

Appendix B

Public Survey

Patient and Public Engagement Survey March 2017

Background

The Health and Wellbeing Board must produce, consult and publish a Pharmaceutical Needs Assessment every three years. The document intends to deliver a comprehensive assessment of the current and future pharmaceutical needs of the local population. As part of the assessment we have surveyed local residents with regards to their views on local pharmacy provision. The results from this survey will contribute to the conclusions drawn within the needs assessment.

Methodology

An online survey was used, which opened on 6 December 2016 and ran until 28 February 2017. 275 respondents took part in this consultation. The data in this report relates to the number of respondents who answered each question. Those who have not answered each question have not been included in the percentage calculations. The sample for each question is stated.

Demographics

68% of respondents were female 92% of respondents were White British
29% of respondents were aged 65 to 74 years, with 47% who were retired and just over 70% did not pay prescription charges.

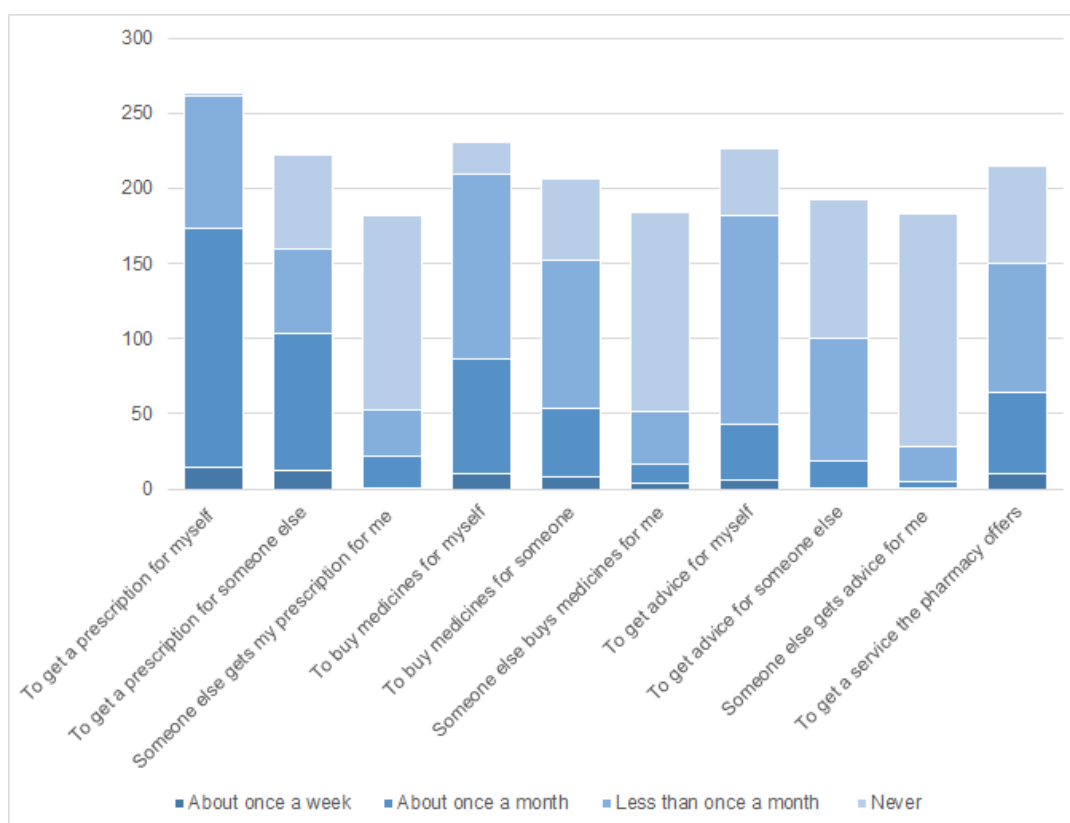
Survey Findings

1. Why and how often do you usually use a pharmacy?

Respondents were asked to tick any or all that apply.

