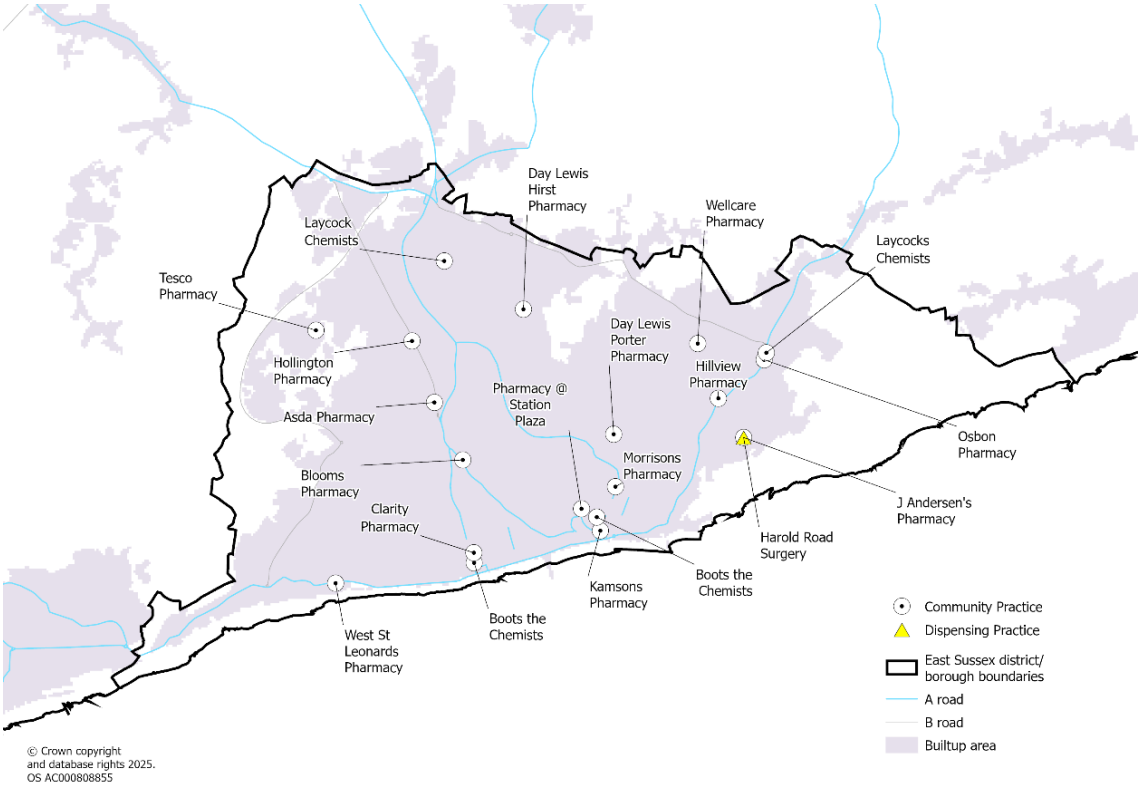
Map: Location of community pharmacies and dispensing practices in East Sussex



Map: Location of community pharmacies and dispensing practices in Eastbourne



Map: Location of community pharmacies and dispensing practices in Hastings



Pharmacy changes since the last PNA

There has been a gradual reduction in provision of pharmacies at a local, regional and national level. Since the last PNA in 2022 there are seven fewer community pharmacies, which is a 6% reduction, whilst the number of distance selling pharmacies and dispensing practices have remained the same. The greatest decrease has been in Eastbourne where there are 3 fewer pharmacies.

Table: Pharmacy service changes since the last PNA

Area	Provision type	Jan 2022	April 2025	Net change
Eastbourne	Community pharmacy	20	17	-3
	Distance selling pharmacy	0	0	0
	Dispensing practice	0	0	0
	Total	**20**	**17**	**-3**
Hastings	Community pharmacy	20	19	-1
	Distance selling pharmacy	0	0	0
	Dispensing practice	1	1	0
	Total	**21**	**20**	**-1**
Lewes	Community pharmacy	17	16	-1
	Distance selling pharmacy	1	1	0
	Dispensing practice	0	0	0
	Total	**18**	**17**	**-1**
Rother	Community pharmacy	15	14	-1
	Distance selling pharmacy	1	1	0
	Dispensing practice	8	8	0
	Total	**24**	**23**	**-1**
Wealden	Community pharmacy	27	26	-1

Area	Provision type	Jan 2022	April 2025	Net change
	Distance selling pharmacy	1	1	0
	Dispensing practice	7	7	0
	Total	**35**	**35**	**0**
East Sussex Total	Community pharmacy	99	92	-7
	Distance selling pharmacy	3	3	0
	Dispensing practice	16	16	0
	Total	**118**	**111**	**-7**

Provision compared to neighbouring areas

There are no recommended rates for provision of community pharmacy services.

The rate of pharmacies in East Sussex is 17.1 per 100,000 population which is lower than the England rate of 18.1. Looking at neighbouring areas to East Sussex both Brighton and Hove (18.2) and Medway (17.8), which are both more urban densely populated areas, have higher rates than East Sussex. However, compared to similar neighbouring counties, East Sussex has the highest rate of provision. It's not possible to add GP dispensaries to the analysis which would increase the rates in areas more rural in nature.

Table: Community pharmacy comparisons, Quarter 2 2024/25

Local Authority	Community Pharmacies 2024/25 Q2	Population (Mid-2023)	Rate per 100,000	Rank (out of 153, 1 =highest rate)
East Sussex	95	555,484	17.1	99
Brighton & Hove	51	279,637	18.2	82
Kent	254	1,610,251	15.8	120
Medway	51	286,800	17.8	95
Surrey	181	1,228,671	14.7	136
West Sussex	146	900,862	16.2	114
England	10,439	57,690,323	18.1	

Note: Distance selling Pharmacies are included in above table as unable to remove them from the national data easily. GP dispensaries are not included.

Source: NHS Business Services Authority and Population data from ONS

Provision across East Sussex boroughs and districts

Looking at pharmacy provision across the districts and boroughs in East Sussex we can include the dispensing practices. This shows highest provision per 100,000 population in Rother (24.2), which has the oldest population profile, followed by Hastings (22.0) which has the most population living in areas of deprivation. The lowest rates are in Eastbourne (16.4) and Lewes (16.8).

Table: Community pharmacy provision in East Sussex, Quarter 2 2024/25

Area	Community Pharmacies	Distance selling pharmacies	Dispensing practices	Total	Population (Mid-2023)	Rate per 100,000
Eastbourne	17			17	103,796	16.4
Hastings	19		1	20	90,817	22.0
Lewes	16	1		17	101,356	16.8
Rother	14	1	8	23	94,862	24.2
Wealden	26	1	7	35	164,653	20.6
East Sussex	**92**	**3**	**16**	**112**	**555,484**	**20.0**

Source: NHS Business Services Authority and Population data from ONS

Pharmacy Access Scheme (PhAS)

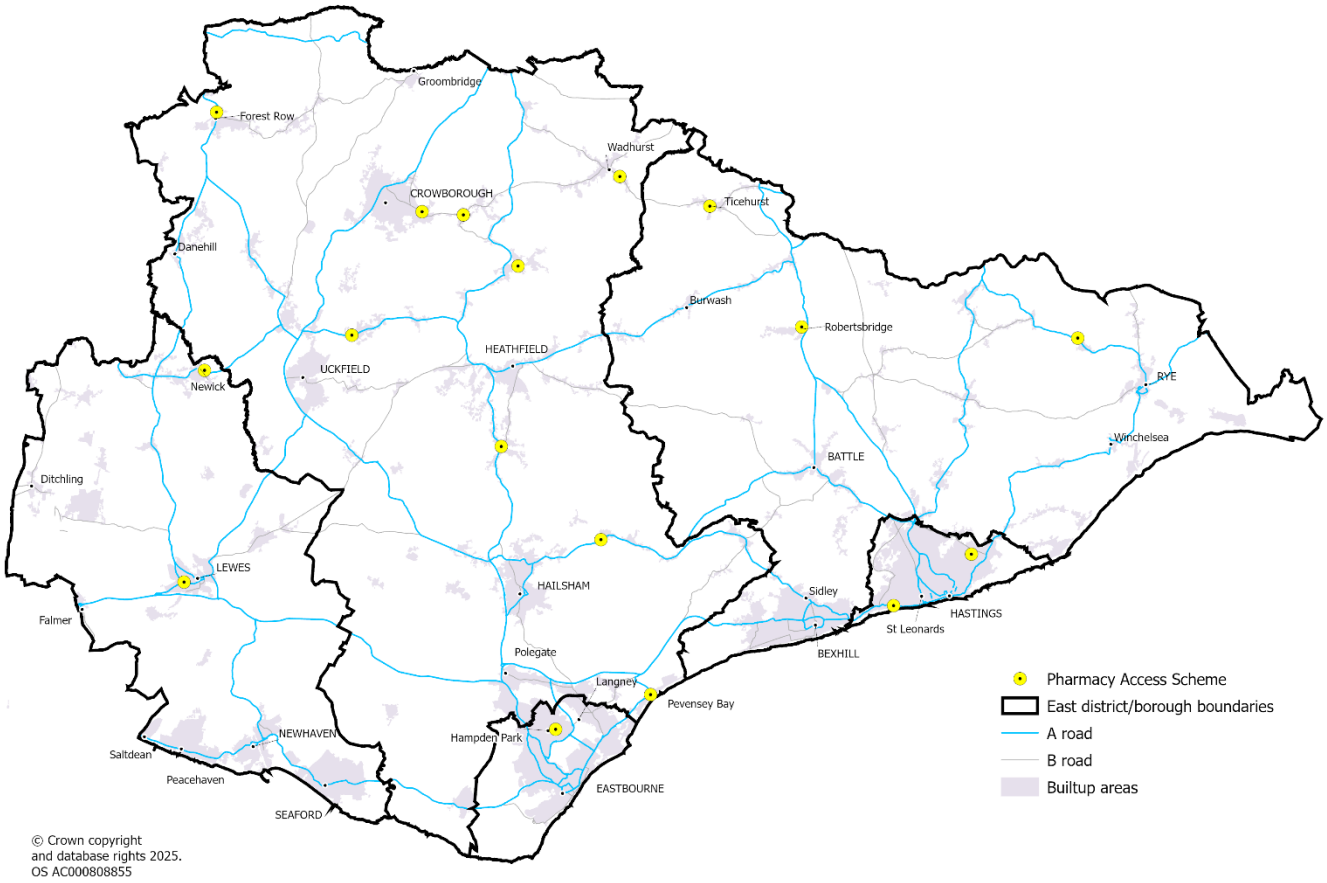
The aim of the Pharmacy Access Scheme (PhAS) is a national scheme to support patient access to NHS community pharmaceutical services in England. Qualifying pharmacies will receive an additional payment.

The PhAS has been designed to capture isolated and eligible pharmacies to support patient access.

Eligibility for PhAS is based on both the dispensing volume of the pharmacy, and distance from the next nearest pharmacy. [Pharmacy Access Scheme (PhAS) - Community Pharmacy England]

17 community pharmacies in East Sussex receive payments as part of the PhAS.

Map: Community Pharmacies who receive PhAS payments



Source: NHS Sussex ICB

6.2 Opening Hours

Core hours: Those hours a pharmacy is formally contracted to provide NHS pharmaceutical services. Core hours are usually 40 hours but there are some contracted for 100 hours. See details in next section.

Supplementary hours: Additional hours a pharmacy opens beyond their core hours. Decreases in hours can be modified with five weeks' notice to NHS Sussex ICB, and no notice period is required to increase them.

100-hour contract changes

100-hour pharmacies became a new provision under amendments to The National Health Service (Pharmaceutical Services) Regulations 1992, which came into force on 1 April 2005.

In an attempt to increase pharmacy provision and competition, the legislation introduced four exemptions to earlier NHS regulations that prohibited new contractors from entering

the pharmaceutical list unless it was “necessary or expedient” to securing the adequate provision of pharmaceutical services locally.

These exemptions included pharmacies where the applicant committed to providing pharmaceutical services for at least 100 hours each week, as well as those located in large shopping centres, and those that would provide pharmacy services online.

However, the exemption was removed in a 2012 update to the NHS regulations, after a government white paper found in 2008 that Primary Care Trusts (commissioners at the time) were not able to control where 100-hour pharmacies opened, which meant there was “no match between the better access that a 100 hours per week pharmacy delivers and the need for such an improvement locally”. Additionally, the government found that there was a “clustering of 100 hours per week pharmacies close to each other”.

The updated regulations meant that no new 100-hour pharmacies could open but stated that existing 100-hour pharmacies must maintain their opening hours. However, in May 2023, further amendments were made to the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013; one of which allowed existing 100-hour pharmacies to reduce their minimum opening hours to 72 hours per week.

Under the amended regulations, pharmacies that held 100-hour contracts would have to remain open between 17:00 and 21:00 from Monday to Saturday, and between 11:00 and 16:00 on Sundays, if previously open these hours, to maintain out-of-hours pharmacy provision.

Contracted hours in East Sussex

Of the 92 community pharmacies in East Sussex, four are on 100 hours (amended) contracts. This is a reduction of four from the eight that were in place at the last PNA. Pharmacies with 40-hour contracts can choose to open for longer under supplementary hours arrangements.

Table: Community pharmacies in East Sussex by contract type

Area	40 hours	100 Hours (Amended)	Grand Total
Eastbourne	15	2	17
Hastings	17	2	19
Lewes	16		16
Rother	14		14
Wealden	26		26

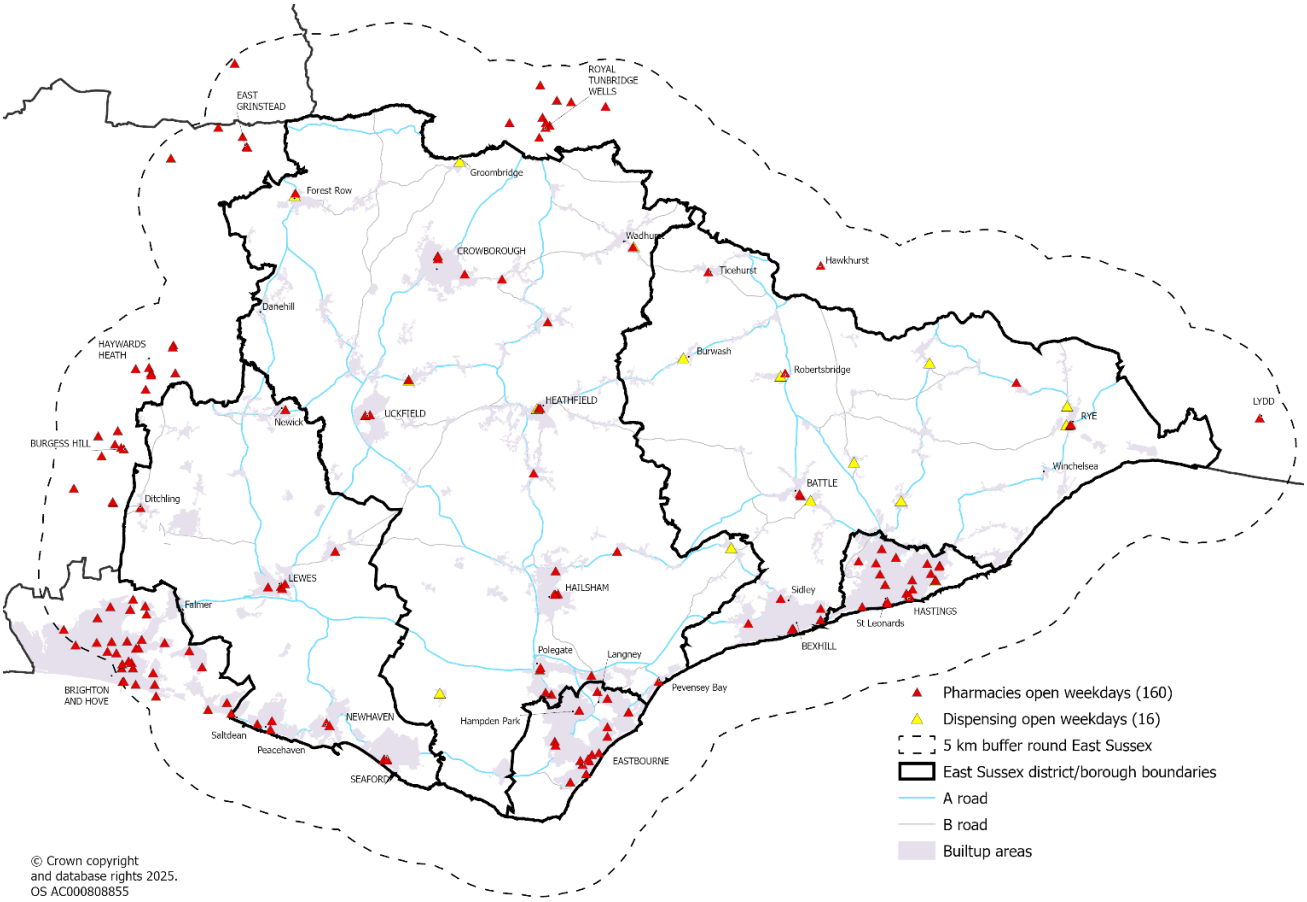
Area	40 hours	100 Hours (Amended)	Grand Total
East Sussex	**88**	**4**	**92**

Source: NHS Sussex Integrated Care Board

Opening times

All 92 community pharmacies and 16 dispensing practices are open weekdays.

Map: Pharmacies and dispensing practices open weekdays i.e. all locations



For this PNA, and as agreed by the Steering Group, we have defined evening opening hours as being open for at least one day beyond 6pm Monday to Friday. Weekend opening is defined as being open for any period of time on Saturday/Sunday.

Across East Sussex 39% of pharmacies and GP dispensaries are open evenings and this ranges from 48% in Wealden to 31% in Lewes.

77% of pharmacies and GP dispensaries are open on a Saturday and this ranges from 88% in Eastbourne to 64% in Rother.

15% of pharmacies and GP dispensaries are open on a Sunday and this ranges from 35% in Eastbourne to 3% in Wealden.

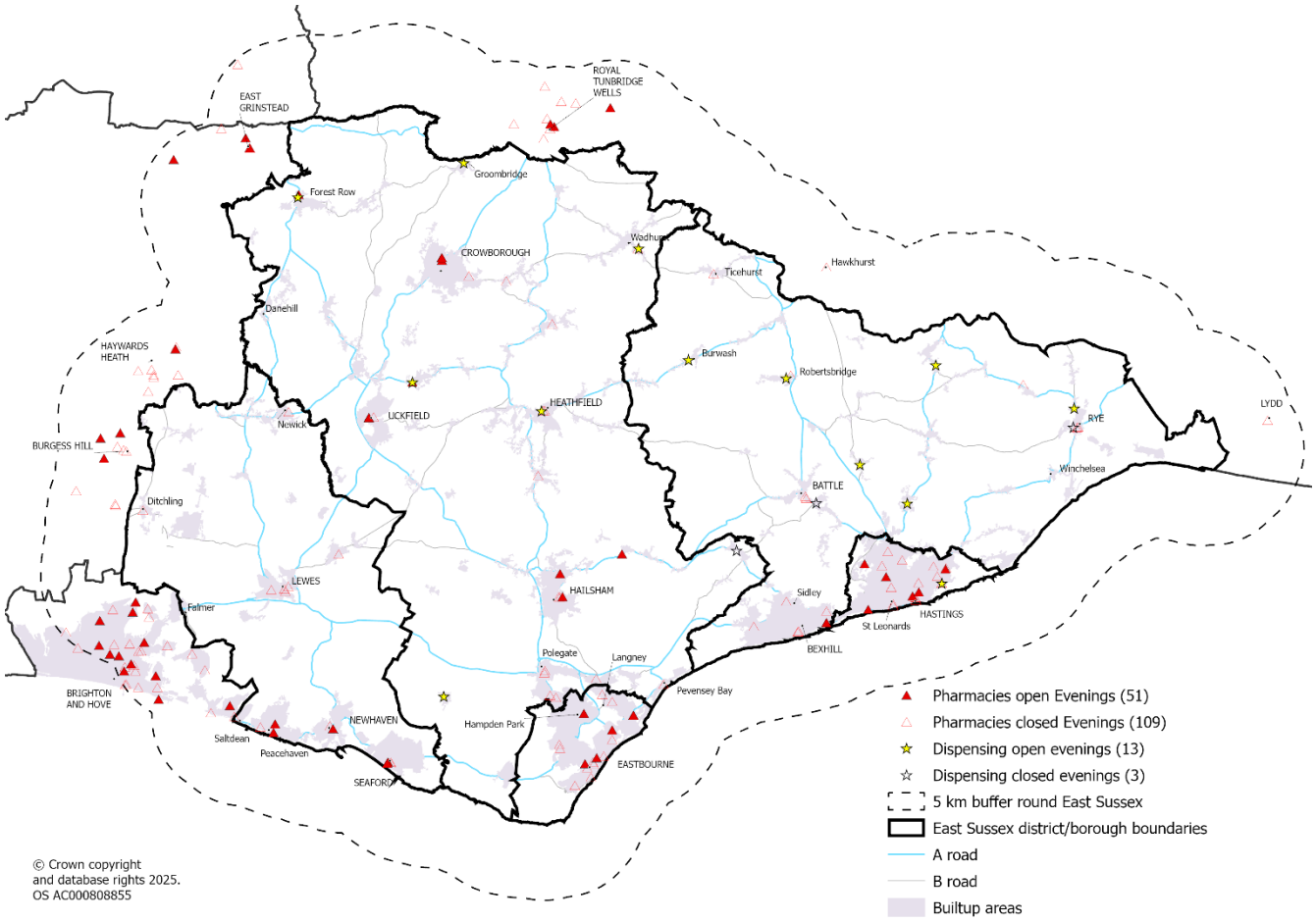
The maps in this section also display pharmacy services within 5km of the East Sussex border that are open at specific times. As well as the city of Brighton and Hove, the towns of Burgess-Hill, Haywards Heath, East Grinstead and Royal Tunbridge Wells all boost access to pharmacies for East Sussex residents, including in the evenings and weekends.