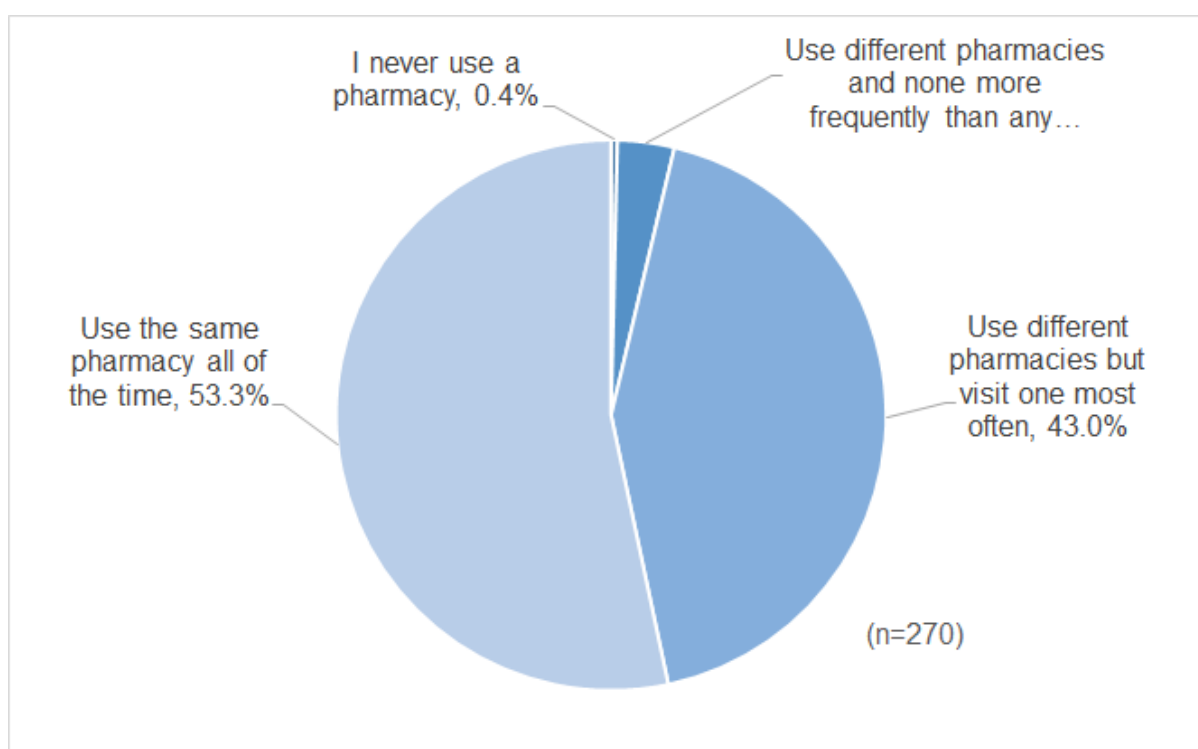
Answer options	About once a week		About once a month		Less than once a month		Never		Response count
	n	%	n	%	n	%	n	%	
To get a prescription for myself	14	5.3%	159	60.2%	88	33.3%	3	1.1%	264
To get a prescription for someone else	12	5.4%	91	41.0%	57	25.7%	62	27.9%	222
Someone else gets my prescription for me	1	0.5%	21	11.5%	31	17.0%	129	70.9%	182
To buy medicines for myself	10	4.3%	76	32.9%	124	53.7%	21	9.1%	231

Answer options	About once a week		About once a month		Less than once a month		Never		Response count
	n	%	n	%	n	%	n	%	
To buy medicines for someone	8	3.9%	46	22.3%	98	47.6%	54	26.2%	206
Someone else buys medicines for me	4	2.2%	13	7.1%	35	19.0%	132	71.7%	184
To get advice for myself	6	2.7%	37	16.4%	139	61.5%	44	19.5%	226
To get advice for someone else	1	0.5%	18	9.3%	81	42.0%	93	48.2%	193
Someone else gets advice for me	1	0.5%	4	2.2%	23	12.6%	155	84.7%	183
To get a service the pharmacy offers	10	4.7%	54	25.1%	86	40.0%	65	30.2%	215



2. Do you...?

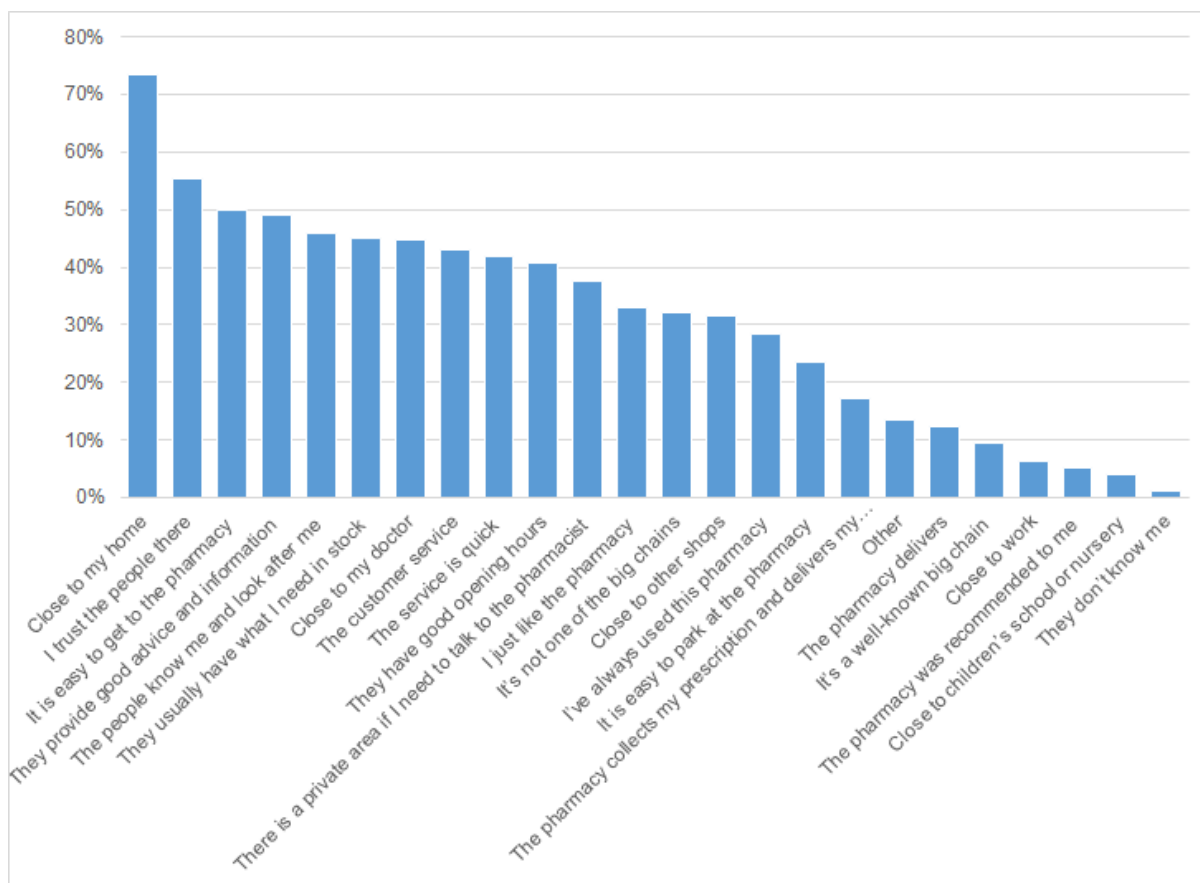
Answer options	Response count	Response %
Use the same pharmacy all of the time	144	53.3%
Use different pharmacies but visit one most often	116	43.0%
Use different pharmacies and none more frequently than any other	9	3.3%
I never use a pharmacy	1	0.4%
Total	270	100.0%