Table: Community Pharmacies and Dispensing practices open evenings and weekends

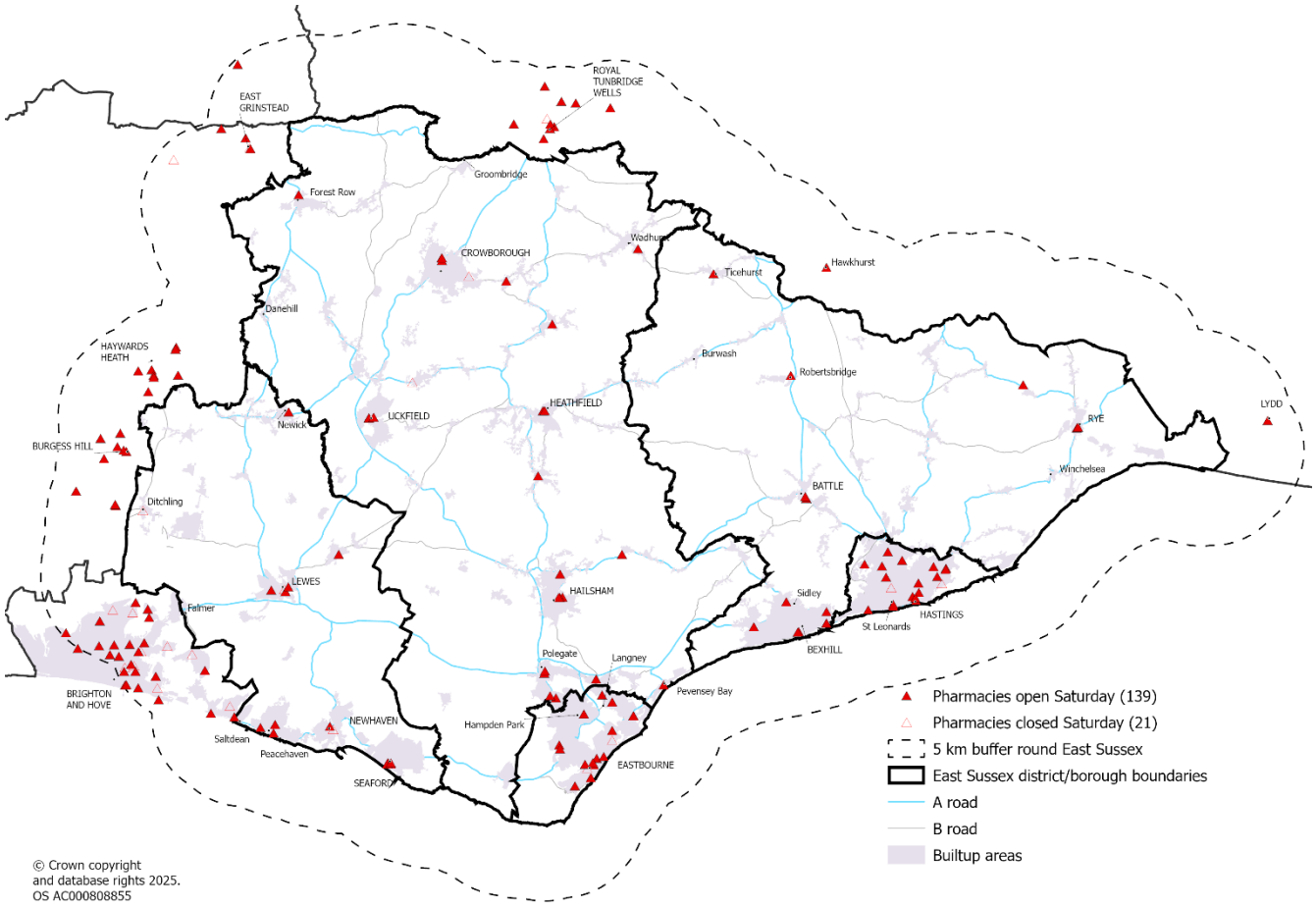
		Open evenings		Open Saturdays		Open Sundays	
Area	**Total**	**Number**	**%**	**Number**	**%**	**Number**	**%**
Eastbourne	17	6	35%	15	88%	6	35%
Hastings	20	7	35%	17	85%	6	30%
Lewes	16	5	31%	13	81%	1	6%
Rother	22	8	36%	14	64%	2	9%
Wealden	33	16	48%	24	73%	1	3%
East Sussex	**108**	**42**	**39%**	**83**	**77%**	**16**	**15%**

Source: NHS Sussex Integrated Care Board

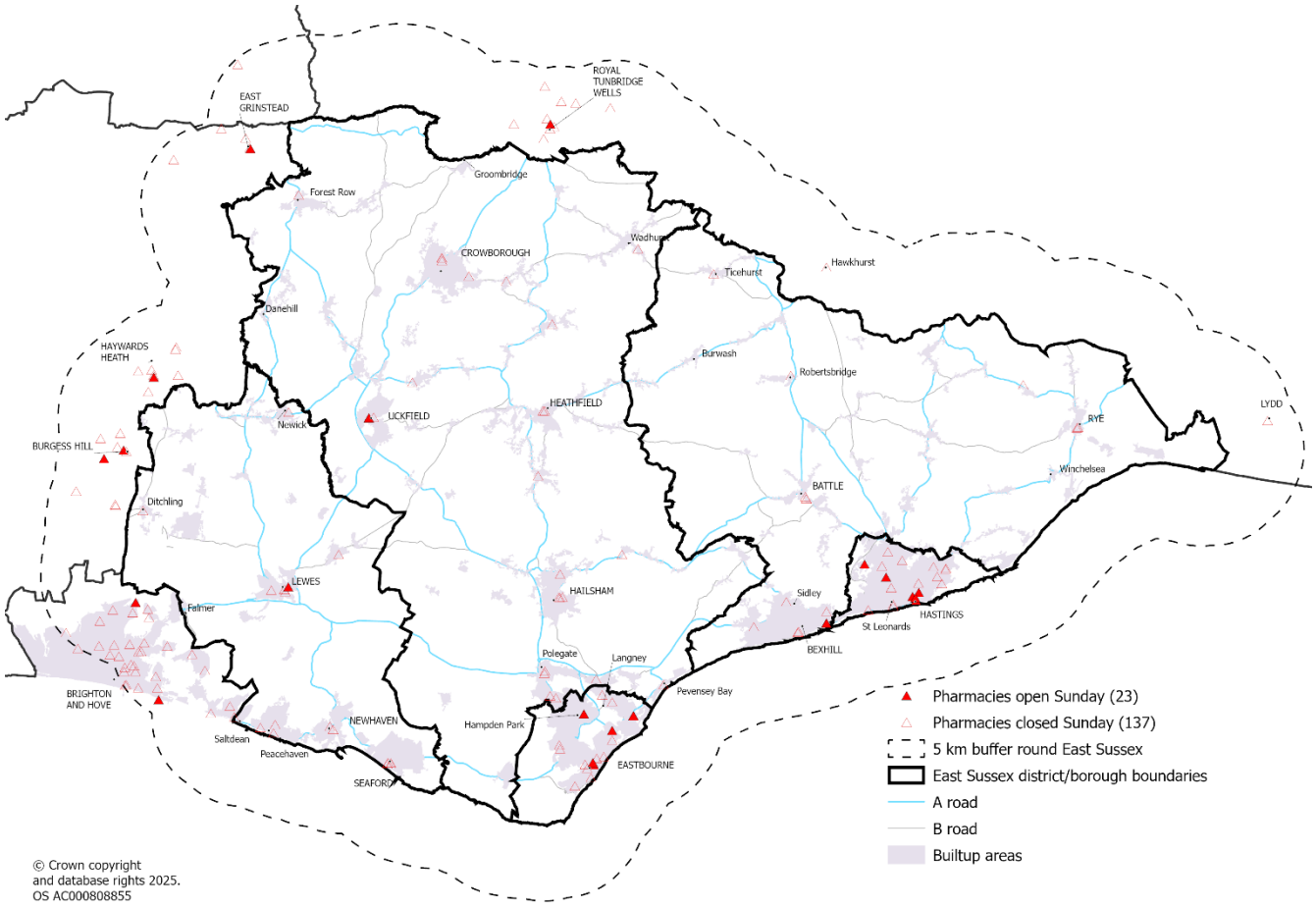
Map: Pharmacies and dispensing practices open on a weekday evening



Map: Pharmacies open on a Saturday



Map: Pharmacies open on a Sunday



6.3 Travel times to access pharmacies

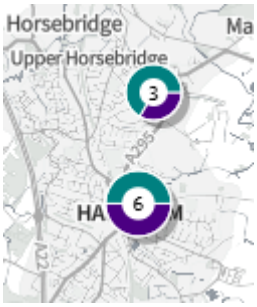
Method

This analysis utilised the SHAPE tool which is an online, interactive, data mapping, analysis and insight tool that supports service planning and estates strategy development. Its supported by the Department of Health and Social Care and allows users to plot pharmacies and then calculate travel times. Travel methods used were car by time and public transport by time. The travel catchment areas come from a third party provider called Targomo Location-Based Analytics for Decision Makers - Targomo. Based on the pharmacy/dispensing practice locations selected in SHAPE, that location data is sent to Targomo based on the selected travel time and type and will return an area which is accessible. Once this information is returned, SHAPE use that to calculate the population within that area. This population is called "Included population" in the analysis here.

The steering group agreed to use the 30 minutes travel time for a one-way journey for the analysis, which was the same as for the previous PNA.

A buffer zone of 5 kilometres was used to include community pharmacies within reasonable distance from East Sussex to take account of residents who's nearest pharmacy may be outside of the county.

Each blue marker on the maps represents a community pharmacy and where there are pharmacies in close proximity the number on the marker displays how many are close by. The green markers represent dispensing practices. A GPb marker is a branch surgery that hosts the dispensary.



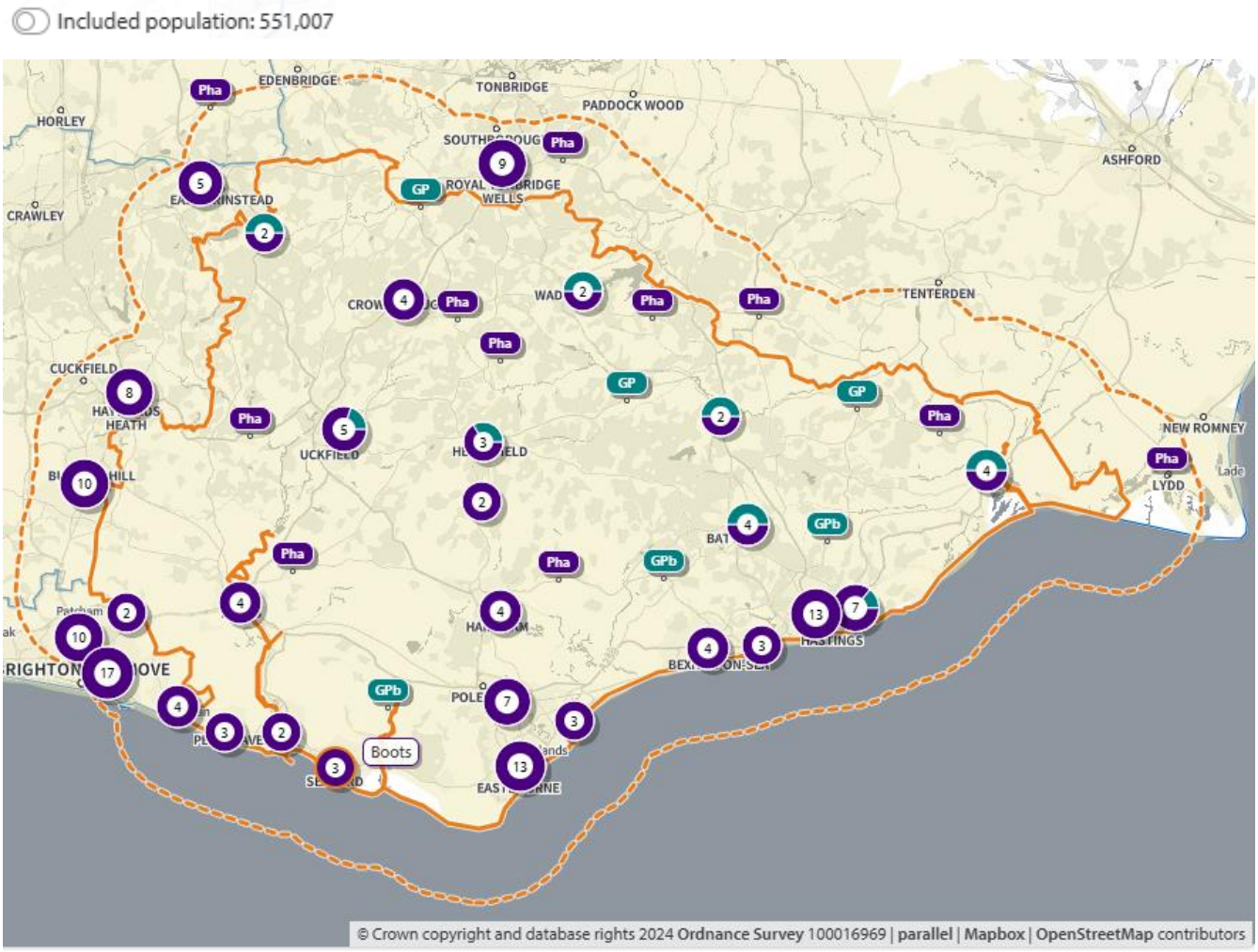
Where there are two or more locations close together on the map, they are replaced with an icon that shows how many locations are plotted in that area.

The yellow area mapped shows areas within 30 minutes of an open pharmacy/Dispensing practice.

Weekday access

There are no populated areas of East Sussex that are not within a 30 minute drive by car, both within and outside rush hour.

Map: Car travel access weekdays (outside rush hour)



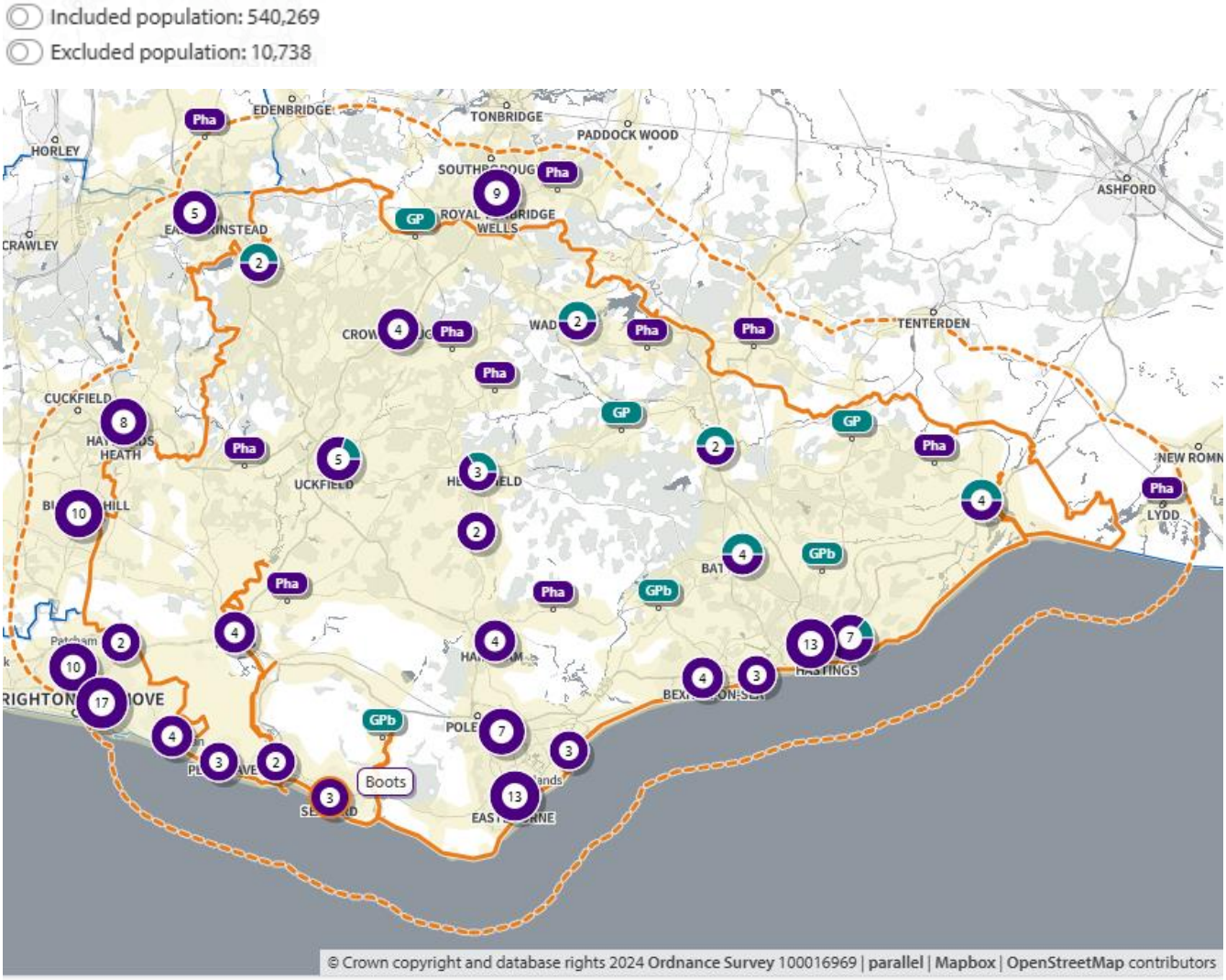
Source: SHAPE Place • Car: by time • 0 locations • 5 to 30 minutes • 30 minutes visible

Map: Car travel access weekdays (during rush hour)

Source: [SHAPE Place • Car: by time • 0 locations • Rush hour • 5 to 30 minutes • 30 minutes visible]

When looking at access via public transport on weekdays the analysis showed that 10,738 (1.9%) residents did not have access within 30 minutes.

Map: Public transport access weekdays



Source: [SHAPE Place • Public transport • 169 locations • 5 to 30 minutes • 30 minutes visible]

Evening access

The definition used for the PNA is for a location to be open for at least one day beyond 6pm Monday to Friday

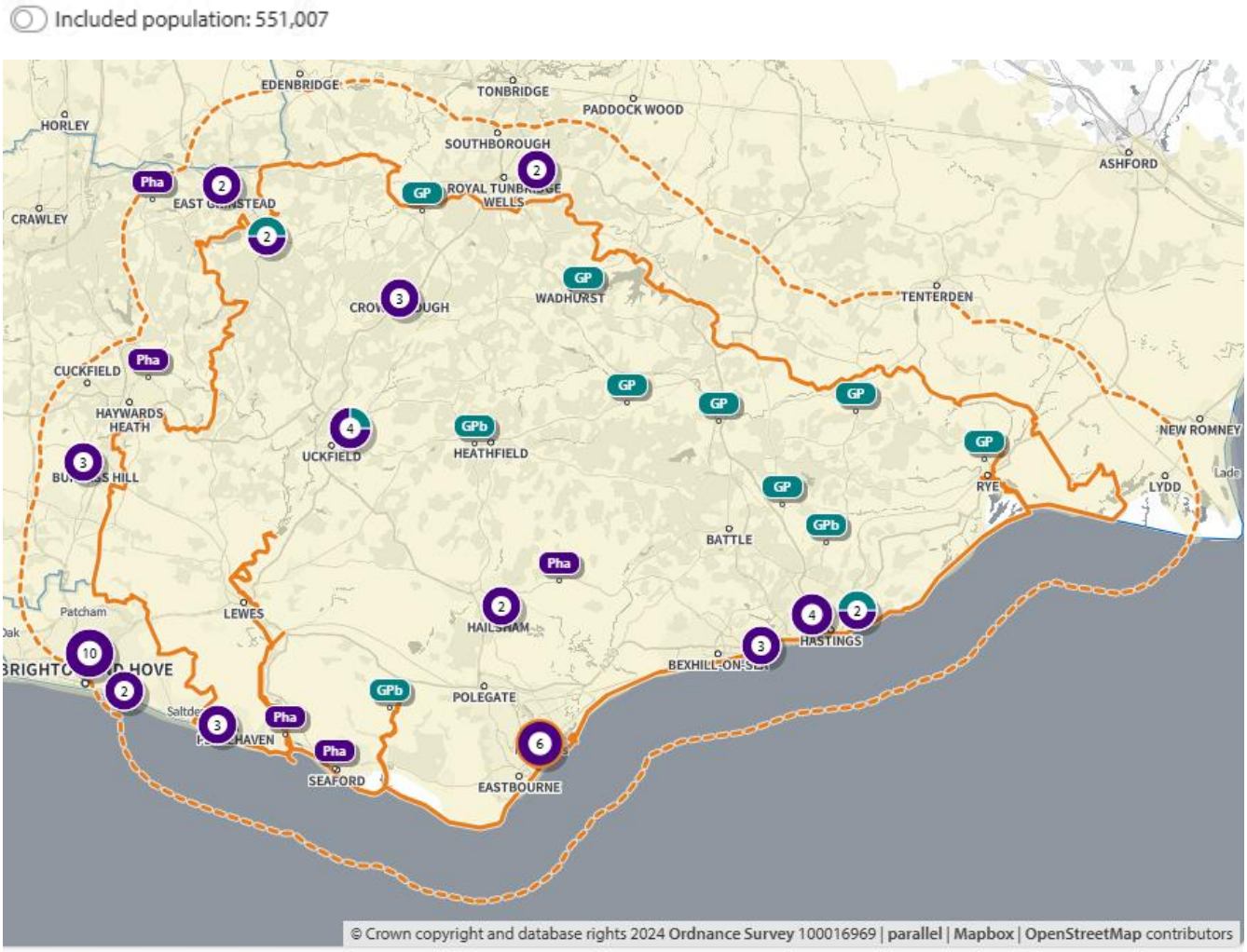
There are no populated areas of East Sussex that are not within a 30 minute drive by car of a community pharmacy or dispensing practice after 6pm.

Whilst there are no services open in the evening in Lewes town, the analysis showed that travel times by car and public transport are sufficient to nearby towns such as Uckfield and Brighton.

Whilst rural areas are boosted by dispensing practices, not all are open every evening for long beyond 6pm. This particularly affects areas in rural Rother

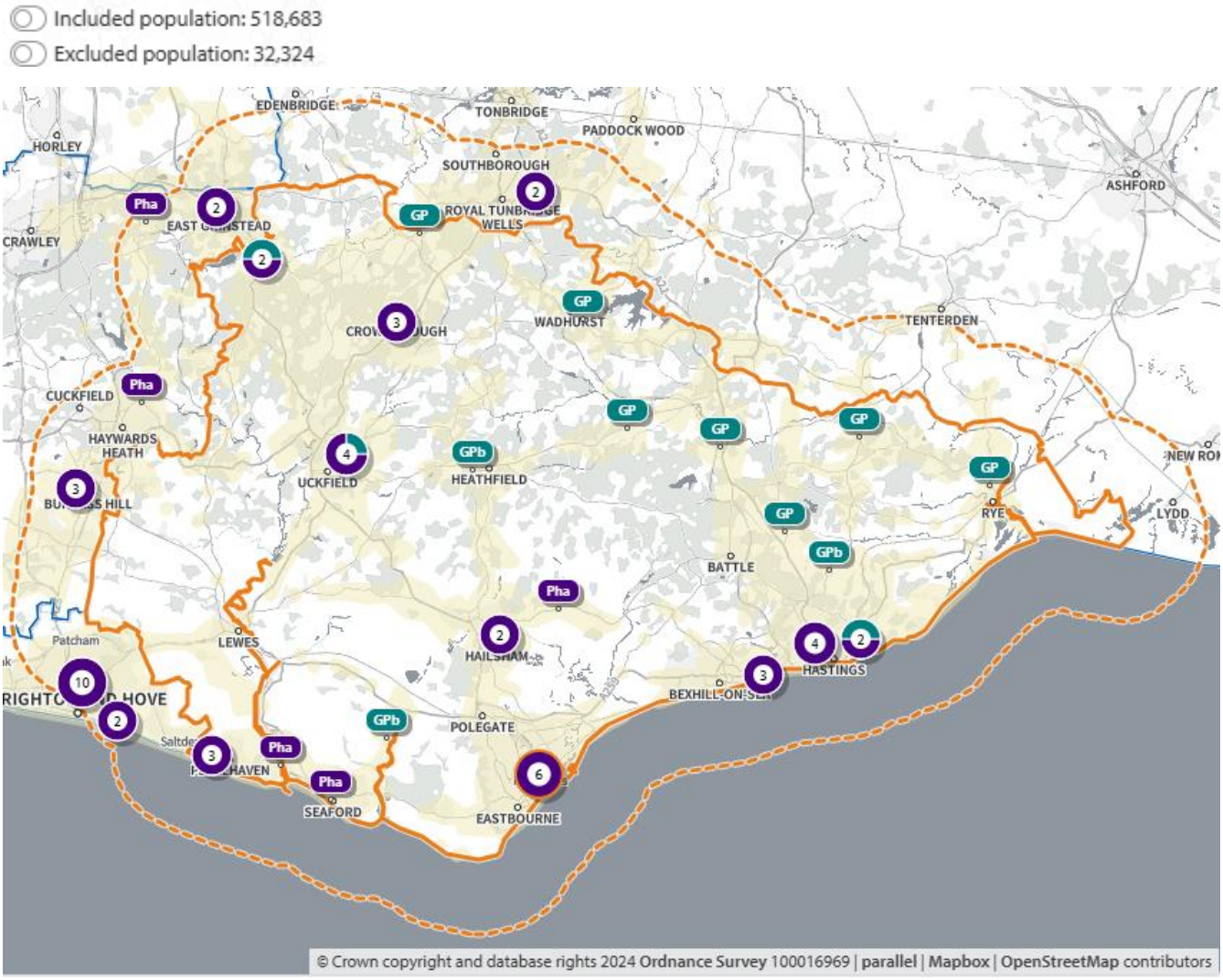
When looking at access via public transport on weekday evenings the analysis showed that 32,324 (5.9%) residents did not have access within 30 minutes.