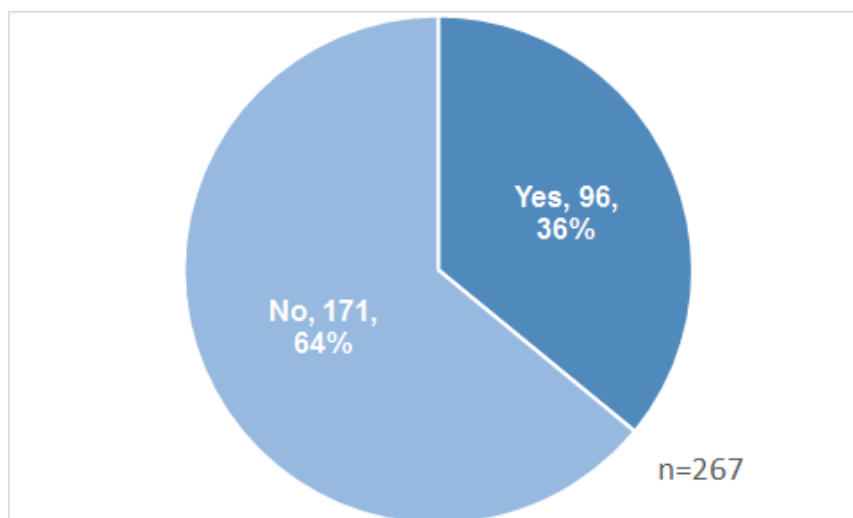
3. Why do you use this pharmacy? Respondents were asked to tick all reasons which applied.

Answer options	Response count	Response percentage
Close to my home	202	73.5%
I trust the people there	152	55.3%
It is easy to get to the pharmacy	137	49.8%
They provide good advice and information	135	49.1%
The people know me and look after me	126	45.8%

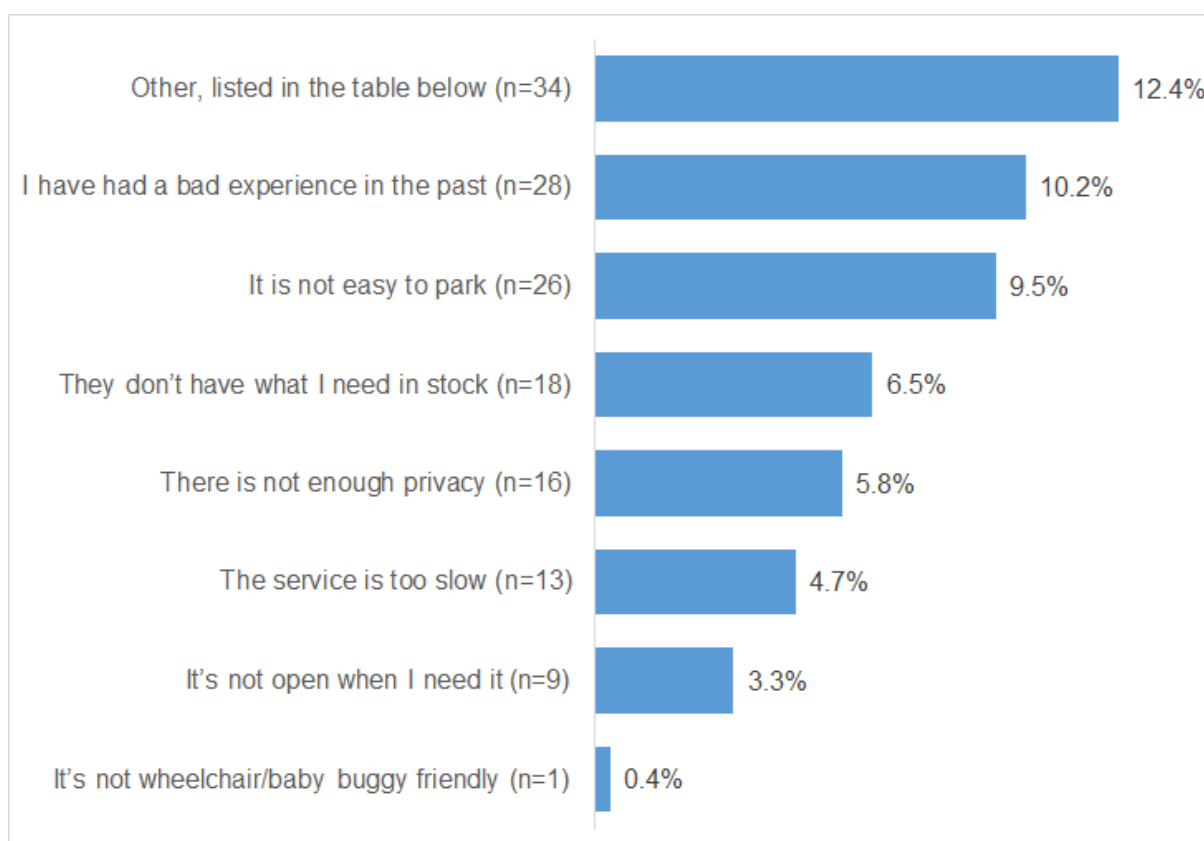
Answer options	Response count	Response percentage
They usually have what I need in stock	124	45.1%
Close to my doctor	123	44.7%
The customer service	118	42.9%
The service is quick	115	41.8%
They have good opening hours	112	40.7%
There is a private area if I need to talk to the pharmacist	103	37.5%
I just like the pharmacy	91	33.1%
It's not one of the big chains	88	32.0%
Close to other shops	87	31.6%
I've always used this pharmacy	78	28.4%
It is easy to park at the pharmacy	65	23.6%
The pharmacy collects my prescription and delivers my medicines	47	17.1%
Other	37	13.5%
The pharmacy delivers	34	12.4%
It's a well-known big chain	26	9.5%
Close to work	17	6.2%
The pharmacy was recommended to me	14	5.1%
Close to children's school or nursery	11	4.0%
They don't know me	3	1.1%



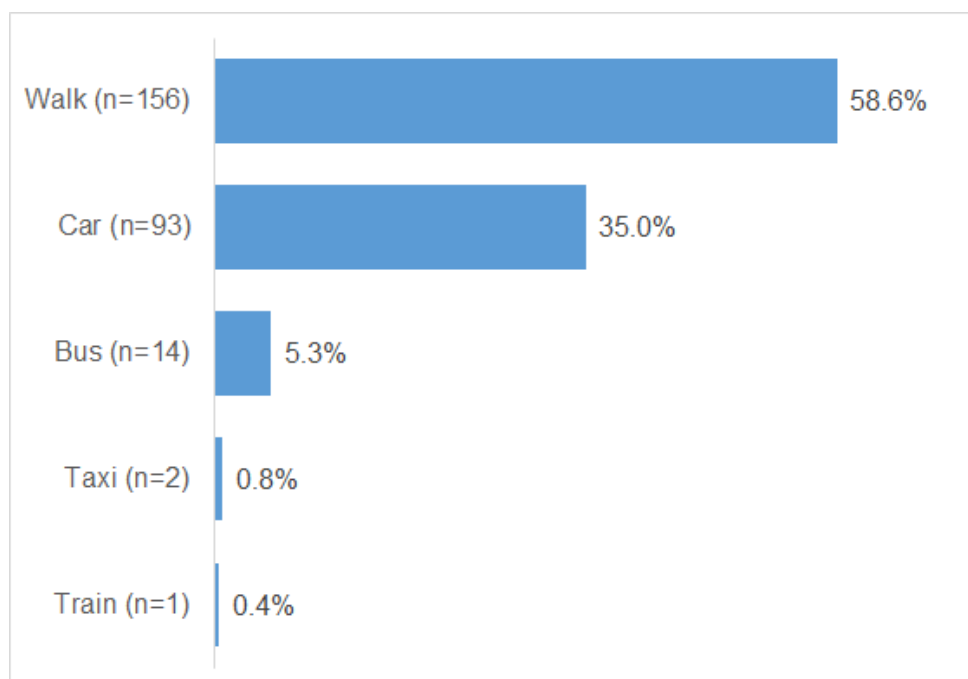
5. Is there a more convenient or nearer pharmacy that for some reason you don't use?



6. ...and if yes, why don't you use that pharmacy?