Map: Car travel access weekday evenings



Source: SHAPE Place • Car: by time • 0 locations • 5 to 30 minutes • 30 minutes visible

Map: Public transport access weekday evenings



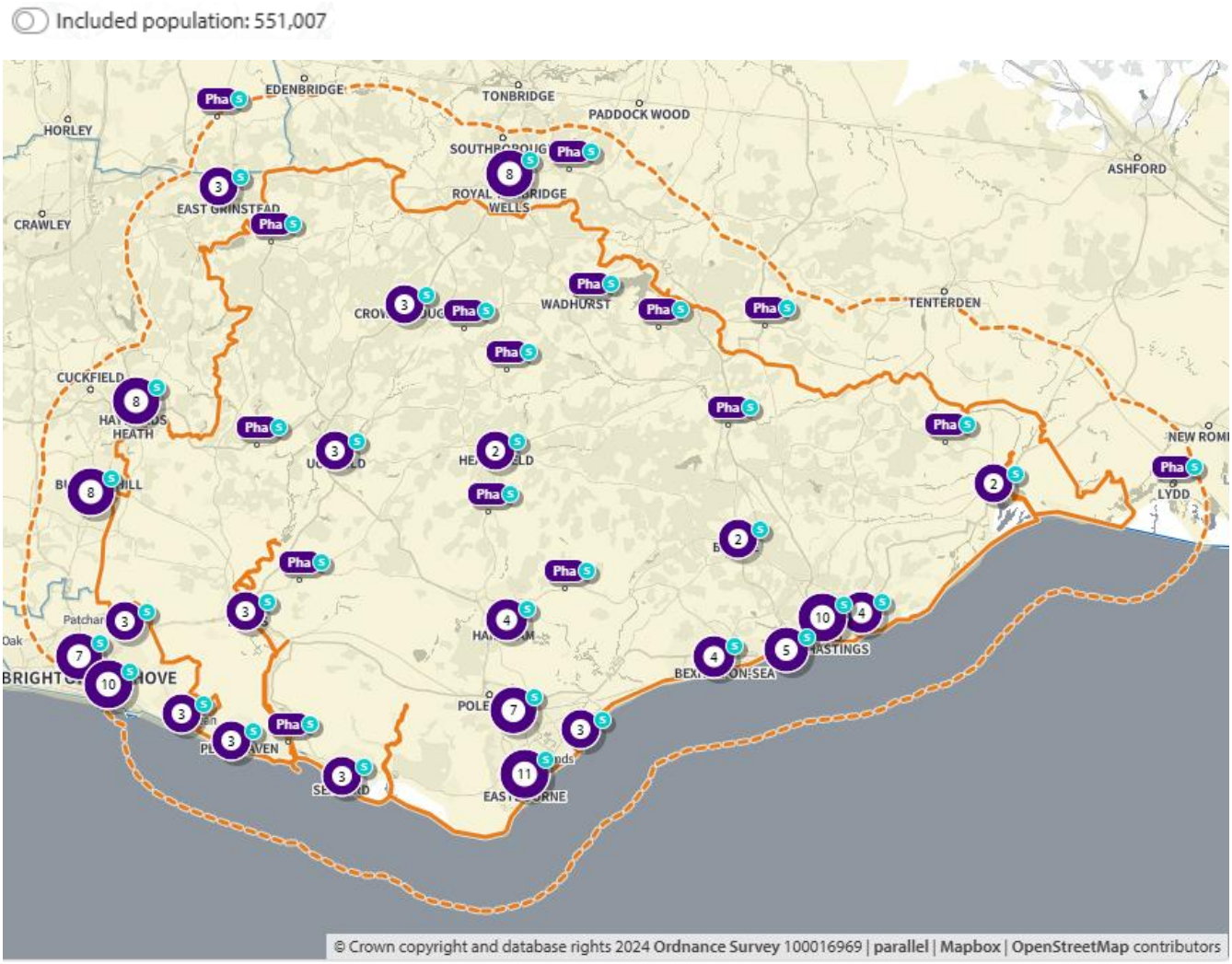
Source: SHAPE Place • Public transport • 60 locations • 5 to 30 minutes • 30 minutes visible

Weekend access

There are no populated areas of East Sussex that are not within 30 minute drive by car of a community pharmacy or dispensing practice on either a Saturday or Sunday.

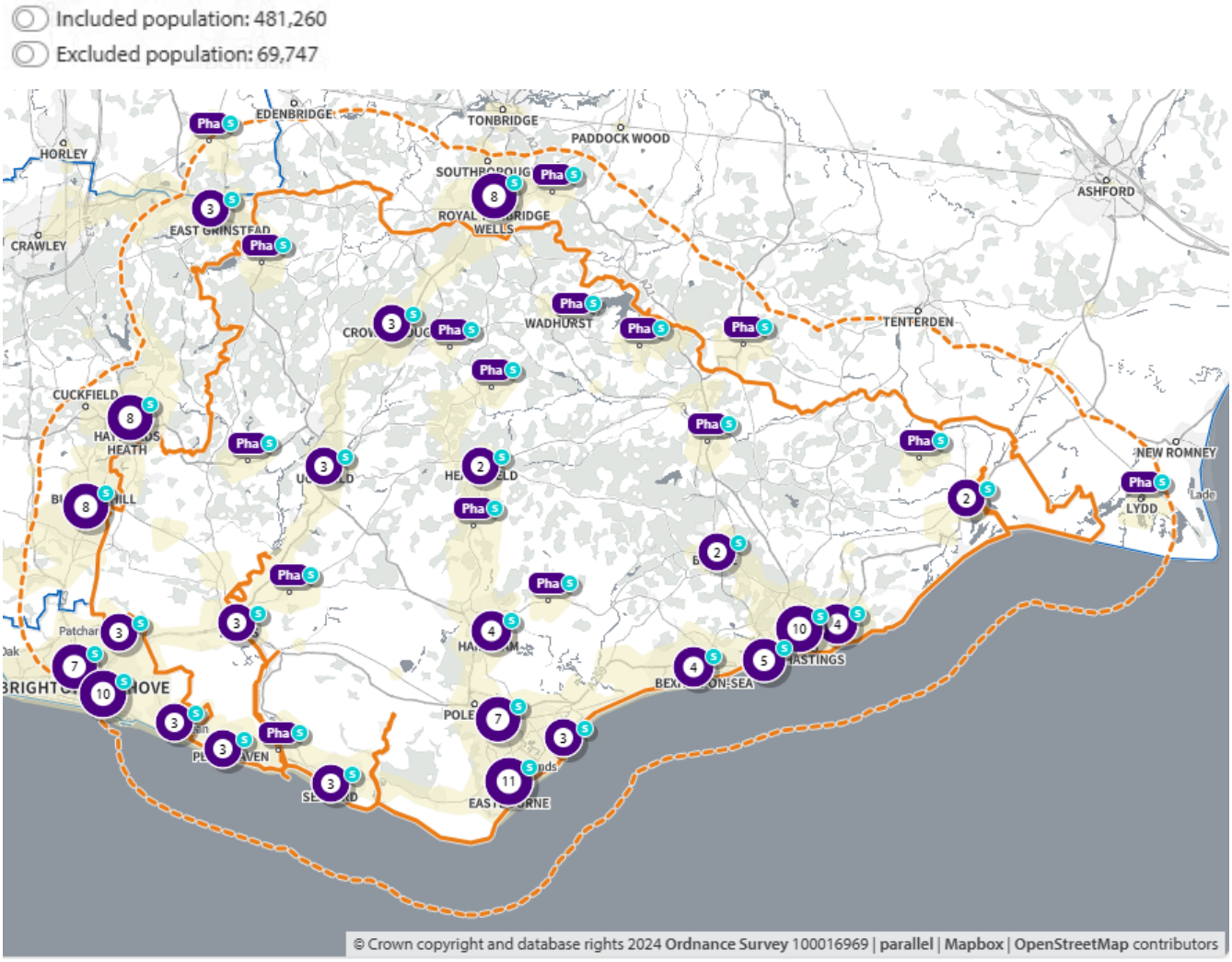
When looking at access via public transport on Saturdays the analysis showed that 69,747 (12.7%) of residents did not have access within 30 minutes. This increased to 218,288 (39.6%) on a Sunday.

Map: Saturday access by car



Source: SHAPE Place • Car: by time • 0 locations • 5 to 30 minutes • 30 minutes visible

Map: Saturday access by public transport

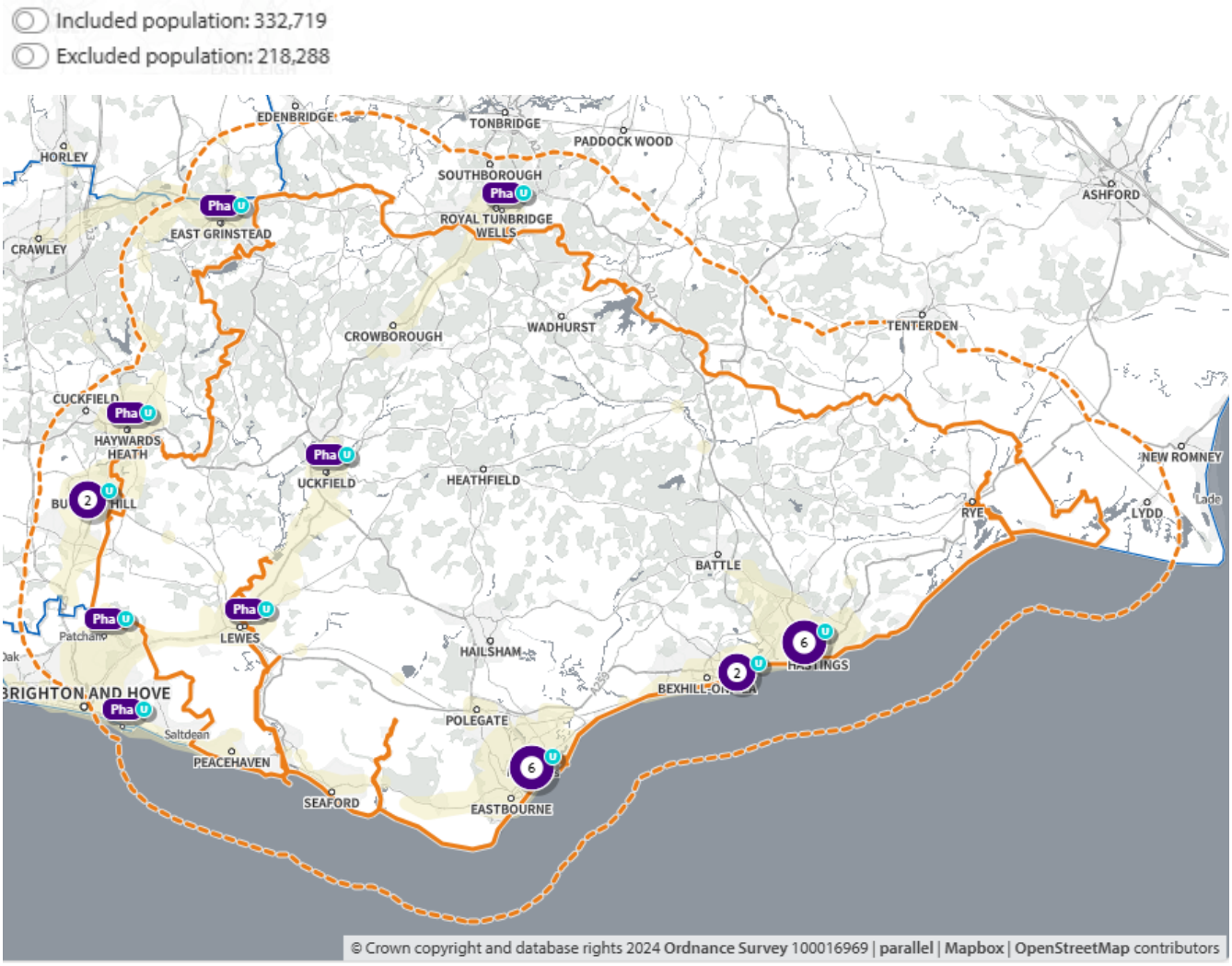


Source: SHAPE Place • Public transport • 133 locations • 5 to 30 minutes • 30 minutes visible

Map: Sunday access by car

Source: SHAPE Place • Car: by time • 0 locations • 5 to 30 minutes • 30 minutes visible

Map: Sunday access by public transport



Source: SHAPE Place • Public transport • 0 locations • 5 to 30 minutes • 30 minutes visible

6.4 Necessary Services

Necessary services for this PNA are described in section 2.5. Not all activity is available for every element of the services, so a summary of what is available is provided below.

Dispensing activity

There were 10.3 million items dispensed by pharmacies in East Sussex during 2024. Pharmacies in Eastbourne dispensed the greatest number of items per pharmacy (9,857 per month per pharmacy) and Rother the fewest (7,734). On average there were 18.5 items dispensed per head of population per year in East Sussex during 2024. This was highest in Hastings (24.1) and Eastbourne (20.5) and lowest in Rother (14.7) and Lewes (16.1).

It should be noted that activity data is a measure of pharmaceutical demand on a service and not pharmaceutical need.

Table: Dispensing activity by community pharmacies in East Sussex, 2024 calendar year

	Number of pharmacies	Total items dispensed	Average items per month	Number of items per month per pharmacy	Population	Number of items per head of population per year
Eastbourne	18	2,129,171	177,431	9,857	103,796	20.5
Hastings	19	2,184,907	182,076	9,583	90,817	24.1
Lewes	16	1,629,789	135,816	8,488	101,356	16.1
Rother	15	1,392,099	116,008	7,734	94,862	14.7
Wealden	27	2,946,853	245,571	9,095	164,653	17.9
East Sussex	**95**	**10,282,819**	**856,902**	**9,020**	**555,484**	18.5

Note: Analysis includes pharmacies open at any point during the calendar year

Source: Dispensing contractors' data | NHSBSA

Distance Selling Pharmacy activity

There were almost 800,000 items dispensed to patients registered with East Sussex GP Practices by distance selling pharmacies (DSPs) in 2024/25. This was almost a doubling of activity compared to 2019/20. Items dispensed by DSPs now represents 6% of all items dispensed in East Sussex, but it ranges from 5% in Wealden to 8% in Rother. Rother has also seen the greatest increase in DSP activity over the same period.

Table: Items dispensed via distance selling services by district/borough of prescribing GP Practice, 2019/20 to 2024/25

District	Location of dispensed items	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
Eastbourne	Distance selling	83,876	96,483	120,116	131,316	149,445	154,977
	All pharmacies	2,122,824	2,107,011	2,134,712	2,176,555	2,247,126	2,330,562
	% distance selling	4.0%	4.6%	5.6%	6.0%	6.7%	6.6%
Hastings	Distance selling	38,933	76,567	95,531	108,719	120,965	140,770
	All pharmacies	2,222,372	2,177,075	2,143,451	2,193,611	2,248,904	2,303,337
	% distance selling	1.8%	3.5%	4.5%	5.0%	5.4%	6.1%
Lewes	Distance selling	64,358	102,854	129,715	133,036	125,143	137,075
	All pharmacies	1,828,663	1,782,758	1,792,880	1,847,795	1,796,313	1,790,256
	% distance selling	3.5%	5.8%	7.2%	7.2%	7.0%	7.7%
Rother	Distance selling	32,250	62,401	91,682	138,052	172,139	184,248
	All pharmacies	2,171,658	2,141,911	2,158,443	2,187,892	2,236,292	2,279,173
	% distance selling	1.5%	2.9%	4.2%	6.3%	7.7%	8.1%
Wealden	Distance selling	194,223	158,852	184,523	210,294	207,242	182,072
	All pharmacies	3,309,431	3,217,768	3,281,507	3,365,095	3,529,585	3,675,995
	% distance selling	5.9%	4.9%	5.6%	6.2%	5.9%	5.0%
East Sussex	Distance selling	413,640	497,157	621,567	721,417	774,934	799,142
	All pharmacies	11,654,948	11,426,523	11,510,993	11,770,948	12,058,220	12,379,323
	% distance selling	3.5%	4.4%	5.4%	6.1%	6.4%	6.5%

Source: ePACT2 | NHSBSA, accessed 8/8/2025

The NHS 10 year plan, published at the end of July 2025, acknowledges the pressure the health and care system is currently under. It is proposing three radical shifts to improve services, one of which is moving from analogue to digital where new technology will liberate staff from admin and allow people to manage their care as easily as they bank or shop online. 10 Year Health Plan for England: fit for the future - GOV.UK.

The plan commits to continue current partnerships with libraries and other community organisations to help set people up on the NHS App. They will continue recruiting App Ambassadors across the country to support uptake. The NHS will continue to contribute fully to the cross-government Digital Inclusion Action Plan, led by the Department for Science, Innovation and Technology, to improve access to and skills with technology among socially excluded groups.

Information about online health and prescription services are available from NHS online services - NHS

Discharge Medicines Service (DMS)

Since 15th February 2021, NHS Hospital Trusts have been able to refer patients who would benefit from extra guidance around prescribed medicines for provision of the DMS at their community pharmacy. The service has been identified by NHS England's Medicines Safety

Improvement Programme to be a significant contributor to the safety of patients at transitions of care, by reducing readmissions to hospital.

Activity is varied across East Sussex and is reliant on the referral from hospital providers. Rates are highest in Eastbourne (2.3 per 1,000 population) and lowest in both Hastings (0.5) and Rother (0.5). This suggests that referrals are greater from the Eastbourne District General Hospital, compared to the Conquest Hospital in Hastings. NHS Sussex ICB is already working locally to encourage and support hospital services in utilising this service.

Table: Discharge Medicines Service activity in East Sussex, 2024 calendar year

Activity	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
Complete Discharge Medicines Services	91	22	137	14	124	388
Part complete Discharge Medicines Services	147	23	22	35	100	327
Total Discharge Medicines Services	238	45	159	49	224	715
Rate per 1,000 population	2.3	0.5	1.6	0.5	1.4	1.3

Source: Dispensing contractors' data | NHSBSA

Pharmacy First service (Advanced service)

The new Pharmacy First service, launched 31 January 2024, replacing the previous Community Pharmacist Consultation Service. It enables community pharmacies to complete episodes of care for seven common conditions following defined clinical pathways and also incorporates the elements of the former Community Pharmacist Consultation Service, i.e. minor illness consultations with a pharmacist and the supply of urgent medicines (and appliances). An electronic patient referral for the service is sent from NHS 111, general practices (urgent supply referrals are not allowed from general practices) and other authorised healthcare providers to the community pharmacy. For the seven common conditions patients can also self-refer directly to the pharmacy.

Pharmacy First services are available across all community pharmacies in East Sussex, although some pharmacies experience more activity than others. Urgent medicine supply consultations saw the greatest activity in terms of numbers, followed by the Minor illness referral consultations. Of the seven common condition clinical pathways acute sore throat and uncomplicated UTI both saw the greatest activity.

Table: Pharmacy First activity, numbers in 2024 calendar year

Pharmacy First Service	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
Urgent Medicine Supply Consultations	2,341	3,634	1,165	1,815	2,076	**11,031**
Minor Illness Referral Consultations	2,672	1,521	1,156	1,409	2,923	**9,681**
Consultations - Acute Sore Throat	1,033	925	624	706	1,176	**4,464**
Consultations - Uncomplicated UTI	992	755	627	551	1,176	**4,101**
Consultations - Sinusitis	424	333	330	396	504	**1,987**
Consultations - Acute Otitis Media	394	294	227	375	609	**1,899**
Consultations - Infected Insect Bites	301	334	286	347	410	**1,678**
Consultations - Impetigo	116	165	119	127	213	**740**
Consultations - Shingles	136	124	79	133	219	**691**

Source: Dispensing contractors' data | NHSBSA

Looking at the activity as rates per 1,000 resident population, Hastings has double the rate (40.0) for urgent medicine supply consultations compared to the East Sussex average (19.9). Lewes saw the lowest rate (11.5) which was half the East Sussex average (19.9). For the minor illness referral consultations, Eastbourne (25.7) had the highest rate with Lewes having the lowest (11.4).

Table: Pharmacy First activity, rate per 1,000 population in 2024 calendar year

Pharmacy First Service	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
Urgent Medicine Supply Consultations	22.6	40.0	11.5	19.1	12.6	**19.9**
Minor Illness Referral Consultations	25.7	16.7	11.4	14.9	17.8	**17.4**
Consultations - Acute Sore Throat	10.0	10.2	6.2	7.4	7.1	**8.0**
Consultations - Uncomplicated UTI	9.6	8.3	6.2	5.8	7.1	**7.4**
Consultations - Sinusitis	4.1	3.7	3.3	4.2	3.1	**3.6**
Consultations - Acute Otitis Media	3.8	3.2	2.2	4.0	3.7	**3.4**
Consultations - Infected Insect Bites	2.9	3.7	2.8	3.7	2.5	**3.0**
Consultations - Impetigo	1.1	1.8	1.2	1.3	1.3	**1.3**
Consultations - Shingles	1.3	1.4	0.8	1.4	1.3	**1.2**

Source: Dispensing contractors' data | NHSBSA

6.5 Enhanced services

Bank holiday provision

There is one local enhanced service commissioned by NHS Sussex ICB in East Sussex which is for selected pharmacies for bank holidays. The pharmacies that open change for each bank holiday and so there is no single list of pharmacies that are signed up to this.

As an example, for Good Friday (18th April 2025) there were 15 community pharmacies open across the county. These were in Eastbourne (4), Hailsham (1), Seaford (1), Bexhill-on-Sea (1), Hastings (2), St Leonards (2), Peasmarsh [near Rye] (1), Crowborough (1), Lewes (1) and Uckfield (1).

COVID-19 Vaccination Service

This is a national enhanced service commissioned by NHS England, and on 30th May 2024, NHS England opened a new Expression of Interest (EOI) process for pharmacy owners that wished to take part in future COVID-19 vaccination service campaigns between September 2024 and March 2026. COVID-19 Vaccination Service - Community Pharmacy England

The current phase of the vaccination programme is the Spring 2025 campaign and 48 out of 92 community pharmacies are currently commissioned to deliver this service in East Sussex.

Table: Pharmacies commissioned to deliver the COVID-19 vaccination service for the Spring 2025 campaign

	Eastbourne	Hastings	Lewes	Rother	Wealden	Total
Pharmacies commissioned	7	13	10	9	9	48
Total pharmacies	17	19	16	14	26	92
%	41%	68%	63%	64%	35%	52%

Source: NHS Sussex ICB

6.6 Advanced services

Advanced services relevant to community pharmacies in East Sussex are detailed below. Services undertake by dispensing appliance contractors (DAC) are not covered as there are currently none of these in the county, residents can access a DAC outside the county. There were no Stoma Customisation or Appliance Use Reviews claimed for during 2024 by any community pharmacies in East Sussex.

New Medicine Service (NMS)

The NMS, which commenced on 1st October 2011, provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence. It is focused on specific patient groups and conditions.

The current conditions eligible for the service are:

- asthma and COPD
- diabetes (Type 2)
- hypertension
- hypercholesterolaemia
- osteoporosis
- gout
- glaucoma
- epilepsy
- Parkinson's disease
- urinary incontinence/retention
- heart failure
- acute coronary syndromes
- atrial fibrillation
- long term risks of venous thromboembolism/embolism
- stroke / transient ischemic attack
- coronary heart disease

All community pharmacies across East Sussex are providing this service with all of them claiming payments during 2024. There is a variation in activity rates across the county with highest activity per 1,000 population in Hastings (110.6) and lowest in Rother (74.1).

Table: New Medicines Service activity, 2024 calendar year

Activity	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
NMS interventions declared	9,301	10,047	8,298	7,025	15,045	**49,716**
Rate per 1,000 population	89.6	110.6	81.9	74.1	91.4	**89.5**

Source: Dispensing contractors' data | NHSBSA

Flu vaccination

All but five community pharmacies claimed payments for flu vaccinations during 2024. Four (out of 26 in Wealden) of these were in Wealden (Heathfield x 2, Polegate and Horam) and one (out of 17 in Hastings) was in Hastings (St Leonards). There is a variation in activity rates across the county with highest activity per 1,000 population in Hastings (151.2) and lowest in Wealden (54.5).

Table: Flu vaccination activity, 2024 calendar year

Activity	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
Influenza Administered Fees	10,419	13,729	9,975	10,115	8,978	**53,216**
Rate per 1,000 population	100.4	151.2	98.4	106.6	54.5	**95.8**

Source: Dispensing contractors' data | NHSBSA

Hypertension Case-Finding service

The Hypertension Case-Finding Service was commissioned as an Advanced service from 1st October 2021. In public-facing communications, the service is described as the NHS Blood Pressure Check Service.

The service aims to:

- Identify people aged 40 years or older, or at the discretion of pharmacy staff, people under the age of 40, with high blood pressure (who have previously not had a confirmed diagnosis of hypertension), and to refer them to general practice to confirm diagnosis and for appropriate management.

- At the request of a general practice, undertake ad hoc clinic and ambulatory blood pressure measurements. These requests can be in relation to people either with or without a diagnosis of hypertension.
- Provide another opportunity to promote healthy behaviours to patients.

All but eight community pharmacies claimed payments for blood pressure checks during 2024. Six (out of 26 in Wealden) of these were in Wealden (Crowborough x 2, Heathfield x 2, Horam and Rotherfield). One (out of 17 in Hastings) was in Hastings (St Leonards) and another one was in Eastbourne (out of 17 in Eastbourne). There is a variation in activity rates across the county with highest activity per 1,000 population in Eastbourne (54.7) and lowest in Wealden (19.3).

Table: Hypertension case-finding activity, 2024 calendar year

Activity	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
Clinic Blood Pressure checks	5,428	2,414	2,423	2,725	2,903	**15,893**
Ambulatory Blood Pressure Monitoring (ABPM)	250	241	184	106	270	**1,051**
Total activity	5,678	2,655	2,607	2,831	3,173	**16,944**
Rate per 1,000 population	54.7	29.2	25.7	29.8	19.3	**30.5**

Source: Dispensing contractors' data | NHSBSA

Smoking Cessation Service (SCS)

The SCS was commissioned as an Advanced service from 10th March 2022. This service has been designed to enable NHS hospital trusts to undertake a transfer of care on patient discharge, referring patients (where they consent) to a community pharmacy of their choice to continue their smoking cessation treatment, including providing medication and support as required. The ambition is for referral from NHS trusts to community pharmacy to create additional capacity in the smoking cessation pathway.