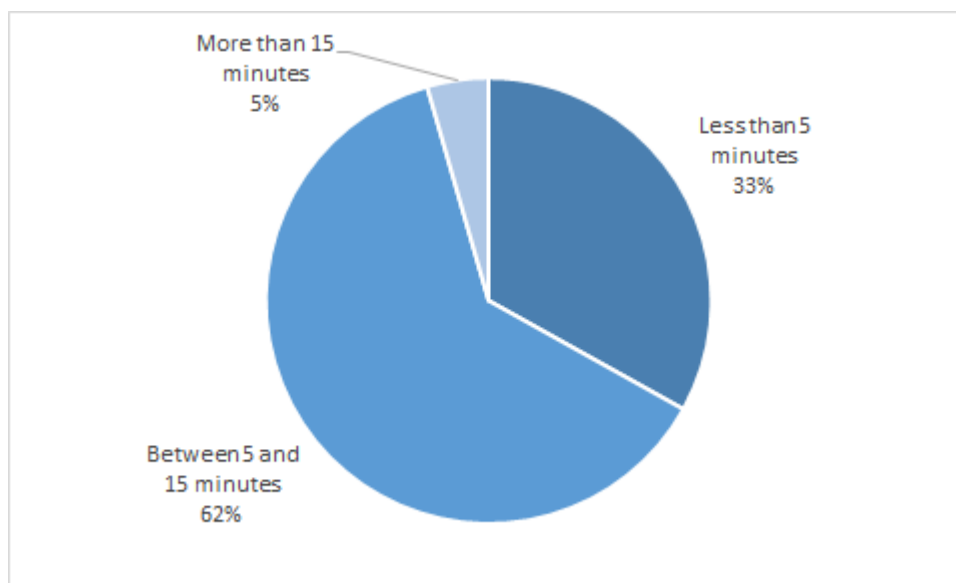


7. If you go to the pharmacy yourself, how do you usually get there?

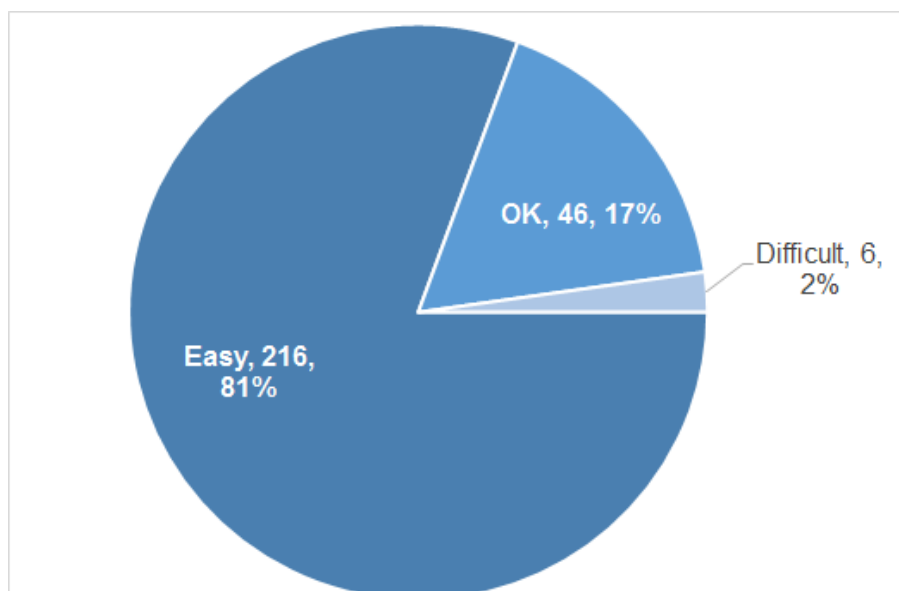


8. ...and how long does it usually take to get there?

Answer options	Response count	Response percentage
Less than 5 minutes	89	32.4%
Between 5 and 15 minutes	168	61.1%
More than 15 minutes	12	4.4%

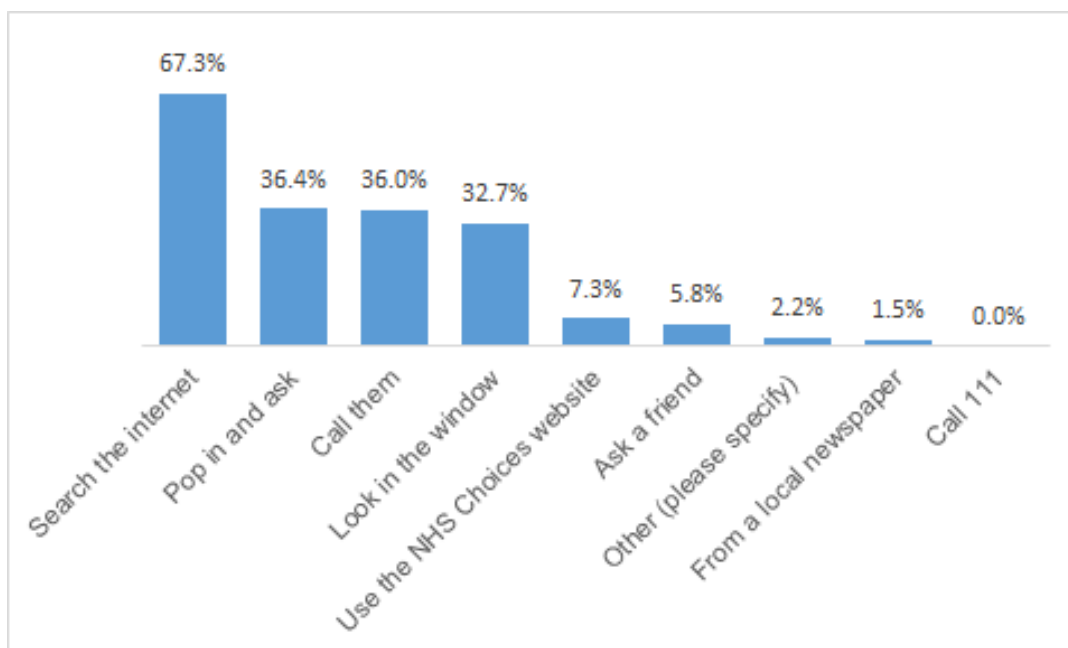


9. Overall, how easy is it for you to get to the pharmacy?



10. How would you find out information about a pharmacy e.g. opening times or services offered?

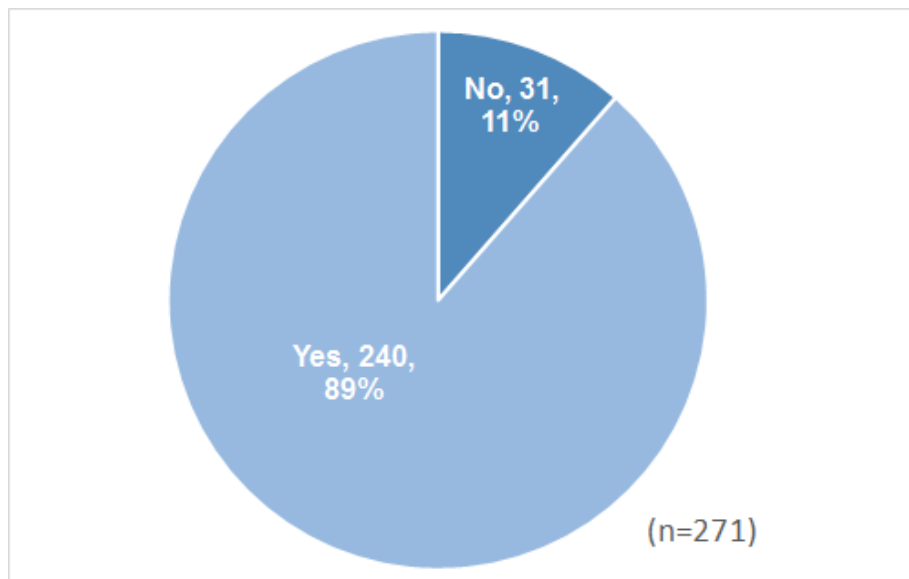
Answer Options	Response count	Response percentage
Search the internet	185	67.3%
Pop in and ask	100	36.4%
Call them	99	36.0%
Look in the window	90	32.7%
Use the NHS Choices website	20	7.3%
Ask a friend	16	5.8%
Other (please specify)	6	2.2%
From a local newspaper	4	1.5%
Call 111	0	0.0%



11. We'd like to understand how easy it is for you to communicate with your pharmacist:

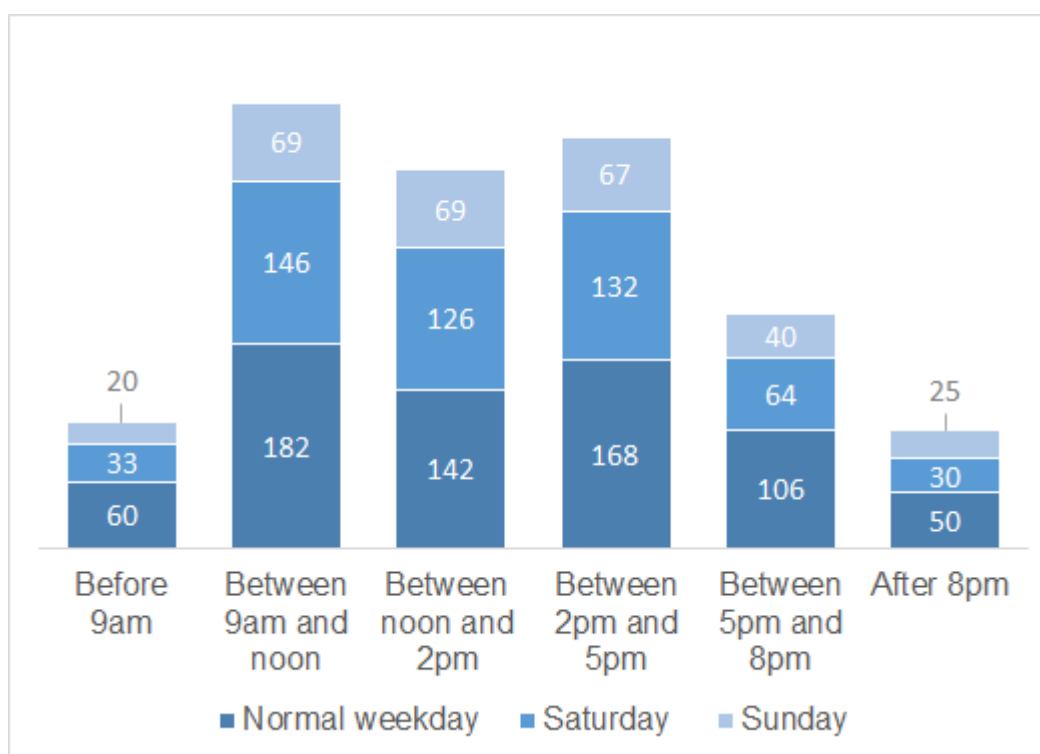
	Yes		No, but I have someone who will translate for me		No, but I would prefer this in another language		Total number of Responses
	n	%	n	%	n	%	
Are you able to talk to a pharmacist in English?	269	99.6%	1	0.4%	0	0.0%	270
Are you able to read information in English?	261	100.0%	0	0.0%	0	0.0%	261