There are only two pharmacies in East Sussex who have claimed activity on this service during 2024. One pharmacy in Eastbourne has claimed 29 consultations and one pharmacy in Hastings has claimed for 1.

The reason the activity was so low in East Sussex is because the in-patient tobacco dependency treatment service within East Sussex Healthcare NHS Trust was not fully live in

2024. The service will be up and running in 2025 which in turn will lead to increased referrals for this service to community pharmacies.

Pharmacy Contraception Service (PCS)

The PCS commenced on 24th April 2023, allowing the on-going supply of oral contraception (OC) from community pharmacies. From 1st December 2023, the service expanded to include both initiation and on-going supply of OC. From October 2025, subject to the introduction of IT updates to community pharmacy clinical services IT systems, the service will be expanded to include Emergency Hormonal Contraception (EHC).

All but 35 community pharmacies claimed payments for PCS during 2024. There is a variation in activity rates across the county with highest activity per 1,000 population in Hastings (3.6), Rother (3.4) and Eastbourne (3.3), and lowest in Lewes (1.4).

Table: Pharmacy contraception service activity, 2024 calendar year

Activity	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
Initiation consultations	60	41	23	33	62	**219**
Ongoing consultations	278	290	119	290	419	**1,396**
Total activity	338	331	142	323	481	**1,615**
Rate per 1,000 population	3.3	3.6	1.4	3.4	2.9	**2.9**

Source: Dispensing contractors' data | NHSBSA

Lateral Flow Device (LFD) tests supply service

The LFD tests supply service for patients potentially eligible for COVID-19 treatments was commissioned as an Advanced service from 6th November 2023. In March 2024 it was announced that the service would continue to be commissioned in 2024/25 and that additional patient groups became eligible to access the service. In late May 2024, the service specification was updated to make the eligibility criteria section clearer to understand, as well as emphasising that patients eligible for the service do not need to have symptoms of COVID-19 to obtain a free box of LFD test kits under the service.

All but 14 community pharmacies claimed payments for LFD service during 2024. There is a variation in activity rates across the county with highest activity per 1,000 population in Hastings (7.7) and lowest in Eastbourne (3.5).

Table: Pharmacy contraception service activity, 2024 calendar year

Activity	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
LFD Test Supply Service Fees	360	702	467	580	696	**2,805**
Rate per 1,000 population	3.5	7.7	4.6	6.1	4.2	**5.0**

Source: Dispensing contractors' data | NHSBSA

6.7 Locally commissioned services

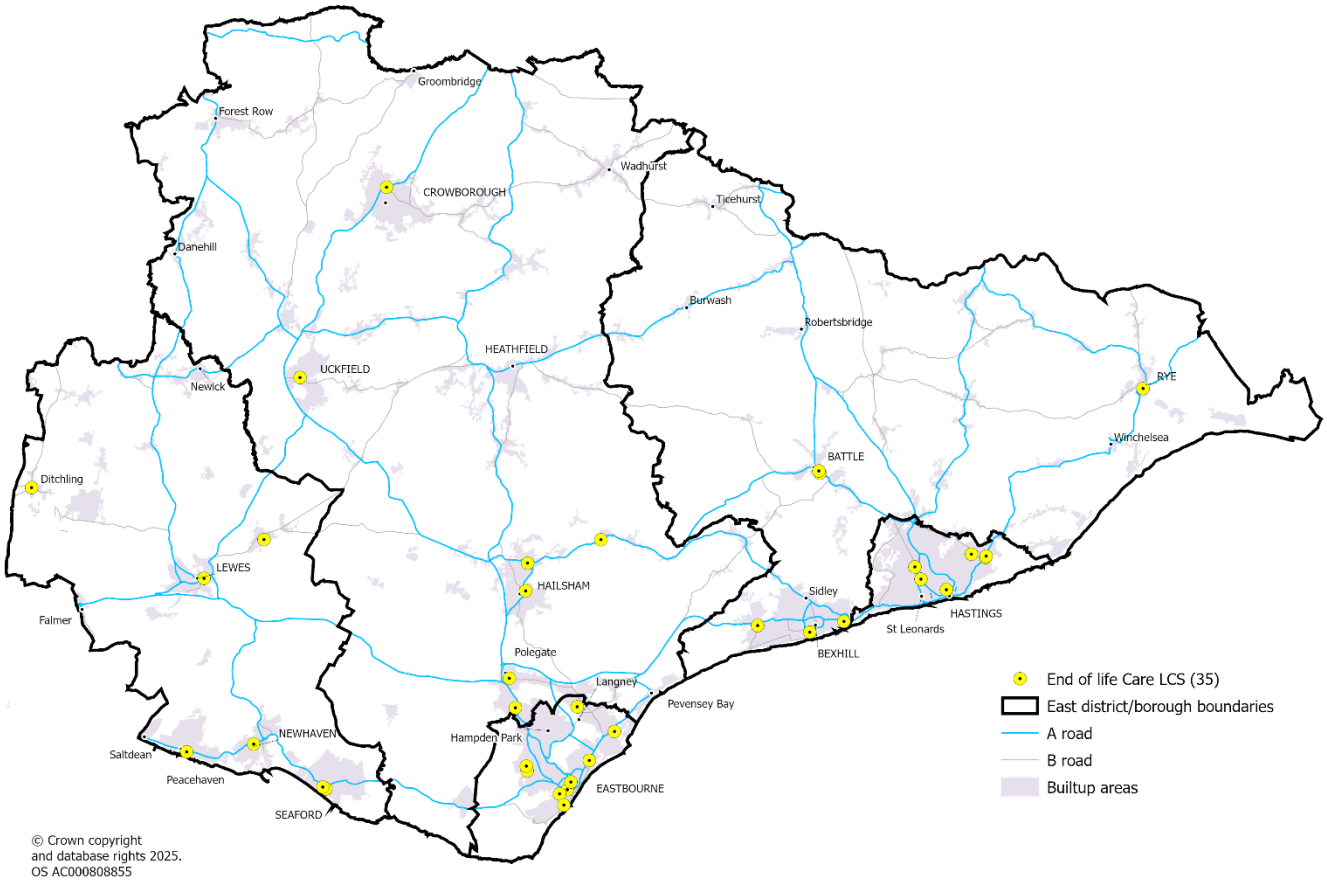
There are two services locally commissioned by NHS Sussex ICB, three commissioned by East Sussex County Council (ESCC), and three commissioned via Change Grow Live (CGL) who provide substance misuse treatment services as commissioned by ESCC.

End of life care / palliative care drugs – NHS Sussex ICB

This service has been commissioned so that patients or their representatives can always have access to essential Palliative Care drugs. This is particularly important for staff working in the community to be aware of to be able to sign-post to. For pharmacies providing the service they will need to stock minimum quantities of a specific set of items.

25 out of 92 community pharmacies across East Sussex are commissioned to provide this LCS and they are shown in the map below and offer a good number of locations across the county.

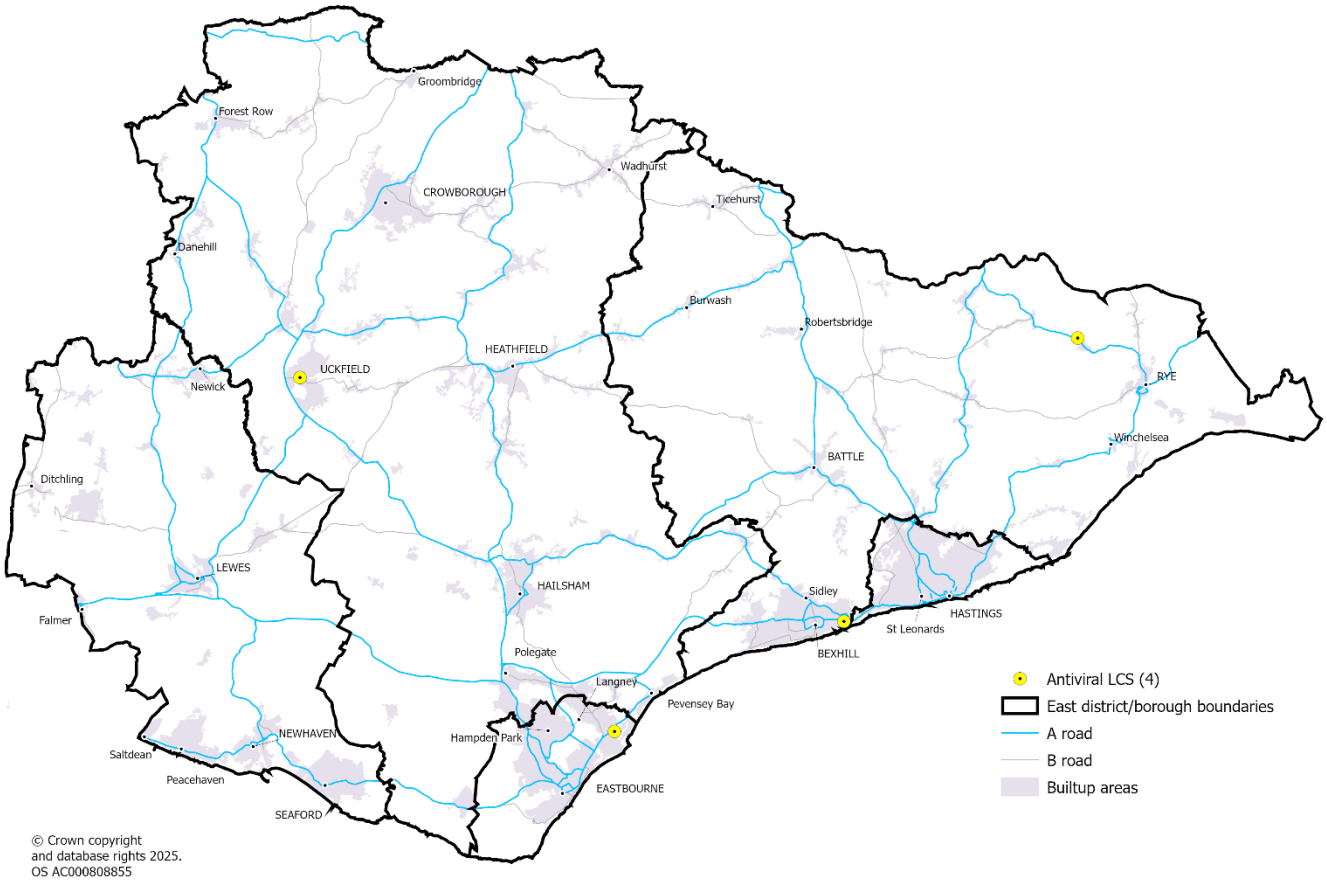
Map: Pharmacies signed up to the End-of-Life Care / Palliative Care Drugs LCS



Supply of oral antiviral medication for the treatment of COVID-19 and management of Influenza - NHS Sussex ICB

There are four out of 92 pharmacies commissioned to provide this LCS, and they are shown in the map below. For both of these services a selected number of pharmacies are commissioned to provide geographical coverage and service provision is not open to all pharmacies.

Map: Pharmacies signed up to the Antiviral LCS



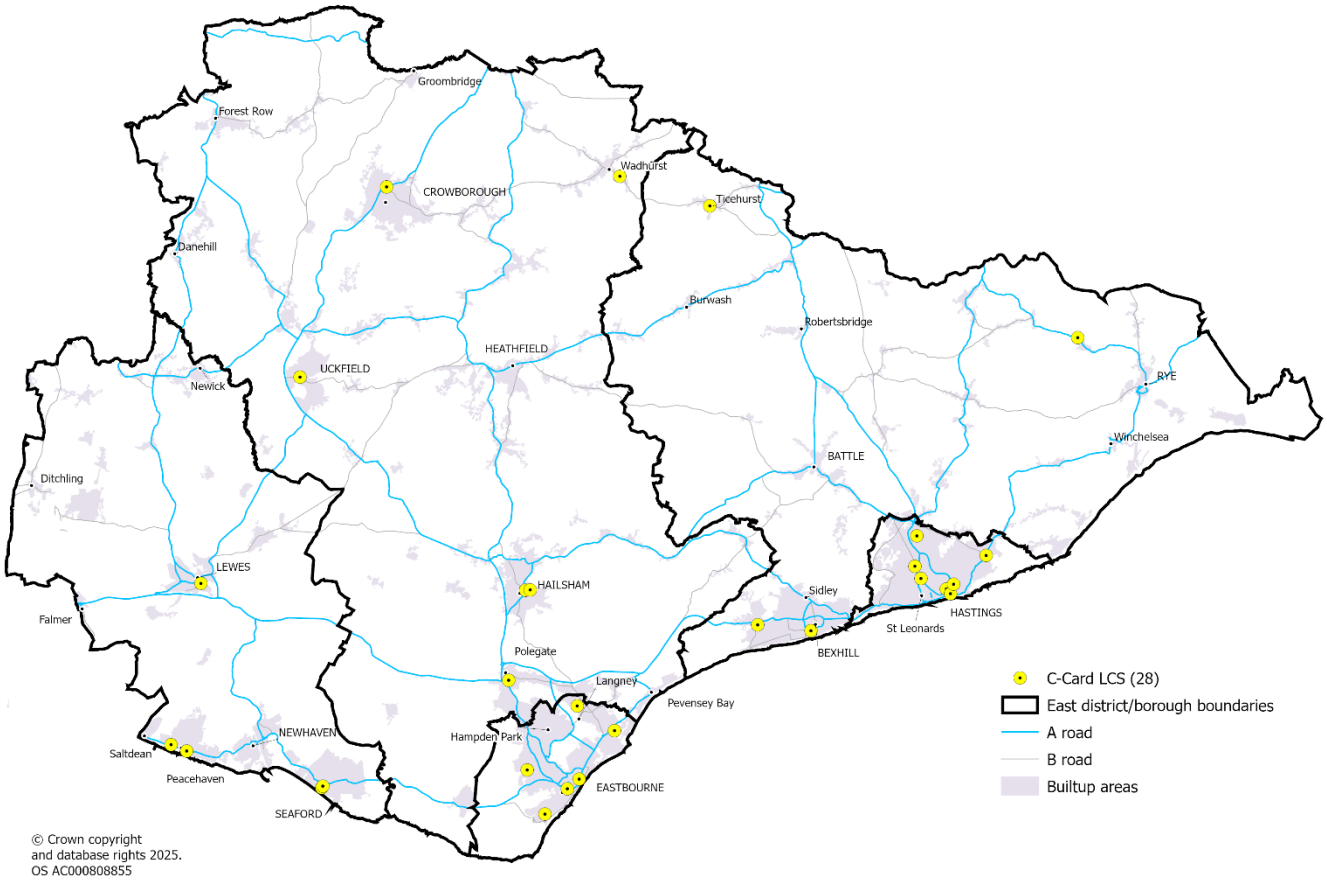
C-Card for under 25s - ESCC

This service is for the distribution of condoms only as part of The East Sussex C-Card Condom Distribution Scheme. The scheme is a free and confidential co-ordinated condom distribution network for young people aged 13-24 years old in East Sussex. It aims to provide quick and confidential access to condoms, supported by evidence based, accurate contraceptive and sexual health information, and signposting to comprehensive contraceptive and sexual health services.

Community Pharmacy PHLSA Services | East Sussex County Council

There are 28 out of 92 pharmacies signed up for this service across the county with at least four locations in each district/borough area.

Map: Pharmacies signed up to the C-card LCS



Emergency Hormonal Contraception (EHC) to under 25s - ESCC

This service is for the provision of free Emergency Hormonal Contraception (EHC). The contractor must be able to provide the EHC service for 90% of their opening times in order to maintain trust in the East Sussex sexual health website service finder www.eastsussexsexualhealth.co.uk

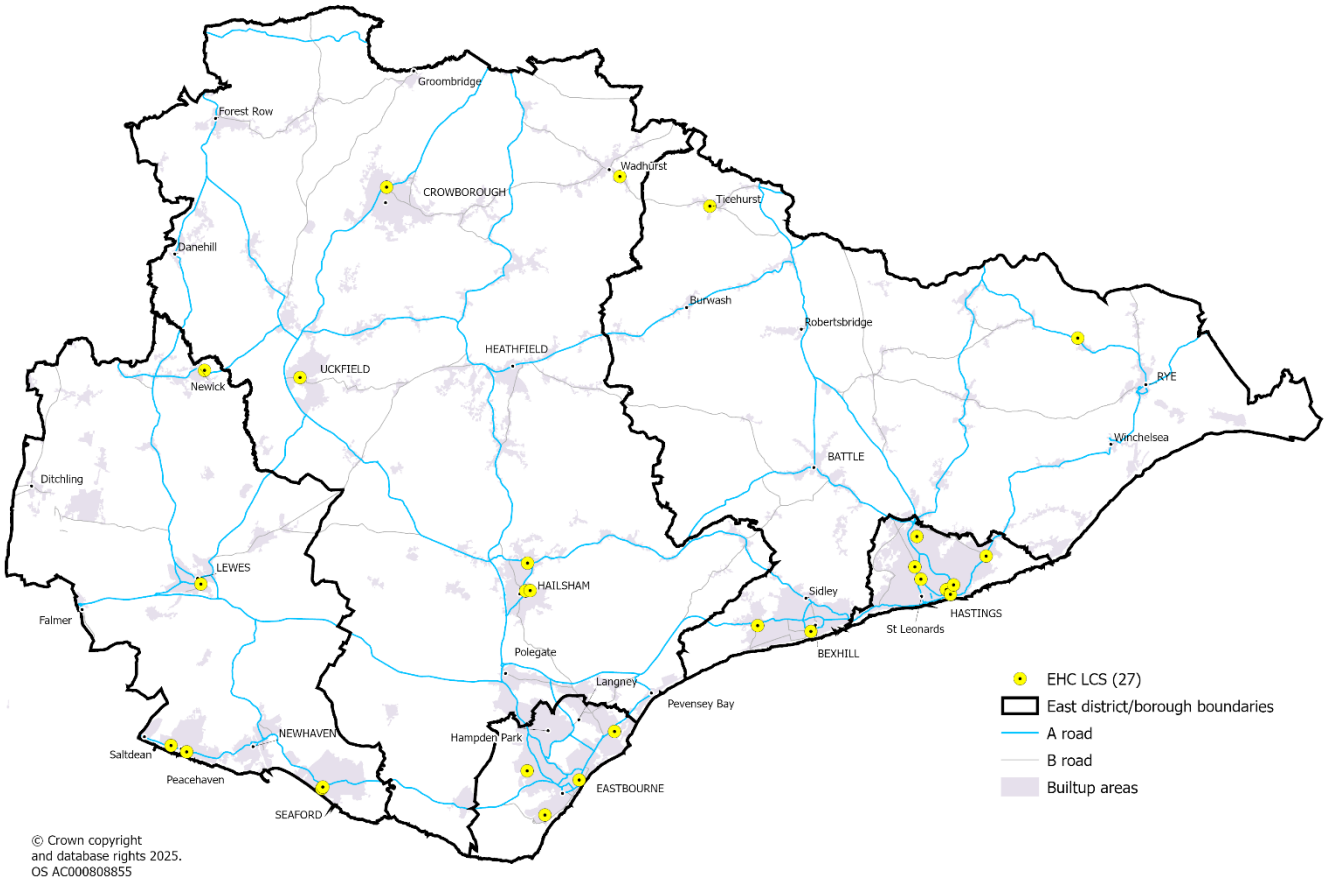
This service covers:

- Assessing and dispensing, under local Patient Group Direction (PGD), free emergency hormonal contraception to East Sussex residents aged 25 or under, and those aged over 25 who are unable to access the alternative free at point of delivery services such as GP practices, online (SH.UK) and specialist sexual health services.
- Provision of free pregnancy testing when appropriate to East Sussex residents aged 25 and under who are requesting EHC.
- Provision of free STI home sampling kits to all ages.

Community Pharmacy PHLSA Services | East Sussex County Council

There are 27 out of 92 pharmacies signed up for this service across East Sussex with four or more locations available in each district/borough.

Map: Pharmacies signed up to the ECH LCS



Smoking Cessation - ESCC

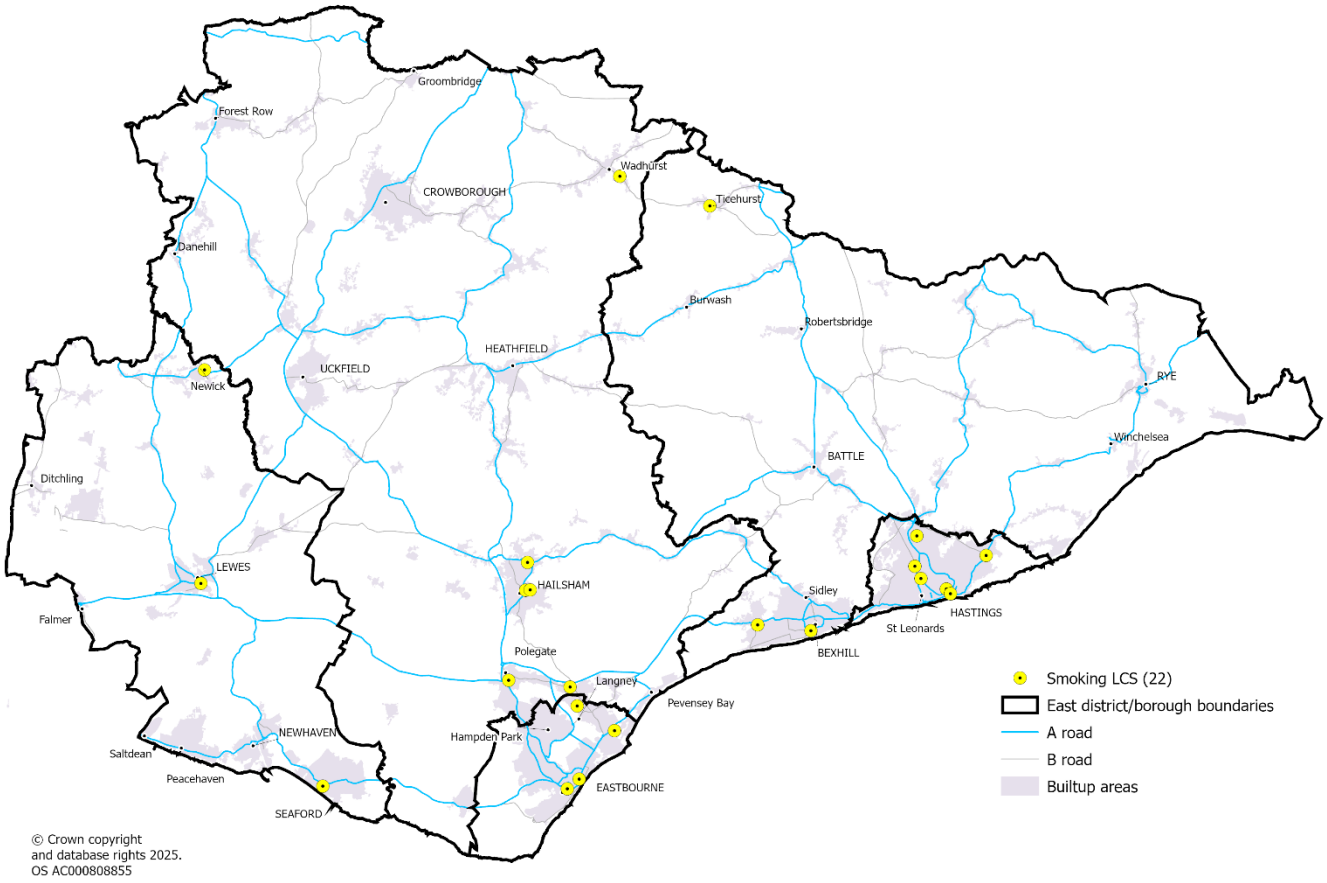
This service enables Community Pharmacies to provide Stop Smoking Services to their clients which:

- Offer choice of treatment options appropriate to clients
- Offer or support clients to use the most effective evidence-based treatments available
- Support people to successfully quit smoking
- Achieve high levels of client satisfaction

Community Pharmacy PHLSA Services | East Sussex County Council

There are 22 out of 92 pharmacies signed up for this service in East Sussex with three or more locations available in each district/borough.

Map: Pharmacies signed up to the smoking cessation LCS



Opiate reversers (naloxone) - CGL

Naloxone is an emergency antidote for overdoses caused by opiates such as heroin, methadone, morphine, codeine and fentanyl. Community pharmacies dispense naloxone to anyone who is likely to provide support for an opiate overdose.