12. Do you feel able to discuss something private with a pharmacist?



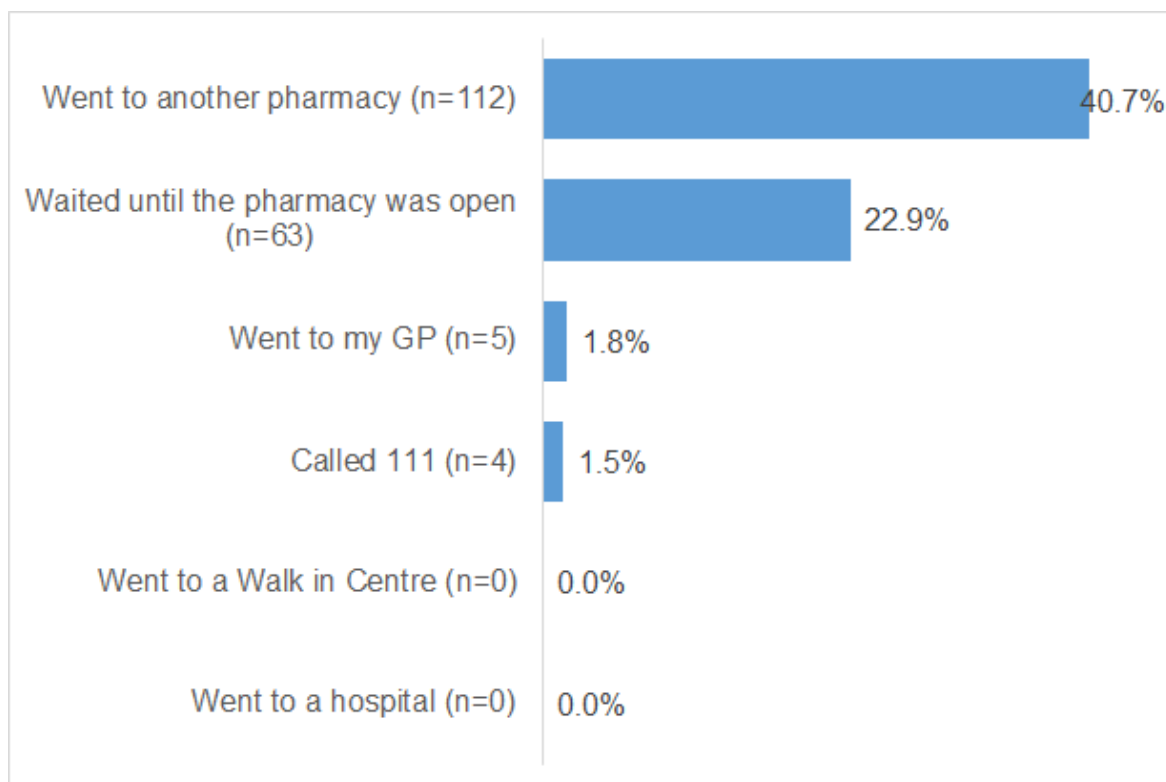
13. When is it most convenient for you to use a pharmacy? (please tick all that apply)

Answer options	Normal weekday		Saturday		Sunday	
	n	%	n	%	n	%
Before 9am	60	21.8%	33	12.0%	20	7.3%
Between 9am and noon	182	66.2%	146	53.1%	69	25.1%
Between noon and 2pm	142	51.6%	126	45.8%	69	25.1%
Between 2pm and 5pm	168	61.1%	132	48.0%	67	24.4%
Between 5pm and 8pm	106	38.5%	64	23.3%	40	14.5%
After 8pm	50	18.2%	30	10.9%	25	9.1%



14. If there has been a time recently when you weren't able to use your normal pharmacy, what did you do?

184 respondents answered this question.