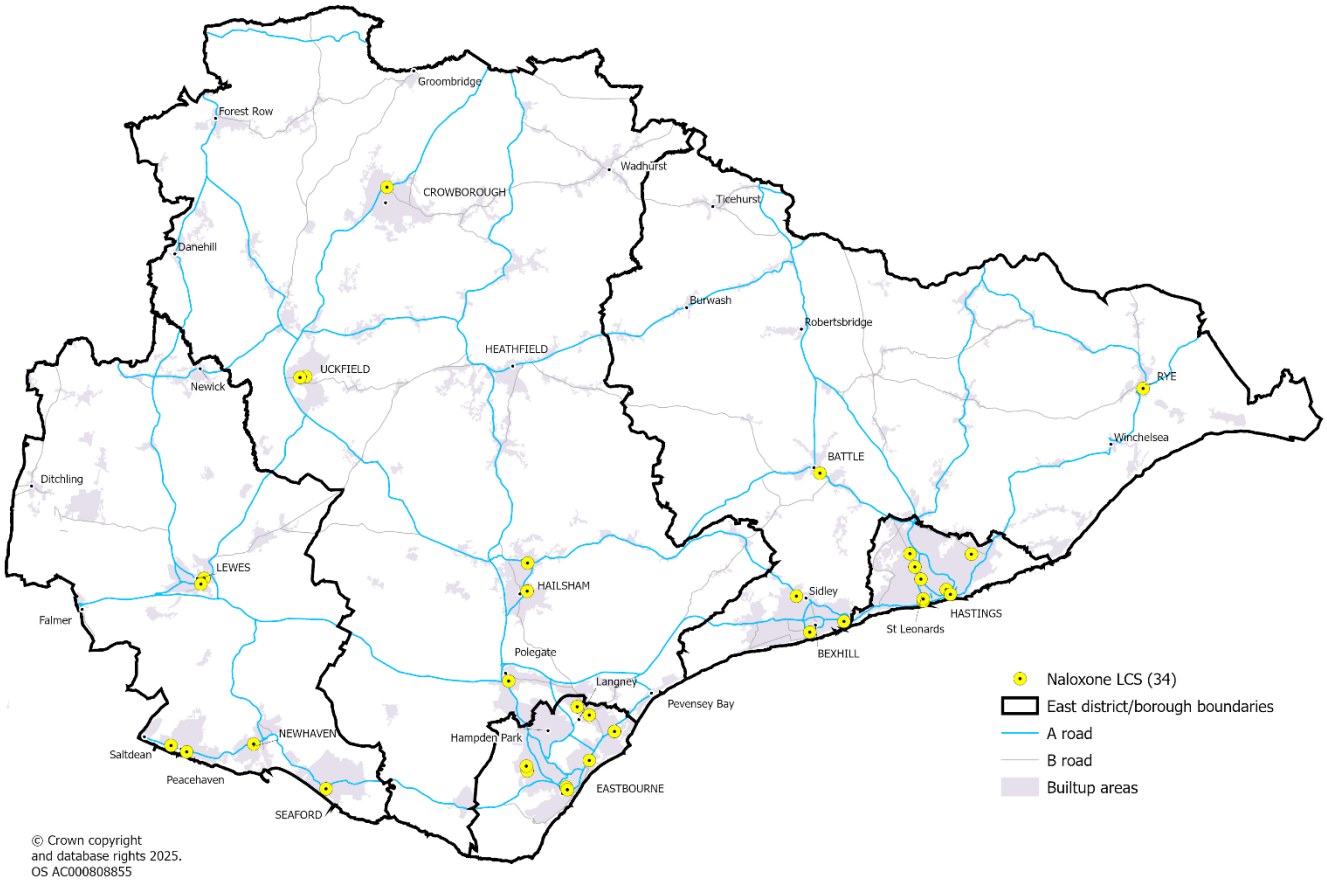
34 out of 92 community pharmacies are signed up to the service with good coverage across the main built-up areas.

Table: Naloxone activity, 1st April 2024 to 17th March 2025

Activity	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
Naloxone activity	9	146	6	13	0	**174**
Rate per 1,000 population	0.1	1.6	0.1	0.1	0.0	**0.3**

Source: CGL

Map: Pharmacies signed up to the Naloxone LCS



Needle and syringe exchange programme (NSP) - CGL

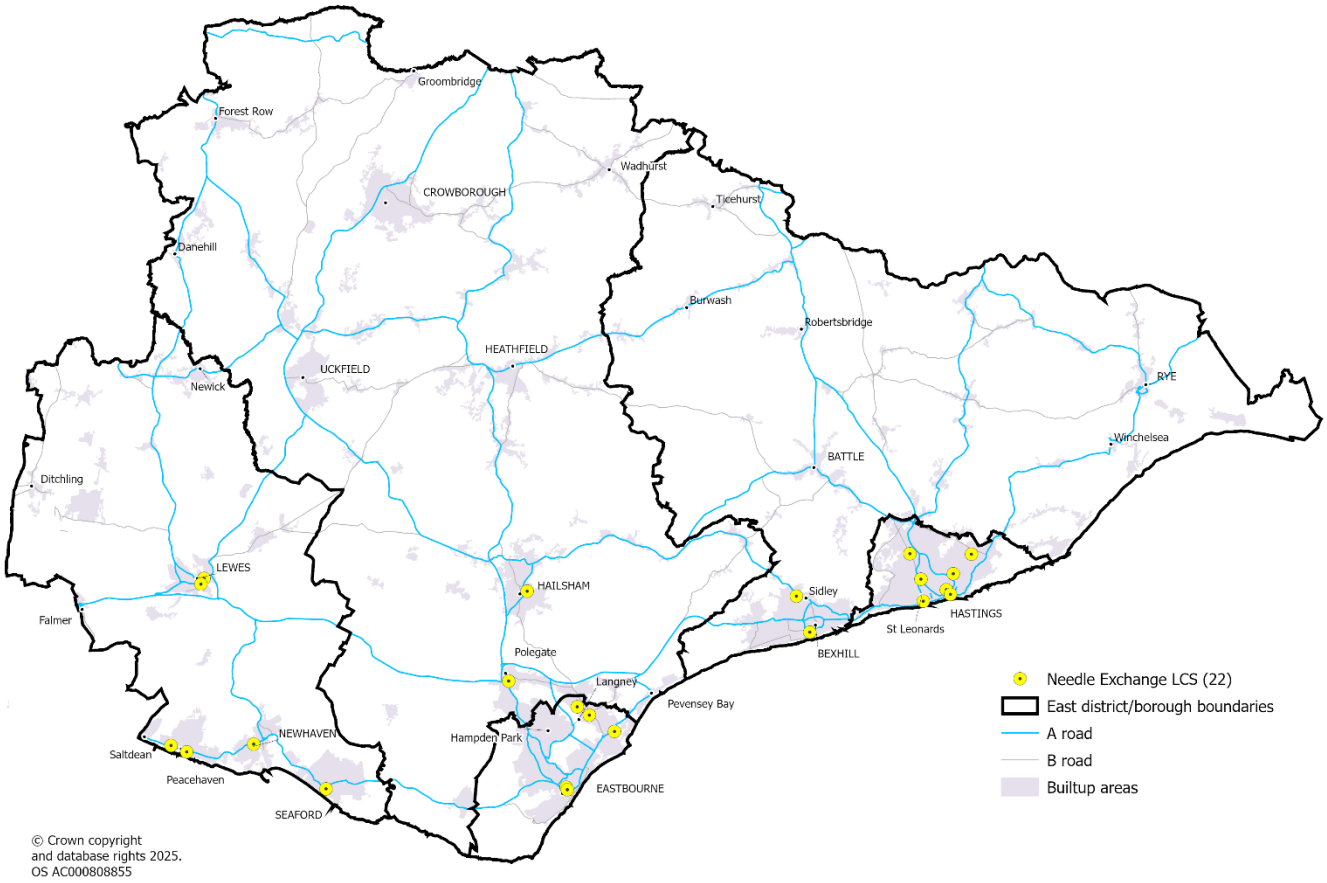
The aim of this service is to reduce the transmission of blood-borne viruses associated with injecting drug use by providing free, sterile injecting equipment and advice in line with NICE public health guideline PH52

22 out of 92 community pharmacies are signed up to the service, mainly concentrated in coastal areas plus Lewes town and Hailsham.

Table: Needle exchange activity, 1st April 2024 to 17th March 2025

Activity	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
Needle Exchange interactions	1,382	4,905	755	25	239	**7,306**
Rate per 1,000 population	13.3	54.0	7.4	0.3	1.5	**13.2**

Map: Pharmacies signed up to the Needle and syringe exchange LCS



Distribution of oral substitution therapy and supervised consumption - CGL

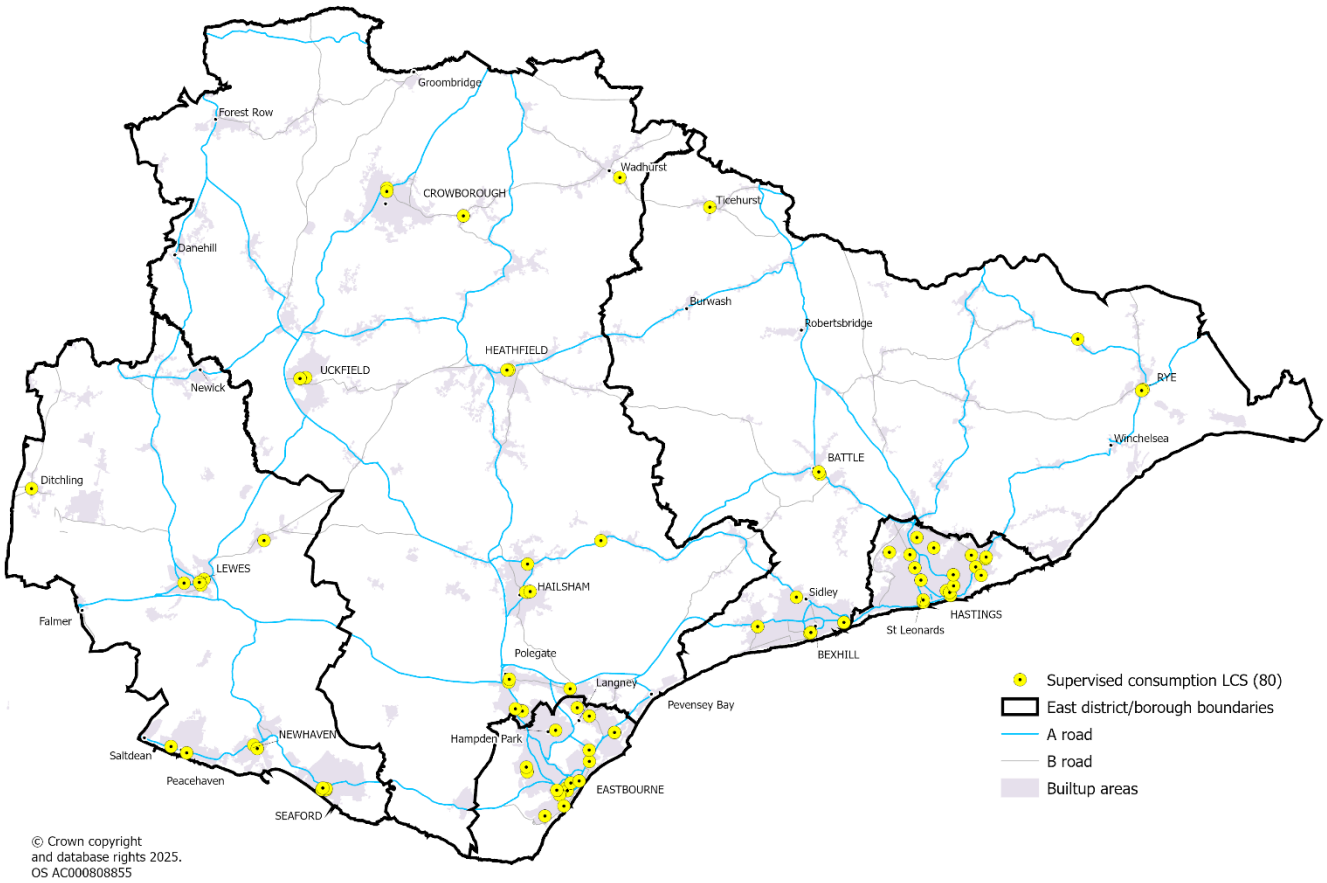
The supervised consumption scheme through community pharmacy aims to reduce mortality and morbidity among high-risk opiate users by improving consistency and quality of care. This service supports individuals in complying with their prescribed regime therefore reducing incidents of accidental deaths through overdose, and pharmacists are able to keep to a minimum the misdirection of controlled drugs, which may help reduce drug related deaths in the community

80 out of 92 community pharmacies are signed up to the service with excellent coverage across the county.

Table: Supervised consumption activity, 1st April 2024 to 17th March 2025

Activity	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
Supervised consumption interactions	2,678	3,140	525	522	317	7,182
Rate per 1,000 population	25.8	34.6	5.2	5.5	1.9	12.9

Map: Pharmacies signed up to the supervised consumption LCS



6.8 Other services affecting demand for and which supply pharmaceutical services

NHS Acute Trust Hospitals

East Sussex NHS Trust (ESHT) is the main trust providing both acute hospital and outpatient services to East Sussex residents in the East of the county. Acute hospital services are provided over two sites at Eastbourne District General Hospital, and The Conquest Hospital in Hastings. The hospital pharmacy service operates from both acute sites with a single Chief Pharmacist overseeing both.

Although based outside of East Sussex, University Hospitals Sussex (UHSx) (hospitals in Brighton and Haywards Heath) and Maidstone and Tunbridge Wells (MTW) (hospital in Pembury) also provide extensive acute inpatient and outpatient services to many East Sussex residents.

The table below shows that for emergency admissions to hospital, 70% of residents attended ESHT, 15% at UHSx and 10% at MTW. This distribution differs between districts and borough in East Sussex.

Table: Emergency admissions for East Sussex residents by hospital trust admitted to, 2022/23

NHS Trust	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
East Sussex Healthcare Trust (ESHT)	93%	94%	26%	87%	52%	70%
University Hospitals Sussex (UHSx)	3%	2%	69%	2%	13%	15%
Maidstone and Tunbridge Wells (MTW)	0%	1%	0%	7%	29%	10%
Elsewhere	4%	3%	4%	4%	6%	4%
Percent Total	100%	100%	100%	100%	100%	100%

Source: East Sussex Joint Strategic Needs Assessment |

NHS Community Hospitals

Sussex Community NHS Foundation Trust (SCFT) runs three community hospitals across the county in Crowborough, Lewes, and Uckfield. Rye and Bexhill Hospitals are run by ESHT. Community hospital services in East Sussex are summarised below, Table 26

Table: Community Hospital Services in East Sussex

Community Hospital	Services provided (Trust)
Crowborough War Memorial	Urgent care centre, minor injuries unit, intermediate care unit; community nursing; therapies; diagnostic imaging. (SCFT) Crowborough birthing centre. (MTW)
Lewes Victoria	Urgent Treatment Centre (UTC); Intermediate care unit; community nursing; therapies; diagnostic imaging. (SCFT)
Uckfield Community	Minor injuries unit, intermediate care beds; community nursing; therapies; Diagnostic imaging. (SCFT)
Rye, Winchelsea and District Memorial	Intermediate care unit, Palliative and end of life of care, outpatient services. (ESHT)
Bexhill	Ophthalmic Day Surgery, Outpatient clinics, Physiotherapy, Radiology, Wet Age-related Macular Degeneration (AMD) follow-up; Diabetic Retinal Screening, intermediate care unit. (ESHT)

Source: SCFT; ESHT; MTW

Mental health services

Sussex Partnership NHS Foundation Trust provides mental health services across East Sussex. They provide services in a variety of different locations including hospitals, health centres, rehabilitation and recovery centres and smaller clinic spaces all over East Sussex.

Hospitals and locations :: Sussex Partnership NHS Foundation Trust

Residential and Nursing Care homes

In East Sussex there were 282 care homes. See map in section 3.2 There are three hospices (one in Hastings, Eastbourne and Chailey respectively) registered in East Sussex.

Apart from Lewes District, the District and Boroughs in East Sussex have more care home beds per 100 people aged 75 and over than the England average.

The number of nursing home beds per 100 people aged 75 and over is lower than the England average for Lewes and Rother and higher for Eastbourne, Hastings and Wealden.

Table: Rates of care home bed provision, 2021

	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex	England
Care home beds per 100 people 75 and over	13.9	17.2	8.2	12.2	9.8	11.7	9.4
Nursing home beds per 100 people 75+	6.3	7.0	3.5	3.9	5.4	5.1	4.6

Source: Palliative and End of Life Care Profiles - Data | Fingertips | Department of Health and Social Care

Other services

Dentists

Dentists may issue NHS prescriptions which are dispensed as part of pharmaceutical services. However the level of activity is unknown.

Cross border NHS services

East Sussex is bounded to the west by Brighton & Hove and West Sussex, to the north and East by Kent. Patients who live toward the borders of the county may choose to access pharmaceutical services from pharmacies located in the major towns close to these borders, namely Brighton & Hove, Burgess Hill, Haywards Heath, East Grinstead and Royal Tunbridge Wells, all of which are found within five kilometres of the East Sussex border.

Private hospitals

There are three private healthcare sites within East Sussex: the Esperance (BMI Healthcare) in Eastbourne, the Horder Centre (Horder Healthcare) in Crowborough, and the Spire Hospital Sussex (Spire Healthcare) in Hastings. These provide several specialties, including surgical and non-surgical services. All have in-house pharmacy departments.

7. East Sussex Residents' Survey 2025

Methodology

A key aspect of the PNA is capturing the views of people who use community pharmacy services in the county. To do this a resident survey was designed, building on previous surveys undertaken in previous PNAs. The steering group helped to ensure the survey was focussed on the key areas where we required evidence from the public. The survey was designed and tested by a member of the public unfamiliar with a PNA to ensure the questions were clear.

The survey was hosted on the East Sussex County Council's Survey and consultation portal, Citizen Space. Have your say on pharmacy services in East Sussex - East Sussex - Citizen Space and ran during the 6 weeks between 6th February and 20th March 2025.

A poster was designed to promote the survey which was posted out to all community pharmacies, GP Practices (and branch surgeries), all 17 public libraries and all 11 family hubs with a letter asking if they would display the poster in their premises.

Hard copy surveys were also available in public libraries and sent out to anyone requesting one.

The survey was promoted through the GP Practice Patient Participation Group Network, who encouraged their members to complete the survey and promote within their practices. Partners, such as Healthwatch and NHS Sussex, promoted the survey through their newsletters.

Social media advertising was purchased to promote the survey on Facebook and Instagram, whilst there were also posts from ESCC accounts on Facebook, Instagram and X.

7.1 Findings

Area of residence

Of the 947 who responded to the survey, 943 provided the district/borough where they live. Comparing the distribution to the general population we can see that Rother and Wealden are slightly over represented and Eastbourne and Hastings slightly under-represented. However the sample size is big enough to provide useful results.

Where data are split by district/borough some numbers and percentages may be slightly different in tables and charts when comparing to East Sussex, as some people did not provide their district/borough of residence.

Chart: District/borough of residence

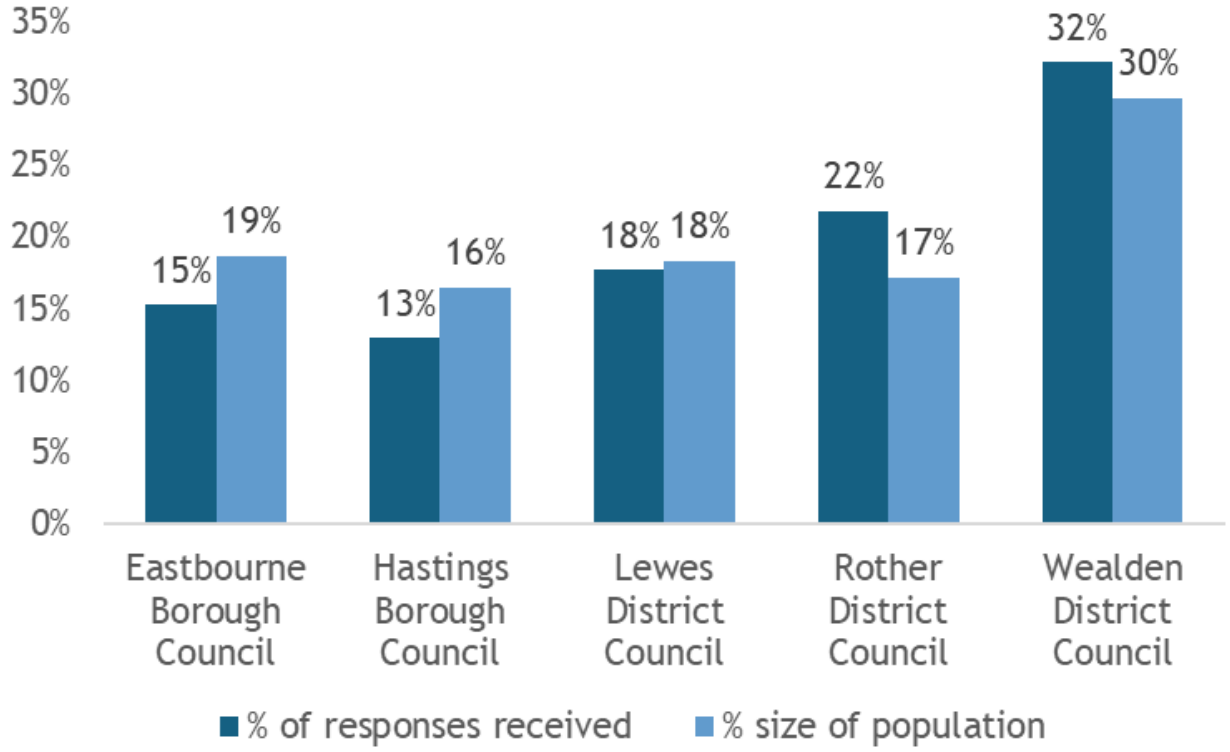


Table: Responses by area of residence

Area	Responses
Eastbourne	144
Hastings	122
Lewes	167

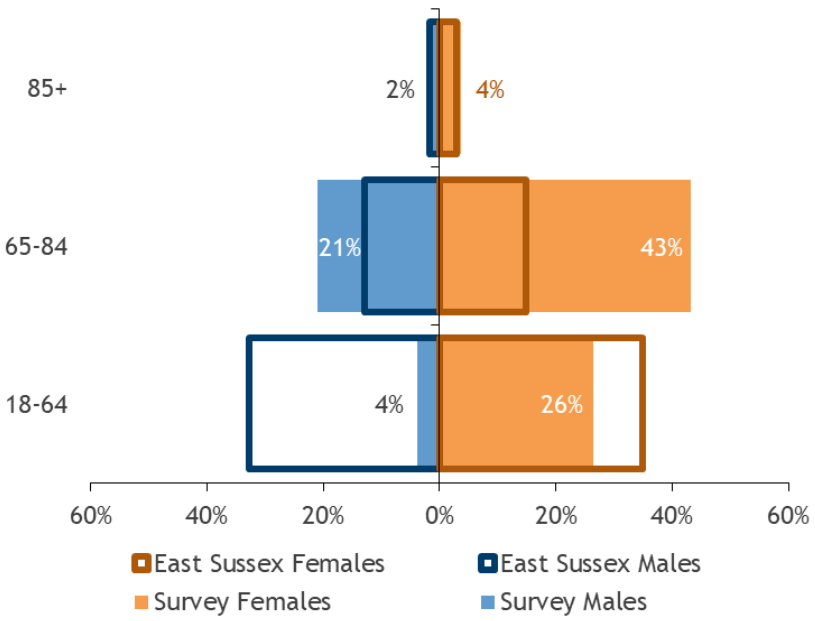
Area	Responses
Rother	206
Wealden	304
Don't know	2
Not Answered	2
Total	**947**

Equalities questions

Age and sex

27% of responses were from men compared to 73% from women. The chart below compares the age and sex distribution of respondents to the survey (coloured bars) to the general resident population in East Sussex (outlines). This shows that a greater percentage of respondents were in the 65-84 age category compared to the general population. A lower proportion were in the 18-64 age group, although this was more pronounced for males. A similar percentage were aged 85+ compared to the population. This tells us that older females responded most to the survey. This will reflect population groups who are generally more likely to respond to a survey, plus the population who will be utilising pharmacy services the most.

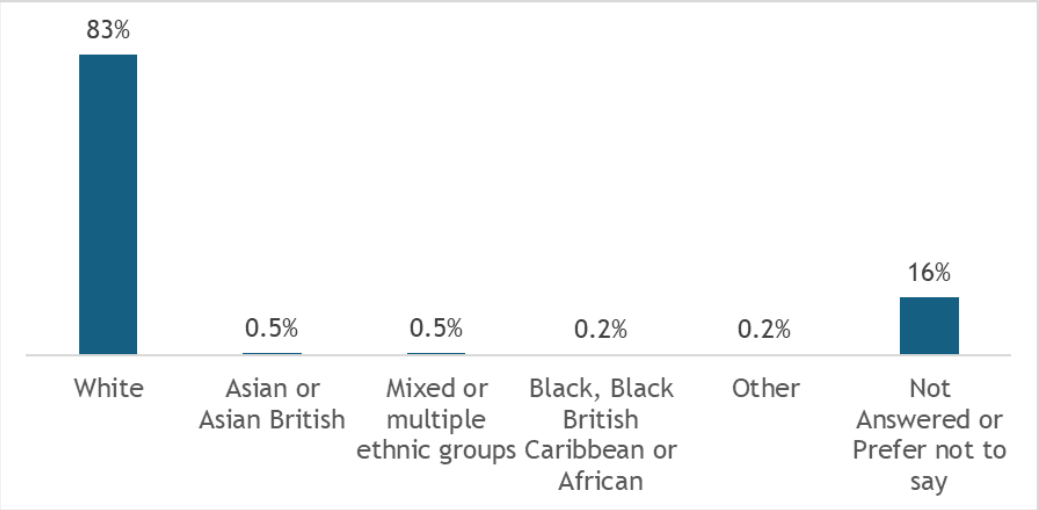
Chart: Responses by age and sex



Ethnic group

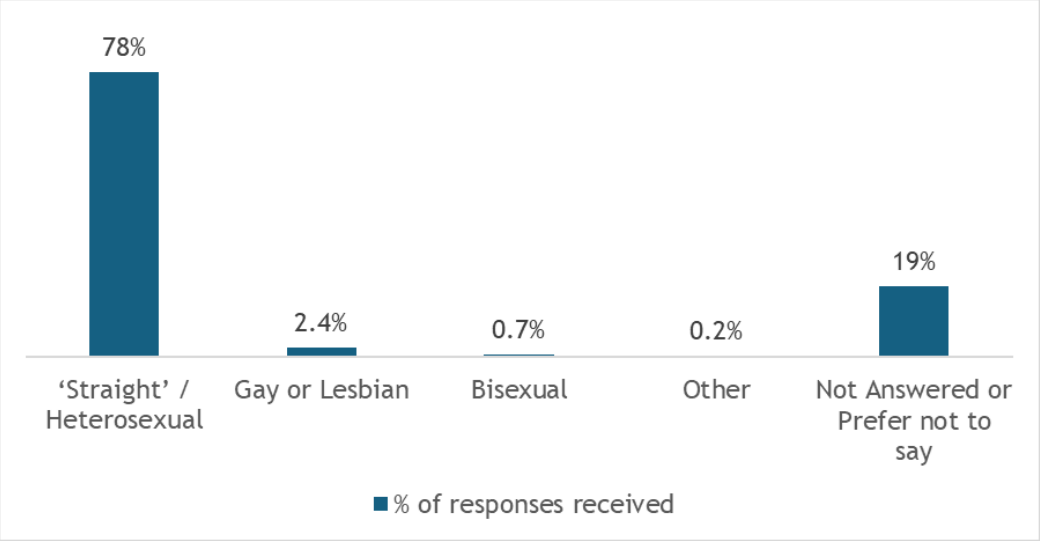
83% of respondents were white ethnicity, with 1.5% other ethnic groups and 16% who did not answer or preferred not to say.

Chart: Responses by ethnic group



78% of respondents were straight/heterosexual, with 3.4% other orientations and 19% who did not answer or preferred not to say.

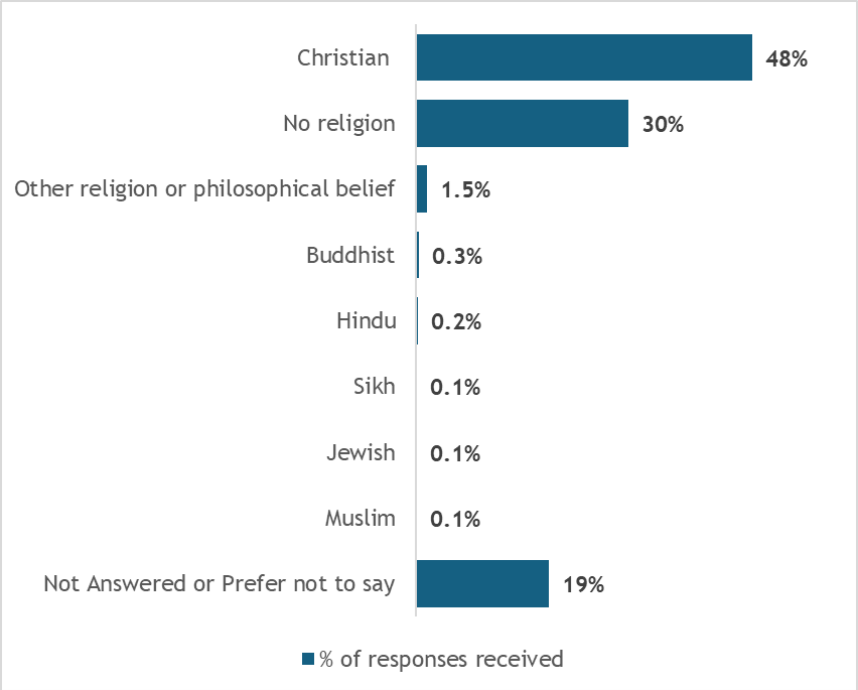
Chart: Responses by sexual orientation



Religion or belief

48% of respondents were Christian, 30% had no religion and 2.3% were other religions/beliefs. 19% did not answer or preferred not to say.

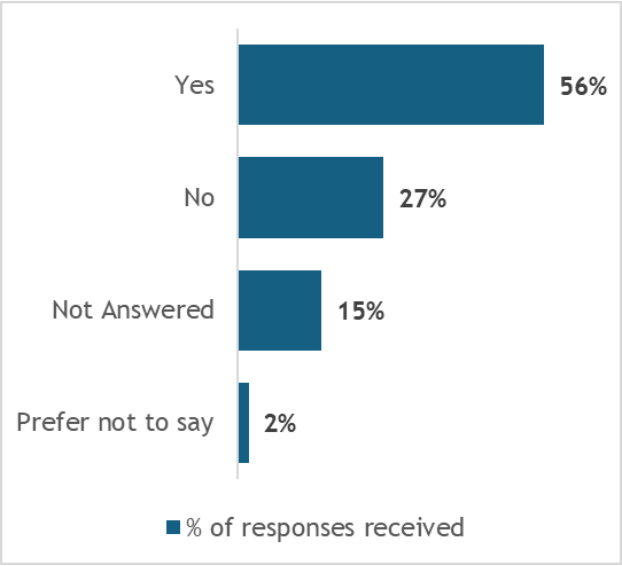
Chart: Responses by religion or belief



Long-term limiting illness

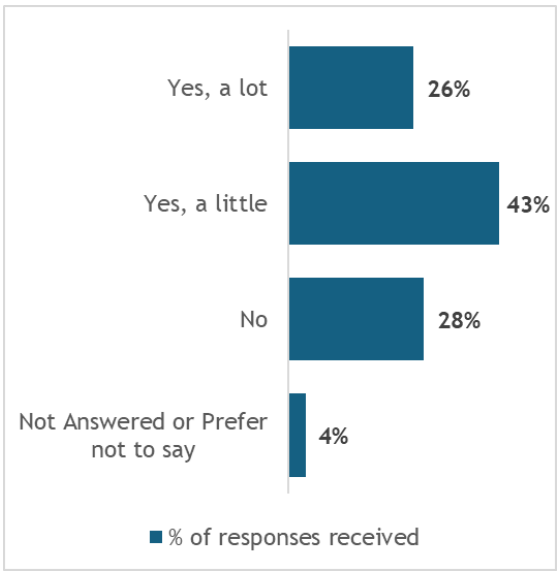
56% (531 people) responded that they did have a physical or mental health conditions or illnesses lasting or expected to last 12 months.

Chart: Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?



Of those 531 people 69% responded that their condition or illnesses reduced their ability to carry out day-to-day-activities.

Chart: Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?



Where do you usually get your prescription from?

71% of respondents reported they got their prescription from a pharmacy/chemist shop, with 14% getting it directly from a GP Surgery. Of those who got their prescription from a GP, 57% lived in Rother and 37% lived in Wealden which reflects the availability of dispensing practices for more rural patients.

Chart: Where do you get your prescription from?

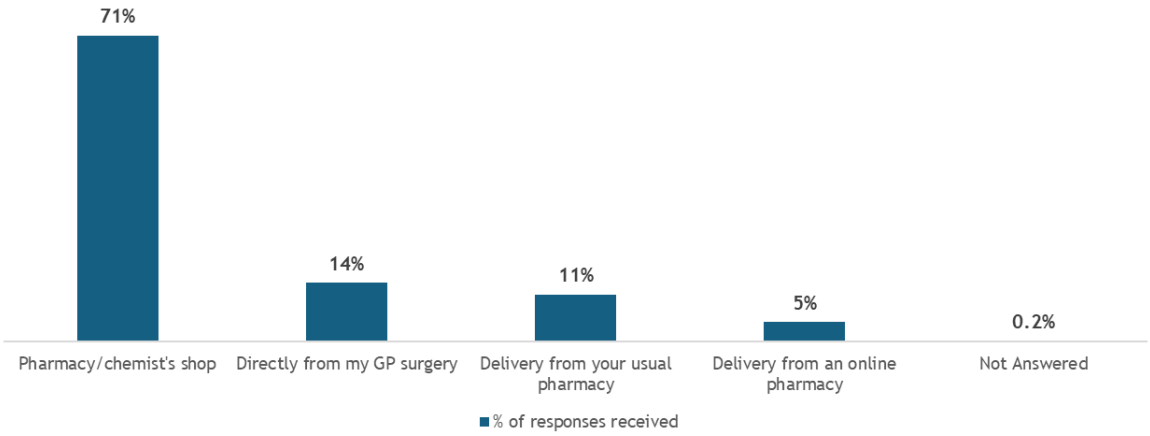
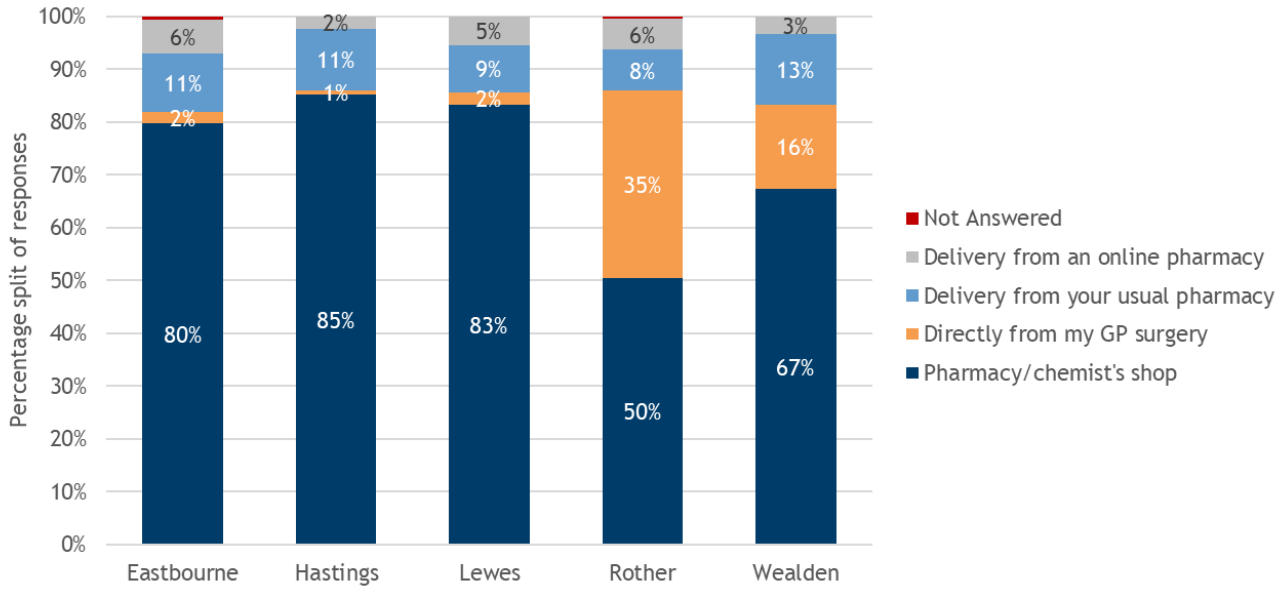


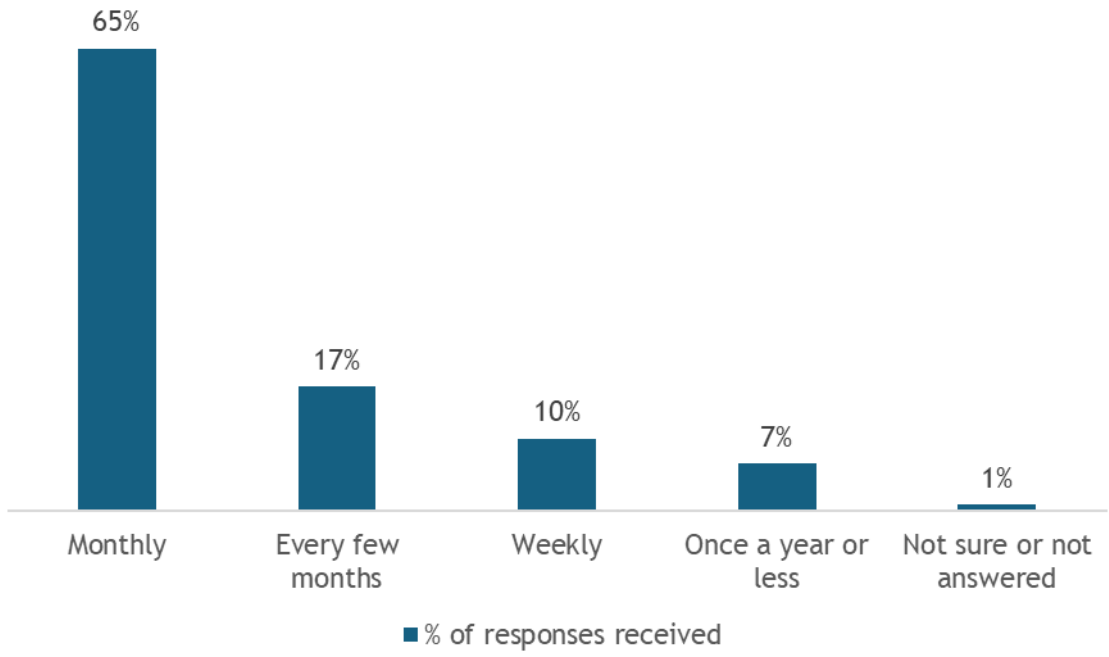
Chart: The percentage split for each district/borough showing where people usually get their prescriptions



How often do you use a pharmacy for health reasons?

The vast majority of respondents visited their pharmacy monthly (65%), with 17% every few months, 10% weekly and 7% once a year or less.

Chart: How often do you use a pharmacy for health reasons?



How do you usually travel to the pharmacy?

For those who visited a pharmacy in person, 53% travelled by car and 42% walked. Only 2% travelled by public transport. Use of public transport is highest in Eastbourne (6%) and lowest in Rother (2%) and Wealden (0%). This reflects the access to car statistics in section 4.6.

Chart: How do you usually travel to the pharmacy?

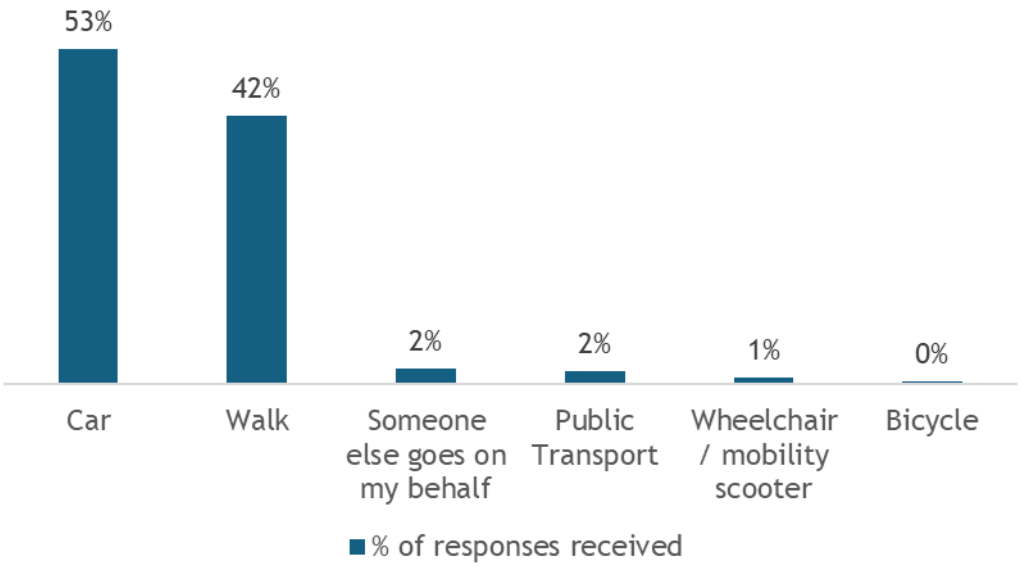


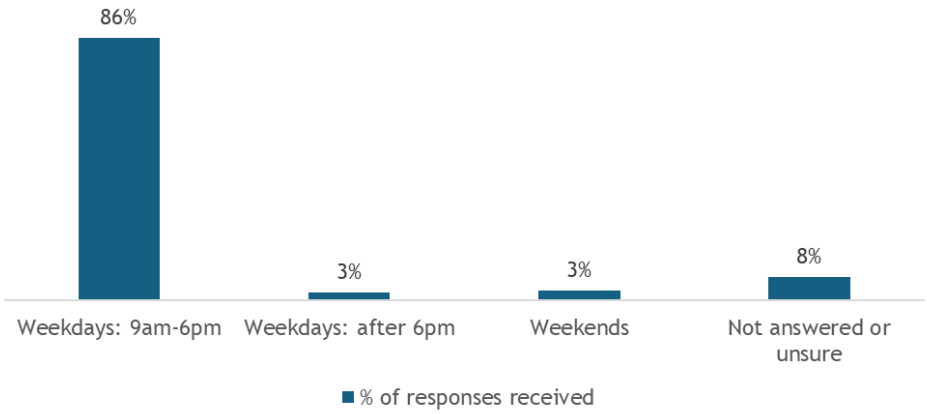
Table: How do you usually travel to the pharmacy?

Method of travel	Eastbourne	Hastings	Lewes	Rother	Wealden	East Sussex
Car	49%	43%	42%	60%	59%	52%
Walk	42%	50%	52%	35%	38%	42%
Someone else goes on my behalf	2%	4%	3%	2%	2%	2%
Public Transport	6%	3%	3%	2%	0%	2%
Wheelchair / mobility scooter	0%	1%	1%	2%	1%	1%
Bicycle	1%	0%	0%	0%	0%	0%

What time do you usually go to the pharmacy?

The vast majority of respondents (86%) go to their pharmacy on weekdays between 9am and 6pm. 3% usually go on a weekday evening and another 3% on the weekend (8% did not answer or were unsure).

Chart: What time do you usually go to the pharmacy?



How easy was it to access a pharmacy at different times

Most respondents found it easier to access the pharmacy weekdays between 9am and 6pm (66% found it easy) and at weekends (49% found it easy), whilst only 29% found it easy weekdays after 6pm and 28% on bank holidays.

Looking at the responses by district/borough and which area scored poorest on access for each time option, Hastings respondents found it hardest to access weekdays, Lewes respondents found it hardest in the evenings and bank holidays, and Rother respondents found it hardest on the weekends.

Chart: How easy was it to access a pharmacy at these different times?

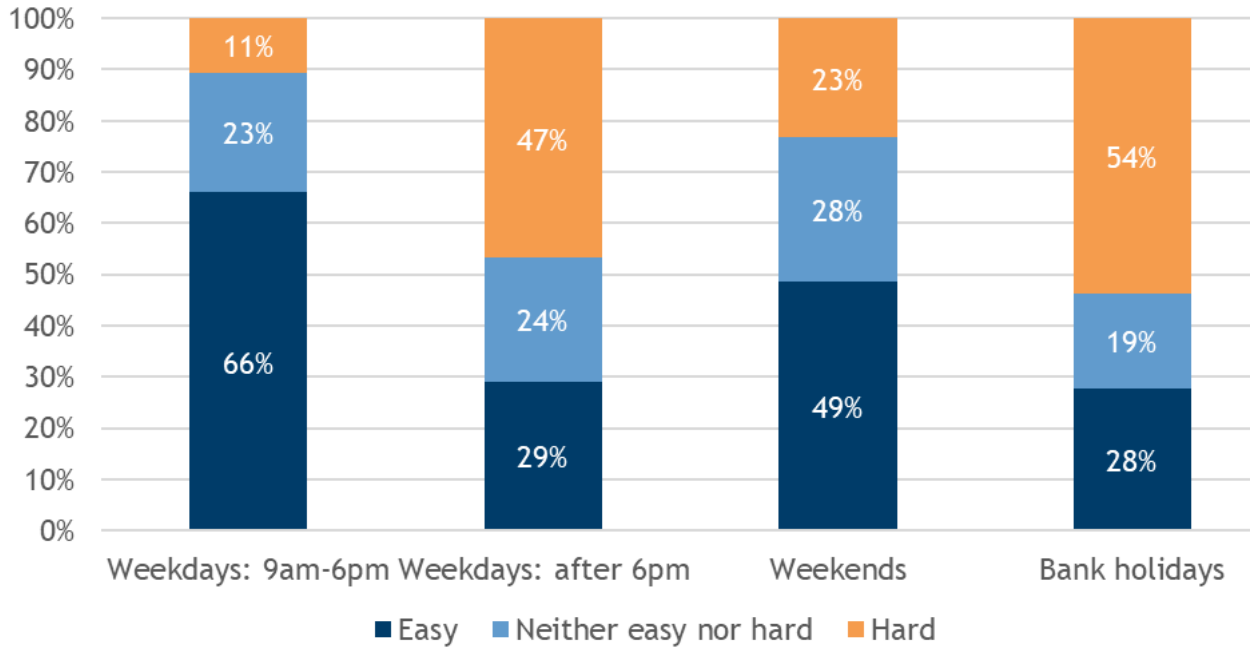
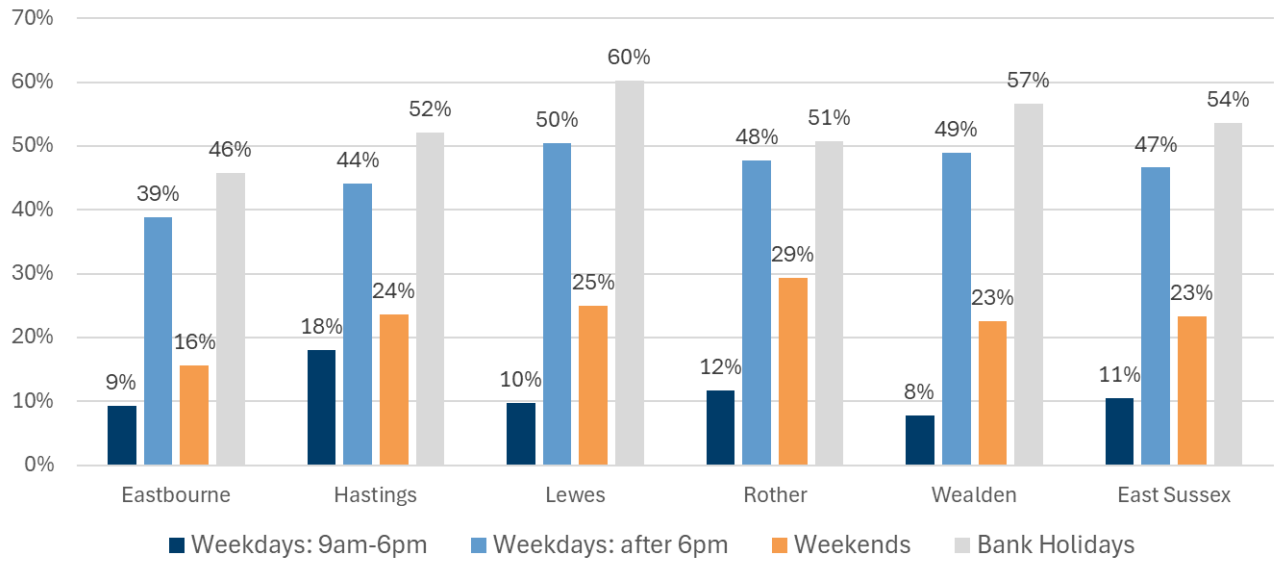

100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
11%
23%
66%
47%
24%
29%
23%
28%
49%
54%
19%
28%
Weekdays: 9am-6pm
Weekdays: after 6pm
Weekends
Bank holidays
Easy
Neither easy nor hard
Hard

Chart: % of respondents from each district/borough who found it "hard" to access a pharmacy at these different times



Access for people with physical disabilities

27% (259) of people responded to this question with 79% (204 people) of those reporting that the pharmacy always met their needs.

For those that said their needs were sometimes or never met, 35% stated difficulties accessing the building because of steps, 25% insufficient/no seating, 18% difficulty opening the door and 10% long queues.

Chart: If you have a physical disability, does your pharmacy meet your needs for you to access the building?

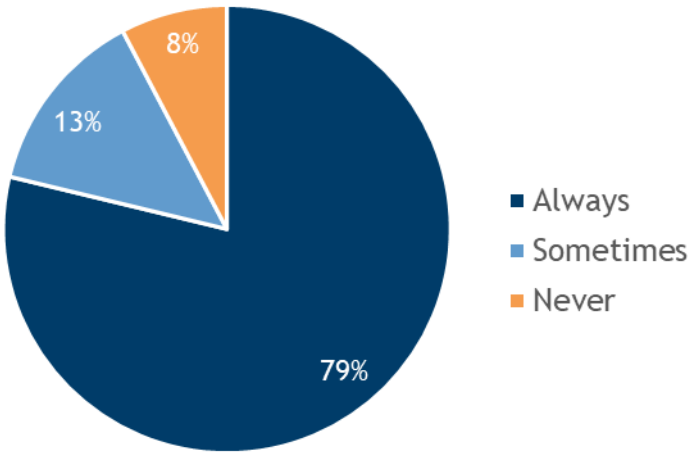
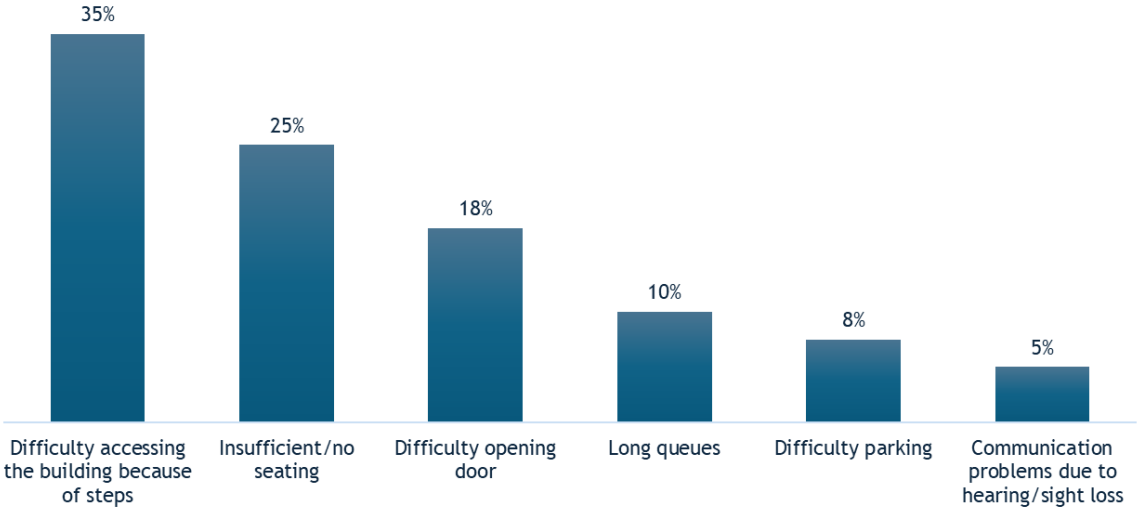


Chart: The reasons given by people with a physical disability need as to why the pharmacy only sometimes or never meets their needs



Experience for people with communication needs

Communication needs might include needing written information in another format e.g. large print, audio or in another language.

21% (194) of people responded to this question, and of those 79% (154 people) reported that the pharmacy always met their needs.

The most common reason for why the pharmacy did not meet their needs related to some form of telecommunication need not being met. This might include the pharmacy not calling/messaging to update/respond to customers, no longer being able to call the pharmacy, or the pharmacy being slow at responding to emails/calls.

Chart: If you have a communication need, does your pharmacy communicate information with you in the way you need?

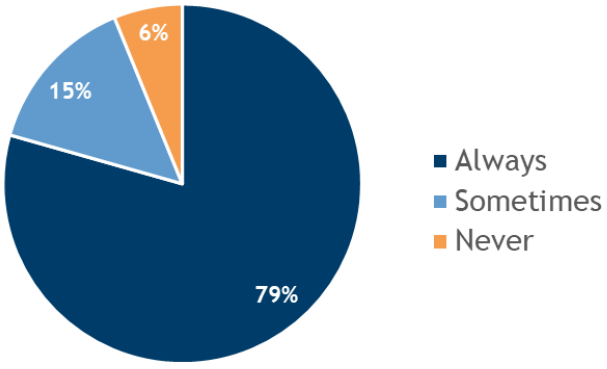
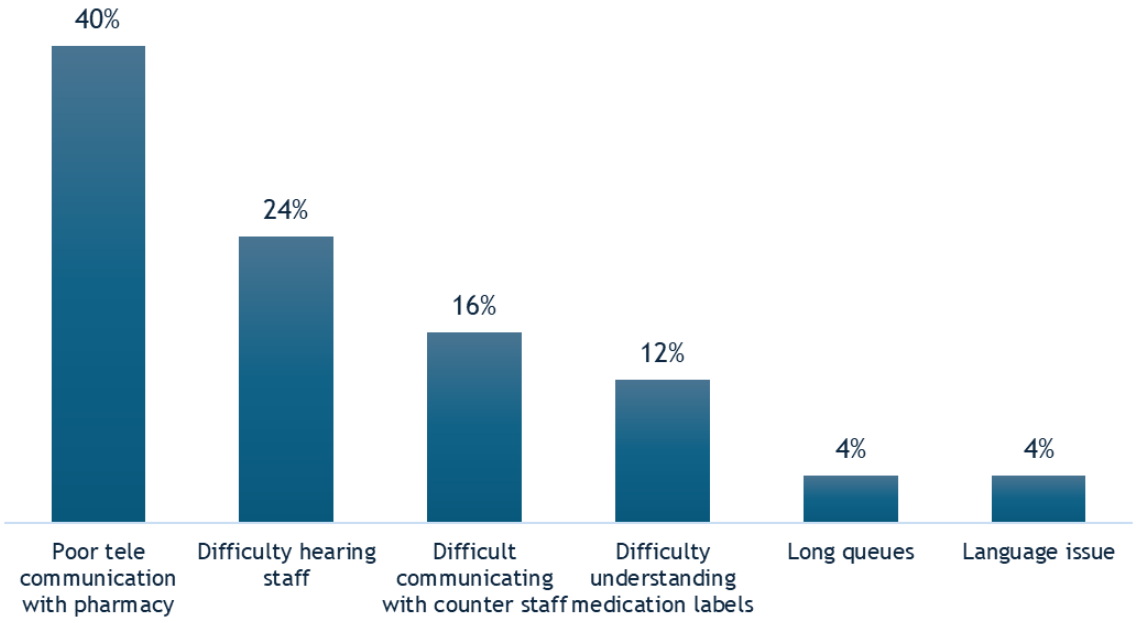


Chart: The reasons given by people (25 individuals) with a communication need as to why the pharmacy does not always meet their needs



Helping others access pharmacies

33% (311) of people help someone to use pharmacy services, and of those 6% (18 people) reported they found it difficult to meet that person's needs.

When respondents were asked what makes it easy or difficult to collect on behalf of someone else, there were four times more positive responses to negative ones.

Chart: If you help someone else to use pharmacy services, does the pharmacy make it easy or difficult for you to meet that person's needs

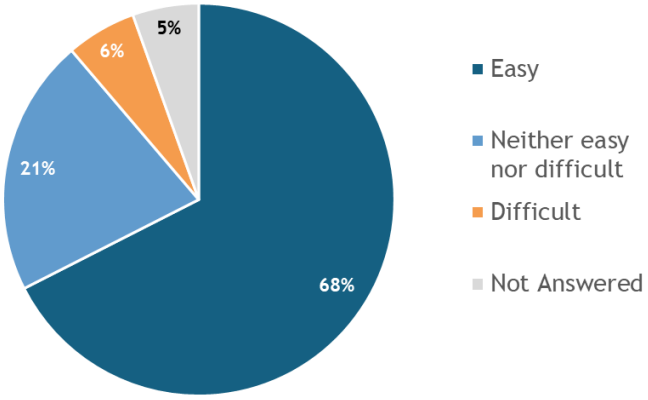
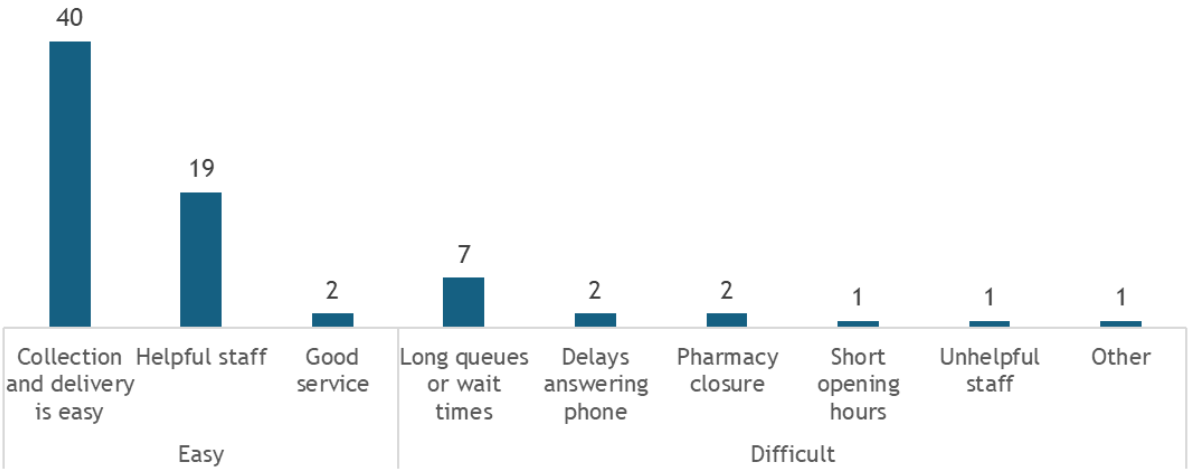


Chart: What makes it easy or difficult to collect on behalf of someone else?



Any other comments about pharmacy services in East Sussex

The final question was an open question inviting any other comments to which we received 683 responses. We completed a qualitative analysis, and these were the numbers of responses against some key themes:

1. **Convenience and Accessibility**: There were 49 responses mentioning the convenience of local pharmacies, with 15 responses highlighting issues with limited opening hours and closures.
2. **Service Quality**: There were 38 responses praising the helpful and friendly staff, while 12 responses criticise long wait times and poor customer service.
3. **Delivery Services**: Delivery services were mentioned in 27 responses, with 8 responses expressing concerns about unpredictability and delays. Note that delivery services are not an NHS funded service, or a pharmacy commissioned service.
4. **Pharmacy Closures**: There were 22 responses expressing strong sentiment against the closure of local pharmacies.
5. **Role of Pharmacists**: Pharmacists were valued in 31 responses for their advice and handling minor health issues, but 9 responses mention concerns about overburdened pharmacists and lack of continuity in care.
6. **Out-of-Hours Services**: There were 18 responses indicating a need for the existing pharmacies to be open longer during evenings, weekends, and bank holidays.
7. **Integration with GP Services**: Better integration between pharmacies and GP services was desired in 14 responses, with issues such as delays in prescription processing and lack of communication highlighted.

8. **Environmental Concerns**: Environmental impact of pharmacy practices was mentioned in 5 responses. This was mainly related to plastic packaging.

10. Gap analysis

Guidance from the Department of Health and Social Care suggests there are three types of gaps in provision that can be articulated in the PNA:

- Geographical gaps in the location of premises.
- Geographical gaps in the provision of services.
- Gaps in the times at which, or days on which, services are provided.

This section summarises the analysis in East Sussex.

10.1 Geographical gaps in the location of pharmacies

Section 6.1 contains analysis of provision (pharmacies and dispensing practices) per 100,000 population across the districts and boroughs in East Sussex. This shows highest provision per 100,000 population in Rother (24.2), which has the oldest population profile, followed by Hastings (22.0) which has the most population living in areas of deprivation. The lowest rates are in Eastbourne (16.4) and Lewes district (16.8).

Section 4.5 shows a map of all pharmacy locations overlaid onto population density. This shows that all highly populated areas of the county have sufficient pharmacy locations nearby. Access in more rural areas, such as rural Rother and the northern areas of Wealden, is boosted with dispensing practices.

Access for residents is boosted by provision in towns outside East Sussex but within 5km of the county border (section 6.2).

Current planned housing developments will not create a gap during the lifetime of the PNA (section 4.4).

Conclusion: No gaps in the location of pharmacies.

10.2 Geographical gaps in the provision of services

- Section 6.4 has shown that there are no gaps in the provision of necessary services which included all essential services, and the Pharmacy First advanced service provided from the majority of premises to give good geographical coverage.
- In terms of advanced services (section 6.6) and locally commissioned services (section 6.7), existing pharmacies should be further supported by commissioners to enhance provision and uptake of services for residents in East Sussex.

Conclusion: No gaps in provision of necessary services and no identified needs for additional pharmaceutical services

10.3 Gaps in the times at which, or days on which, services are provided

- Section 7.1 shows that the vast majority of survey respondents (86%) go to their pharmacy on weekdays between 9am and 6pm. 3% usually go on a weekday evening and another 3% on the weekend (8% did not answer or were unsure).
- Section 6.2 shows opening times for pharmacies across East Sussex. Coverage is best on weekdays when the vast majority of residents access services.

Evenings (open after 6pm at least one weekday)

- Across East Sussex 39% of pharmacies and GP dispensaries are open evenings and this ranges from 48% in Wealden to 31% in Lewes. Access for residents is boosted by provision in towns outside East Sussex but within 5km of the county border (section 6.2).
- The travel analysis in section 6.3 showed no areas were more than 30 minute drive from an open location and only 5.9% of the population did not have access via public transport within 30 minutes.
- The resident survey analysis in section 7.1 showed that 47% found it hard to access a pharmacy in the evening. This ranged from 39% in Eastbourne to 50% in Lewes district.

Weekends

- 77% of pharmacies and GP dispensaries are open on a Saturday and this ranges from 88% in Eastbourne to 64% in Rother. 15% of pharmacies and GP dispensaries are open on a Sunday and this ranges from 35% in Eastbourne to 3% in Wealden (section 6.2).
- Access for residents is boosted by provision in towns outside East Sussex but within 5km of the county border. This is far better on a Saturday than a Sunday.
- The travel analysis in section 6.3 showed no areas were more than 30 minute drive from an open location on a Saturday or Sunday.
- When looking at access via public transport on Saturdays the analysis showed that 69,747 (12.7%) of residents did not have access within 30 minutes. This increased to 218,288 (39.6%) on a Sunday.
- The resident survey analysis in section 7.1 showed that 23% found it hard to access a pharmacy on the weekends. This ranged from 16% in Eastbourne to 29% in Rother.

Bank holidays

- There is an enhanced service commissioned by NHS Sussex ICB to ensure suitable access is available across East Sussex.

- The resident survey analysis in section 7.1 showed that 54% found it hard to access a pharmacy on a bank holiday. This ranged from 46% in Eastbourne to 60% in Lewes district.

Access to car/van

- Section 4.6 shows that the areas with low percentages households with access to a car/van are all in the more densely populated urban areas of East Sussex which have better access to pharmacies during the evenings and weekends.

Conclusion: No gaps in the times at which, or days on which, services are provided.

11. Stakeholders' consultation

The Regulations (2013) require the HWB to consult on their draft PNA for a minimum 60-day period. This consultation ran for twelve weeks between 9 May 2025 and 1 August 2025.

The questionnaire was available on East Sussex Citizen Space at Share your views on the Pharmaceutical Needs Assessment 2025 - East Sussex - Citizen Space

On the consultation site the full PNA was provided as well as an executive summary of the PNA. The invitations went to the following organisations via an emailed letter from the Director of Public Health for East Sussex.

Distribution of PNA Draft for Consultation

Organisation
Sussex Local Pharmaceutical Committee
Surrey and Sussex Local Medical Committee
Healthwatch East Sussex
East Sussex Healthcare NHS Trust
Sussex Community NHS Foundation Trust
Sussex Partnership NHS Foundation Trust
Brighton & Hove Health and Wellbeing Board
West Sussex Health and Wellbeing Board

Kent Health and Wellbeing Board

Surrey Health and Wellbeing Board

The LPC extended the invitation to all pharmacies in East Sussex and the LMC extended the invite to all GP Practices in East Sussex. It was also publicised by Healthwatch, on the council's social media pages and newsletters as well as NHS Sussex Health and Care newsletter to the public.

11.1 Consultation responses

There were 17 responses, 16 as an individual and one as an organisation (neighbouring local authority). The 16 responses were made up of a GP, a local government employee, 13 members of the public and two 'Other'.

The following tables provide the results for the specific questions asked in the consultation.

The first three questions relate to the 7 responses that were just based on the Summary document, and the rest are the combined answers of all respondents.

Table: Do you think that the summary explains the following things well: - What a PNA is

Option	Total	Percent
Yes	7	100%
No	0	0%
Not sure	0	0%

Table: Do you think that the summary explains the following things well: - How we created our PNA

Option	Total	Percent
Yes	7	100%
No	0	0%
Not sure	0	0%

Table: Do you think that the summary explains the following things well: - The gaps we assessed

Option	Total	Percent
Yes	7	100%
No	0	0%
Not sure	0	0%

Table: Do you agree or disagree with the final recommendations made in the PNA?

Option	Total	Percent
Strongly agree	1	6%
Agree	3	18%
Neither agree nor disagree	2	12%
Disagree	1	6%
Strongly disagree	0	0%
Not Answered	10	59%

Table: Do you think that the PNA shows a good understanding of the health and wellbeing needs of the people of East Sussex?

Option	Total	Percent
Yes	6	35%
No	3	18%
Not Answered	8	47%

Table: Do you think the PNA accurately describes the pharmaceutical services on offer in East Sussex?

Option	Total	Percent
Yes	4	24%
No	5	29%

Not Answered	8	47%

Table: Do you think the PNA accurately describes any gaps in services that exist now or might in future?

Option	Total	Percent
Yes	5	29%
No	4	24%
Not Answered	8	47%

Table: Do you think the PNA properly highlights the challenges people in East Sussex might face in using a pharmacy?

Option	Total	Percent
Yes	4	24%
No	5	29%
Not Answered	8	47%

Table: Do you think the PNA gives NHS England the information it needs to make 'market entry' decisions about new pharmacies for East Sussex?

Option	Total	Percent
Yes	4	24%
No	5	29%
Not Answered	8	47%

Table: Do you agree or disagree with the final recommendations made in the PNA?

Option	Total	Percent
Strongly agree	1	6%
Agree	3	18%
Neither agree nor disagree	4	23%

Disagree	1	6%
Strongly disagree	0	0%
Not Answered	8	47%

11.2 Detailed comments and responses

Table: Comments made by respondents in the consultation

No.	Consultation question	Comment	PNA steering group response	Actions taken
1	Do you think that the PNA shows a good understanding of the health and wellbeing needs of the people of East Sussex? - If you said no, please tell us why:	As a Disabled woman who needs medication for a range of issues I have seen pharmacy after pharmacy close in the past few years. My nearest is Bohemia Road but as there is no Parking nearby and I have issues with my Mobility I have to use Asda Pharmacy which has now started opening 1 hour later than it used to because it has no regular pharmacist and relies on Locums who live miles away. This means I have to make a special visit to collect my prescription each month rather than collect it like I used to when doing my weekly shop. They are very busy, and this often means I am waiting with others for at least an hour at a time. The one on Bohemia Road never has any medication in stock and the wait there is even longer	We acknowledge there are sometimes difficulties for people with disabilities accessing pharmacy and other healthcare services in East Sussex. 79% of persons who had a disability in our residents survey reported that the pharmacy always met their needs. Parking facilities are not within the direct control of a community pharmacy. Some pharmacies may be able to deliver medicines. This is not within the community pharmacy contractual framework as a funded NHS commissioned service. Some pharmacies may provide a private delivery service.	

No.	Consultation question	Comment	PNA steering group response	Actions taken
		than at Asda. The Pharmacy in Sainsbury's has closed as has the one opposite Asda. So there is really only one choice of Pharmacy to select when you need a prescription.		
2	Do you think that the PNA shows a good understanding of the health and wellbeing needs of the people of East Sussex? - If you said no, please tell us why:	Too complex	The regulations and guidance require a PNA to include some of this information for market entry decisions. We've tried to be comprehensive in our assessment of health needs and acknowledge that there is a lot of data to read through. The executive summary pulls out the key points from the health and care needs sections.	
3	Do you think that the PNA shows a good understanding of the health and wellbeing needs of the people of East Sussex? - If you	Neurodivergent patients often are dismissed at pharmacies. Often having to wait almost 10 days to collect a repeat prescription, which was prescribed in time by the GP. This results in patients missing medication because their 28 day	It is disappointing to hear about a bad experience by this respondent. To give feedback about a pharmacy, start by attempting to resolve the issue directly with the pharmacy, either by speaking with the person in	

No.	Consultation question	Comment	PNA steering group response	Actions taken
	said no, please tell us why:	supply has run out. This is detrimental to their health and well-being. Discriminatory and prejudicial attitudes from staff towards patients who are prescribed controlled drugs for whatever reason. Staff often rude to patients in full view of other customers.	charge or by utilising their formal complaints procedure. If you don't feel able to discuss any issues raised with your pharmacy, you can contact NHS Sussex here: https://www.sussex.ics.nhs.uk/nhs-sussex/comments-and-complaints/	
4	Do you think the PNA accurately describes the pharmaceutical services on offer in East Sussex? - If you said no, please tell us why:	People who live in rural areas have either little or no public transport and it's not easy to access a pharmacy. Also a certain older age group can't re-order their drugs on line as they don't know how too.	One of the recommendations is: • East Sussex County Council to maintain and improve, where possible, access to public transport, particularly for villages and towns in more rural areas of East Sussex. GP Practices have to ensure that all patients can order their medication and if a person cannot order online will have alternative ways of ordering.	Section 6.4 updated to include details of distance selling pharmacy activity to reflect the increase of items dispensed on-line, and reference to the government's plans to shift from analogue to digital services.
5	Do you think the PNA accurately describes	I do not think they understand the amount of people who need regular	Hastings has the second highest rate of pharmacies per 100,000 population	

No.	Consultation question	Comment	PNA steering group response	Actions taken
	the pharmaceutical services on offer in East Sussex? - If you said no, please tell us why:	prescriptions and the impact this has on the limited amount of choice available. I have controlled medication as well as others and not all pharmacies keep these in stock. The problems I see is that the amount of people trying to gain access to a pharmacy far outweighs the amount there are in Hastings and surrounding areas. I cannot drive for long, and suffering from severe anxiety as well I cannot drive around unfamiliar surroundings as this just causes me more stress and anxiety.	out of the five districts and boroughs in East Sussex. Medication shortages are a recognised national issue and outside the control of the pharmacy.	
6	Do you think the PNA accurately describes the pharmaceutical services on offer in East Sussex? - If you said no, please tell us why:	I didn't have time to read it all too detailed.	The regulations and guidance require a PNA to include some of this information for market entry decisions. We've tried to be comprehensive in our assessment of health needs and acknowledge that there is a lot of data to read through.	

No.	Consultation question	Comment	PNA steering group response	Actions taken
			The executive summary pulls out the key points from the health and care needs sections.	
7	Do you think the PNA accurately describes the pharmaceutical services on offer in East Sussex? - If you said no, please tell us why:	It fails to cover online pharmaceutical services which are a growing trend now and certainly in the future.	The PNA references the distance selling pharmacies (DSPs) located in East Sussex but doesn't include any data on items dispensed on-line from any DSP. The PNA only covers NHS commissioned services and not any non-NHS funded services provided by DSPs.	Section 6.4 updated to include details of distance selling pharmacy activity to reflect the increase of items dispensed on-line, and reference to the government's plans to shift from analogue to digital services.
8	Do you think the PNA accurately describes any gaps in services that exist now or might in future? - If you said no, please tell us why:	There is a growing elderly population, focus needs to be on better health access support away from medication if possible.	The PNA includes population projections for older people in East Sussex in section 4.3. The NHS 10 year plan, published at the end of July 2025, acknowledges the pressure the health and care system is currently under. It is proposing three radical shifts to	

No.	Consultation question	Comment	PNA steering group response	Actions taken
			improve services, one of which is moving from sickness to prevention. 10 Year Health Plan for England: fit for the future - GOV.UK	
9	Do you think the PNA accurately describes any gaps in services that exist now or might in future? - If you said no, please tell us why:	They are not taking into account the amount of people trying to access these services and get their medication which they desperately need. This will only get worse with the amount of pharmacy's that are closing and not being replaced. I understand that this requires qualified staff to give out the medication but there are far too many people for the amount of pharmacy's that are actually open now.	Currently we have concluded that there is sufficient access to residents in East Sussex. If a pharmacy closes during the current 3 year lifetime of the PNA, this will be reviewed as to whether it creates a gap in provision and a supplementary statement published if this is the case.	
10	Do you think the PNA accurately describes any gaps in services that exist now or might in future? - If you said no, please tell us why:	There is scant reference to poor quality of service and this is an area that needs to have more time devoted to it. Availability of a pharmacy may be good, but there may be other issues: some may have no or limited stock of	Medication shortages are a recognised national issue and outside the control of the pharmacy. Any concerns about the quality of services provided should be raised directly with the pharmacy, either by speaking with the person in charge or	

No.	Consultation question	Comment	PNA steering group response	Actions taken
		medications, requiring multiple revisits; long waits are no unusual; some have extended closures over lunch hours which then leads to large queues.	by utilising their formal complaints procedure. If you don't feel able to discuss any issues raised with your pharmacy, you can contact NHS Sussex here: https://www.sussex.ics.nhs.uk/nhs-sussex/comments-and-complaints/	
11	Do you think the PNA properly highlights the challenges people in East Sussex might face in using a pharmacy? - If you said no, please tell us why:	I feel they feel like they know how important this service is but do not understand the impact it has on people like myself when you are unable to get your medication due to shortages or no stock at all.	Medication shortages are a recognised national issue and outside the control of the pharmacy.	
12	Do you think the PNA properly highlights the challenges people in East Sussex might face in using a pharmacy? - If you said no, please tell us why:	Some pharmacies are understaffed and thus patients could do with reminding to order their regular medication a week ahead of running out of their medication.	Reminders are not a funded local service or a Community Pharmacy Contractual Framework requirement.	
13	Do you think the PNA properly highlights the	No because the general public can't be put in a box	No comment required.	

No.	Consultation question	Comment	PNA steering group response	Actions taken
	challenges people in East Sussex might face in using a pharmacy? - If you said no, please tell us why:			
14	Do you think the PNA gives NHS Sussex Integrated Care Board the information it needs to make 'market entry' decisions about new pharmacies for East Sussex? - If you said no, please tell us why:	They need to have an idea of population age groups and what drugs are being prescribed and what for - could prevention be looked into and support such as physio groups etc.	The NHS 10 year plan, published at the end of July 2025, acknowledges the pressure the health and care system is currently under. It is proposing three radical shifts to improve services, one of which is moving from sickness to prevention. 10 Year Health Plan for England: fit for the future - GOV.UK	
15	Do you think the PNA gives NHS Sussex Integrated Care Board the information it needs to make 'market entry' decisions about new pharmacies for East	The intentions may be there, but it is not being taken seriously enough and there is a serious shortfall in qualified pharmacists to be able to do these jobs as they should be. There are plenty of empty shops in Hastings and St Leonards that could be used but who is going to fund this? Hastings Council appears to	No comment required.	

No.	Consultation question	Comment	PNA steering group response	Actions taken
	Sussex? - If you said no, please tell us why:	have no funds available to spare for these abandoned shops to be refurbished.		
16	Do you think the PNA gives NHS Sussex Integrated Care Board the information it needs to make 'market entry' decisions about new pharmacies for East Sussex? - If you said no, please tell us why:	Needs to take online services into account as well.	The PNA references the distance selling pharmacies (DSPs) located in East Sussex but doesn't include any data on items dispensed on-line from any DSP. The PNA only covers NHS commissioned services and not any non-NHS funded services provided by DSPs.	Section 6.4 updated to include details of distance selling pharmacy activity to reflect the increase of items dispensed on-line, and reference to the government's plans to shift from analogue to digital services.
17	Do you agree or disagree with the final recommendations made in the PNA? - Your comments:	Agree: Weekends & before 10 & after 5 an issue in Rural Rother.	No comments required.	

No.	Consultation question	Comment	PNA steering group response	Actions taken
18	Do you agree or disagree with the final recommendations made in the PNA? - Your comments:	Neither agree nor disagree: If you rely on bus service in evening, first you have to able to get to bus stop and secondly buses are less regular. 30 min access time debateable.	Section 6.3 describes the tools and methodology used for the travel analysis.	
19	Do you agree or disagree with the final recommendations made in the PNA? - Your comments:	Disagree: ridiculous to say there are no gaps when about 50% can't find a pharmacy on a bank holiday. I work for a service that provides urgent out of hours care to care home residents across East Sussex at weekends. I spend hours some shifts hunting around for a pharmacy in some areas (i.e. Battle)	The PNA already includes the following recommendations: • Commissioners and current providers to ensure information on available pharmacy provision, especially on Sundays and Bank Holidays, is clearly communicated, up-to-date and accessible to residents. • East Sussex County Council to maintain and improve, where possible, access to public transport, particularly for villages and towns in more rural areas of East Sussex. • NHS Sussex ICB to consider the need for an out of hours locally commissioned service from existing pharmacies, including	Update first recommendation listed here to include residents *"and health and care providers"*

No.	Consultation question	Comment	PNA steering group response	Actions taken
			reviewing provision in Lewes on weekday evenings and rural Rother on Sundays.	
20	Do you agree or disagree with the final recommendations made in the PNA? - Your comments:	I understand that they are aware of the shortages but there is not anything that gives me any confidence that it will bring the results that are urgently needed.	Medication shortages are a recognised national issue and outside the control of the pharmacy.	
21	Do you agree or disagree with the final recommendations made in the PNA? - Your comments:	Sorry too complex and too much to read you need bullet points	The regulations and guidance require a PNA to include some of this information for market entry decisions. We've tried to be comprehensive in our assessment of health needs and acknowledge that there is a lot of data to read through. The executive summary pulls out the key bullet points from the health and care needs sections.	
22	Please use the box below to make any other comments and	More availability at weekend needed	One of the recommendations includes: • NHS Sussex ICB to consider the need for an out of hours locally commissioned service from	

No.	Consultation question	Comment	PNA steering group response	Actions taken
	suggestions you would like to make:		existing pharmacies, including reviewing provision in Lewes on weekday evenings and rural Rother on Sundays.	
23	Please use the box below to make any other comments and suggestions you would like to make:	I would like to see a better offer for the residents of Eastbourne who do not necessarily have transport as getting to a pharmacy can be difficult in the evening after 6pm, on weekends and bank holidays depending on where you live in the town. Not everyone lives near Boots at the Crumbles, Tesco Lottbridge Drive or Tesco/Morrisons at Hampden Park.	No specific gaps were identified in the analysis within the PNA for Eastbourne. One of the recommendations includes: • NHS Sussex ICB to consider the need for an out of hours locally commissioned service from existing pharmacies, including reviewing provision in Lewes on weekday evenings and rural Rother on Sundays.	
24	Please use the box below to make any other comments and suggestions you would like to make:	I have owned share in a community pharmacy for 10 years. I have never received any enquiry or correspondence from the local authority	No comment required.	
25	Please use the box below to make any	I would love to suggest that these empty buildings are taken up by	No comment required.	

No.	Consultation question	Comment	PNA steering group response	Actions taken
	other comments and suggestions you would like to make:	companies already established, But as Lloyds Pharmacy have shut 2 in the past years I have no faith that any new ones will appear at all. Hastings Town Centre has been left to 'rot' in the past few years and aside from vape shops/cafes there is nothing to entice large brands to invest in this area.		
26	Please use the box below to make any other comments and suggestions you would like to make:	I've recently used the Pharmacy service and found it very useful but like everything in the NHS too complex, so people don't understand what is or isn't available.	No comment required.	

Appendices

Glossary

Advanced services: Services that pharmacies may choose to provide

CGL - Change Grow Live: Provide substance misuse treatment services in East Sussex for East Sussex County Council.

COVID-19 - Coronavirus Disease 2019: An infectious disease caused by the SARS-CoV-2 virus, leading to a global pandemic.

DAC - Dispensing Appliance Contractor: A healthcare provider that supplies and dispenses medical appliances.

Distance selling pharmacy: A pharmacy that provides prescription medications and healthcare services remotely, often through online platforms or mail-order systems, delivering directly to the patient's home or specified location.

EHC - Emergency Hormonal Contraception: Medication used to prevent pregnancy after unprotected sex.

Enhanced services: Services that integrated care boards (ICBs) may commission from pharmacies as well as some commissioned by NHS England nationally

ESCC - East Sussex County Council: The local authority responsible for services to residents in East Sussex.

Essential services: Services that must be provided by all pharmacies .

GP dispensary: A facility within a general practice where patients can obtain prescribed medications and receive pharmaceutical advice directly.

Healthwatch East Sussex: An independent organisation that gathers and represents the views of the public about health and social care services in East Sussex. It works to ensure that people's experiences are heard and acted upon, to improve these services.

HWB - Health and Wellbeing Board: A forum where key leaders from the health and social care system work together to improve the health and wellbeing of their local population.

ICB - Integrated Care Board: A statutory NHS organisation responsible for planning and commissioning health services in a specific area.

ICP - Integrated Care Partnerships: Collaborations between health and social care providers to deliver integrated services.

ICS - Integrated Care Systems: Partnerships of health and care organisations working together to coordinate services.

IDACI - Income Deprivation Affecting Children: A measure of the proportion of children aged 0-15 living in income-deprived households.

IDAOPI - Income Deprivation Affecting Older People: A measure of the proportion of older people aged 60 and over living in income-deprived households.

IMD2019 - Indices of Multiple Deprivation 2019: A measure used to assess the level of deprivation in different areas based on various factors such as income, employment, health, and education.

LE - Life Expectancy: The average number of years a person can expect to live based on current mortality trends.

LMC - Local Medical Committee: Represents and supports general practitioners and their practices.

LCS - Locally Commissioned Services: Services commissioned from pharmacies by ICBs (other than enhanced services) and by local authorities.

LPC - Local Pharmaceutical Committee: Represents community pharmacy contractors and supports their interests.

MSOA - Middle Layer Super Output Area: A geographic area used for statistical purposes in the UK, containing around 7,200 households.

ONS - Office for National Statistics: The UK's largest independent producer of official statistics and data.

PNA - Pharmaceutical Needs Assessment: A statement of the pharmaceutical services that are needed in a particular area.

RSV - Respiratory Syncytial Virus: A common virus that causes respiratory infections, particularly in young children.

SCW CSU - South Central and West Commissioning Support Unit: An NHS organisation supporting health commissioners with expertise and services.

UTI - Urinary Tract Infection: An infection in any part of the urinary system, including the bladder and urethra.

List of Pharmacies and GP dispensing practices included in this PNA

Table: Community Pharmacies used in this PNA, ordered by district/borough and then alphabetically by trading name

Code	Trading Name	Address 1	Address 2	Address 3	Post Code	Contract Type	District / Borough
FVM25	Arlington Road Pharmacy	Arlington Road Medical Practice	1 Arlington Road	Eastbourne	BN21 1DH	Community	Eastbourne
FJK61	Asda Pharmacy	Crumbles Harbour Village	Pevensey Bay Road	Eastbourne	BN23 6JH	Community	Eastbourne
FMX79	Boots the Chemists	64 Kingfisher Drive	Langney	Eastbourne	BN23 7RT	Community	Eastbourne
FTQ44	Boots the Chemists	15 Eastbourne Arndale Centre		Eastbourne	BN21 3NL	Community	Eastbourne
FPA95	Boots the Chemists	Units 2a and 2b	Sovereign Harbour Retail Park	Eastbourne	BN23 6JH	100 Hours (Amended)	Eastbourne
FD420	Day Lewis Harmers Pharmacy	2 Furness Road		Eastbourne	BN21 4EY	Community	Eastbourne
FC448	Grand Pharmacy	11 Grand Hotel Buildings	Compton Street	Eastbourne	BN21 4EJ	Community	Eastbourne
FEM37	Kamsons Pharmacy	46 Meads Street		Eastbourne	BN20 7RG	Community	Eastbourne
FJA86	Kamsons Pharmacy	Victoria Medical Centre	153a Victoria Drive	Eastbourne	BN20 8NH	Community	Eastbourne
FWD96	Kamsons Pharmacy	Ian Gow Memorial Health Centre	Milfoil Drive, North Langney	Eastbourne	BN23 8ED	Community	Eastbourne

Code	Trading Name	Address 1	Address 2	Address 3	Post Code	Contract Type	District / Borough
FCM48	Kamsons Pharmacy	187 Victoria Drive		Eastbourne	BN20 8QJ	Community	Eastbourne
FLA61	Kamsons Pharmacy	7C Bolton Road		Eastbourne	BN21 3JU	Community	Eastbourne
FFE25	Newman Pharmacy	82 Seaside		Eastbourne	BN22 7QP	Community	Eastbourne
FF114	Osbon Pharmacy	116-118 Cavendish Place		Eastbourne	BN21 3TZ	Community	Eastbourne
FQV61	Tesco Pharmacy	Brassey Avenue	Hampden Park	Eastbourne	BN22 9NG	100 Hours (Amended)	Eastbourne
FG057	Tesco Pharmacy	Lottbridge Drove		Eastbourne	BN23 6QD	Community	Eastbourne
FEX32	Your Local Boots Pharmacy	Princes Park Health Centre	Wartling Road	Eastbourne	BN22 7PG	Community	Eastbourne
FV050	Asda Pharmacy	Battle Road		St Leonards on Sea	TN37 7AA	100 Hours (Amended)	Hastings
FAN63	Blooms Pharmacy	55-57 Bohemia Road		St Leonards on Sea	TN37 6RE	Community	Hastings
FRH13	Boots the Chemists	35/37 London Road		St Leonards on Sea	TN37 6AJ	Community	Hastings
FVY65	Boots the Chemists	Priory Meadow Shopping Centre		Hastings	TN34 1PH	Community	Hastings
FWM16	Clarity Pharmacy	28 Kings Road		St Leonards on Sea	TN37 6DU	Community	Hastings

Code	Trading Name	Address 1	Address 2	Address 3	Post Code	Contract Type	District / Borough
FN280	Day Lewis Hirst Pharmacy	7 Parkstone Parade	Parkstone Road	Hastings	TN34 2PS	Community	Hastings
FYN91	Day Lewis Porter Pharmacy	25 Mount Pleasant Road		Hastings	TN34 3SB	Community	Hastings
FQH11	Hillview Pharmacy	242 Old London Road		Hastings	TN35 5LT	Community	Hastings
FDQ90	Hollington Pharmacy	128 Battle Road	Hollington	St Leonards on Sea	TN37 7AN	Community	Hastings
FDN08	J Andersen's Pharmacy	164 Harold Road		Hastings	TN35 5NH	Community	Hastings
FPM78	Kamsons Pharmacy	1 York Buildings	Wellington Place	Hastings	TN34 1NN	Community	Hastings
FYN83	Laycock Chemists	Holmehurst Village Centre	30 Little Ridge Avenue	St Leonards on Sea	TN37 7LS	Community	Hastings
FKV77	Laycocks Chemists	494 Old London Road		Hastings	TN35 5BL	Community	Hastings
FMG75	Morrisons Pharmacy	Queens Road		Hastings	TN34 1RN	Community	Hastings
FLE70	Osbon Pharmacy	478 Old London Road		Hastings	TN35 5BG	Community	Hastings
FH594	Pharmacy @ Station Plaza	Station Approach		Hastings	TN34 1BA	100 Hours (Amended)	Hastings
FH752	Tesco Pharmacy	Churchwood Drive		St Leonards on Sea	TN38 9RB	Community	Hastings

Code	Trading Name	Address 1	Address 2	Address 3	Post Code	Contract Type	District / Borough
FDR15	Wellcare Pharmacy	68 Malvern Way	Ore Valley	Hastings	TN34 3PX	Community	Hastings
FMJ93	West St Leonards Pharmacy	7 Bexhill Road		St Leonards on Sea	TN38 0AH	Community	Hastings
FQY87	Boots the Chemists	29A Broad Street		Seaford	BN25 1LS	Community	Lewes
FPD84	Boots the Chemists	23-25 High Street		Newhaven	BN9 9PD	Community	Lewes
FQC51	Boots the Chemists	14 Eastgate Street		Lewes	BN7 2LP	Community	Lewes
FX679	Cameron L & Sons Ltd	12/14 Broad Street		Seaford	BN25 1ND	Community	Lewes
FKW32	Ditchling Pharmacy	Unit 3	2 South Street, Ditchling	Hassocks	BN6 8UQ	Community	Lewes
FDR00	H A Baker	44 High Street		Lewes	BN7 2DD	Community	Lewes
FVD81	Kamsons Pharmacy	9 The Green		Newick	BN8 4LA	Community	Lewes
FW734	Kamsons Pharmacy	1-2 Dana Lodge	Central Avenue	Telscombe Cliffs	BN10 7LX	Community	Lewes
FQ577	Kamsons Pharmacy	241 South Coast Road		Peacehaven	BN10 8LD	Community	Lewes
FXA84	Medication Delivery Services Ltd	Unit 6C Meridian Industrial Estate	Hoyle Road	Peacehaven	BN10 8LN	Distance selling	Lewes
FX478	Morrisons Pharmacy	Dane Road		Seaford	BN25 1DL	Community	Lewes

Code	Trading Name	Address 1	Address 2	Address 3	Post Code	Contract Type	District / Borough
FYX43	Newhaven Pharmacies Ltd	43 Chapel Street		Newhaven	BN9 9QD	Community	Lewes
FPC85	Ringmer Pharmacy	Anchor Fields		Ringmer	BN8 5QN	Community	Lewes
FJG00	Seaford Pharmacy	18-20 Dane Road		Seaford	BN25 1LL	Community	Lewes
FLQ27	St Annes Pharmacy	50 Western Road		Lewes	BN7 1RP	Community	Lewes
FYE94	Well	Anchor Health Centre, Meridian Way		Peacehaven	BN10 8NF	Community	Lewes
FEJ06	Wyborns Pharmacy	35 Lansdown Place		Lewes	BN7 2JU	Community	Lewes
FEM25	Boots the Chemists	18-20 High Street		Rye	TN31 7JF	Community	Rother
FRV64	Boots the Chemists	14-16 Devonshire Road		Bexhill on Sea	TN40 1AU	Community	Rother
FFC93	Boots the Chemists	5 Ravenside Retail & Leisure Park		Bexhill on Sea	TN40 2JS	Community	Rother
FDL07	Day Lewis Pharmacy	28 High Street		Rye	TN31 7JG	Community	Rother
FWD95	Day Lewis Pharmacy	53 High Street		Battle	TN33 0EN	Community	Rother
FE574	Jempsons Pharmacy	Main Street		Peasmarsh	TN31 6YD	Community	Rother
FRA20	L J Collis & Co	9-11 St Leonards Road		Bexhill on Sea	TN40 1HJ	Community	Rother

Code	Trading Name	Address 1	Address 2	Address 3	Post Code	Contract Type	District / Borough
FCM81	Little Common Pharmacy	77 Cooden Sea Road	Little Common	Bexhill on Sea	TN39 4SL	Community	Rother
FMJ50	Pebsham Pharmacy	Seabourne Court	Seabourne Road	Bexhill on Sea	TN40 2SW	Community	Rother
FMW80	Pharmacy Requirements	2 Lewis Avenue		Bexhill on Sea	TN40 2LE	Distance selling	Rother
FXF97	Robertsbridge Pharmacy	17/19 High Street		Robertsbridge	TN32 5AE	Community	Rother
FP141	Sidley Pharmacy	44 Turkey Road	Sidley	Bexhill on Sea	TN39 5HE	Community	Rother
FY677	Tesco Pharmacy	Ravenside Retail Park	Glyne Gap, De La Warr Road	Bexhill on Sea	TN40 2JS	Community	Rother
FWL19	Ticehurst Pharmacy	Church Street		Ticehurst	TN5 7AA	Community	Rother
FPV58	Your Local Boots Pharmacy	15 High Street		Battle	TN33 0AE	Community	Rother
FD564	Ashdown Pharmacy	The Square	Forest Row	Forest Row	RH18 5ES	Community	Wealden
FQP33	Boots the Chemists	11 High Street		Uckfield	TN22 1AG	Community	Wealden
FP954	Boots the Chemists	3 London House	4 High Street	Crowborough	TN6 2QA	Community	Wealden
FEH23	Boots the Chemists	25 Vicarage Field		Hailsham	BN27 1BG	Community	Wealden
FNJ90	Buxted Pharmacy	Buxted Medical Centre	Framfield Road	Buxted	TN22 5FD	Community	Wealden

Code	Trading Name	Address 1	Address 2	Address 3	Post Code	Contract Type	District / Borough
FCQ39	Chappells Pharmacy	Saxonbury House Surgery	Croft Road	Crowborough	TN6 1DL	Community	Wealden
FRK13	Coda Pharmacy	Unit 15, Westham Business Park		Pevensey	BN24 5NP	Distance selling	Wealden
FLG35	Day Lewis Peels Pharmacy	10 Freshwater Square, Hamlands Estate	Willingdon	Eastbourne	BN22 0PS	Community	Wealden
FJ416	Kamsons Pharmacy	12 Carew Court	Hawkswood Road	Hailsham	BN27 1UL	Community	Wealden
FGA19	Kamsons Pharmacy	Bell Farm Road		Uckfield	TN22 1BA	Community	Wealden
FXM83	Kamsons Pharmacy	1-2 Orchard Parade	Lower Willingdon	Eastbourne	BN20 9PL	Community	Wealden
FX749	Kamsons Pharmacy	Stone Cross Health Centre	Mimram Road, Stone Cross	Pevensey	BN24 5DZ	Community	Wealden
FL244	Kamsons Pharmacy	43 High Street		Polegate	BN26 5AB	Community	Wealden
FEJ10	Manor Pharmacy	5 High Street		Horam	TN21 0EH	Community	Wealden
FH358	Morrisons Pharmacy	Unit 4 Fernbank Shopping Centre	High Street	Crowborough	TN6 2QB	Community	Wealden
FHJ23	Paydens Pharmacy	25 High Street		Hailsham	BN27 1AN	Community	Wealden
FRN35	Procter Health Care Pharmacy	69 High Street		Polegate	BN26 6AH	Community	Wealden

Code	Trading Name	Address 1	Address 2	Address 3	Post Code	Contract Type	District / Borough
FC177	Procter Health Care Pharmacy	63 High Street		Heathfield	TN21 8HU	Community	Wealden
FP421	Procter Health Care Pharmacy	Station Road		Heathfield	TN21 8LD	Community	Wealden
FD341	Seaforth Pharmacy	Vicarage Lane		Hailsham	BN27 1BH	Community	Wealden
FJJ23	St Denys Pharmacy	Brook Health Centre	Crowborough Hill, Jarvis Brook	Crowborough	TN6 2EG	Community	Wealden
FWA05	St Denys Pharmacy	24 High Street		Rotherfield	TN6 3LJ	Community	Wealden
FJH74	St Dunstans Pharmacy	High Street		Mayfield	TN20 6AB	Community	Wealden
FH723	Tesco Pharmacy	Bell Farm Road		Uckfield	TN22 1BA	Community	Wealden
FPC61	Wadhurst Pharmacy	High Street		Wadhurst	TN5 6AP	Community	Wealden
FQG85	Warwick and Radcliffe Pharmacy	Hailsham Road		Hertsmonceux	BN27 4JX	Community	Wealden
FRV87	Your Local Boots Pharmacy	26 Eastbourne Road		Pevensey Bay	BN24 6ET	Community	Wealden

Table: Dispensing practices within this PNA, ordered by district/borough and then alphabetically by surgery name

Code	Surgery Name	Address 1	Address 2	Town	Post Code	District/Borough
G81031	Harold Road Surgery	164 Harold Road		Hastings	TN35 5NH	Hastings
G81082	Battle Health Centre	Telham House	Mitre Way	Battle	TN33 0BF	Rother
G81052	Fairfield Surgery	High Street		Burwash	TN19 7EU	Rother
G81085	Ferry Road Health Centre	Ferry Road		Rye	TN31 7DN	Rother
G81087	Northiam Surgery	Main Street	Northiam	Rye	TN31 6ND	Rother
G81082	Oldwood Surgery	Station Road		Robertsbridge	TN32 5DG	Rother
G81051	Rye Medical Centre	Kiln Drive	Rye Foreign	Rye	TN31 7SQ	Rother
G81057	Sedlescombe Surgery	Brede Lane	Sedlescombe	Battle	TN33 0PW	Rother
G81057	Westfield Surgery	Main Road	Westfield		TN35 4QE	Rother
G81099	Alfriston Surgery	The Furlongs		Alfriston	BN26 5XT	Wealden
G81024	Ashdown Forest Health Centre	Lewes Road		Forest Row	RH18 5AQ	Wealden
G81030	Belmont Surgery	Wadhurst Medical Group	St James Square	Wadhurst	TN5 6BJ	Wealden
G81102	Buxted Medical Centre	Framfield Road	Buxted	Uckfield	TN22 5FD	Wealden

Code	Surgery Name	Address 1	Address 2	Town	Post Code	District/Borough
G81614	Groombridge & Hartfield Medical Group	The Nook	Withyham Road	Groombridge	TN3 9QP	Wealden
G81088	Heathfield Surgery	96 -98 High Street		Heathfield	TN21 8JD	Wealden
G81077	The Surgery Ninfield	High Street		Ninfield	TN33 9JP	Wealden