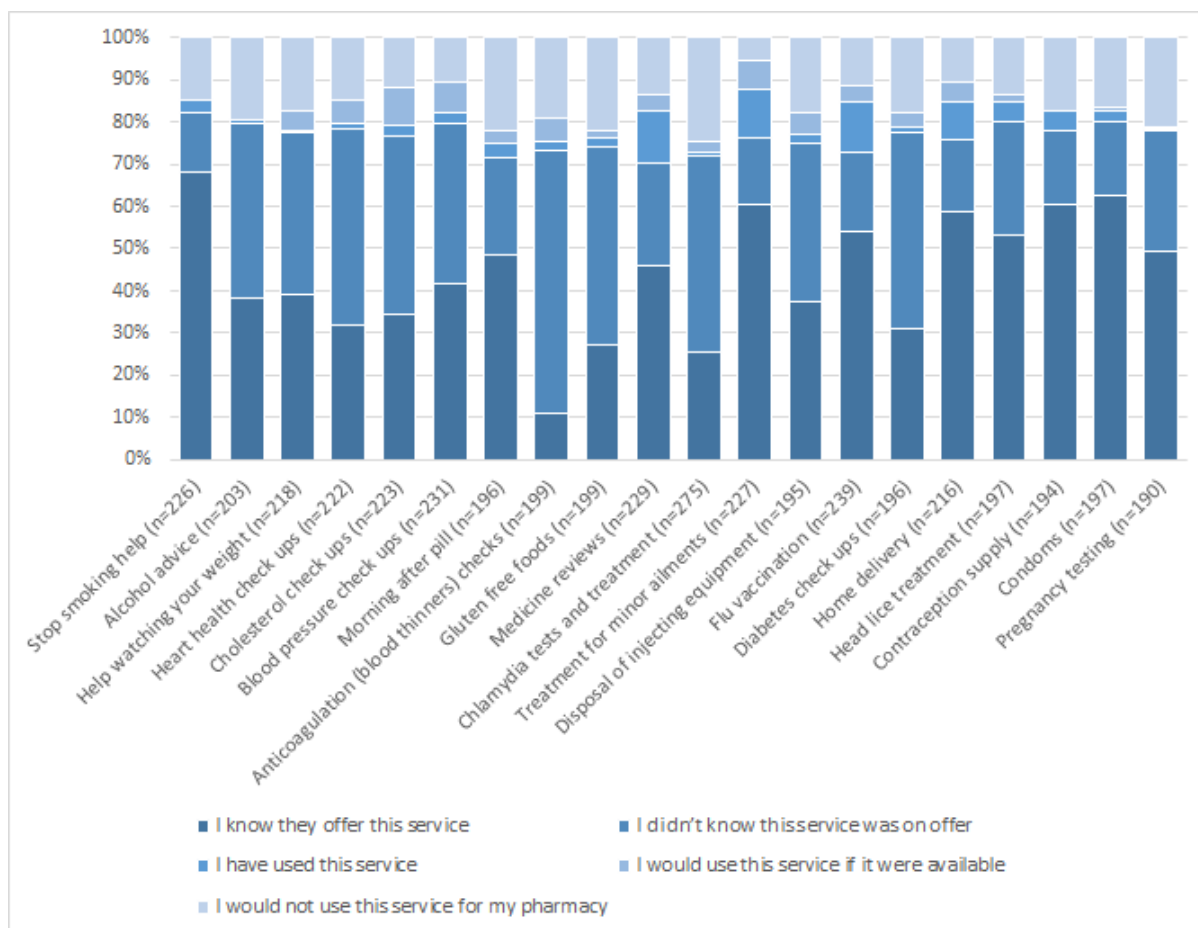


15. Your pharmacy may offer some of the free NHS services listed below - please tell us what you know about them.

Respondents were asked to tick any or all that apply.

Answer options	I know they offer this service	I didn't know this service was on offer	I have used this service	I would use this service if it were available	I would not use this service from my pharmacy
Stop smoking help (n=226)	68.1%	14.2%	2.7%	0.0%	15.0%
Alcohol advice (n=203)	38.4%	41.4%	0.5%	0.0%	19.7%
Help watching your weight (n=218)	39.0%	38.5%	0.5%	4.6%	17.4%
Heart health check ups (n=222)	32.0%	46.4%	1.4%	5.4%	14.9%
Cholesterol check ups (n=223)	34.5%	42.2%	2.7%	9.0%	11.7%
Blood pressure check up (n=231)	41.6%	38.1%	2.6%	7.4%	10.4%

Answer options	I know they offer this service	I didn't know this service was on offer	I have used this service	I would use this service if it were available	I would not use this service from my pharmacy
Morning after pill (n=196)	48.5%	23.0%	3.6%	3.1%	21.9%
Anticoagulation (blood thinners) checks (n=199)	11.1%	62.3%	2.0%	5.5%	19.1%
Gluten free foods (n=199)	27.1%	46.7%	2.5%	1.5%	22.1%
Medicine reviews (n=229)	45.9%	24.5%	12.2%	3.9%	13.5%
Chlamydia tests and treatment (n=275)	17.5%	31.6%	0.7%	1.8%	16.7%
Treatment for minor ailments (n=227)	60.4%	15.9%	11.5%	7.0%	5.3%
Disposal of injecting equipment (n=195)	37.4%	37.4%	2.1%	5.1%	17.9%
Flu vaccination (n=239)	54.0%	18.8%	12.1%	3.8%	11.3%
Diabetes check ups (n=196)	31.1%	46.4%	1.0%	3.6%	17.9%
Home delivery (n=216)	58.8%	17.1%	8.8%	4.6%	10.6%
Head lice treatment (n=197)	53.3%	26.9%	4.6%	1.5%	13.7%
Contraception supply (n=194)	60.3%	17.5%	4.6%	0.0%	17.5%
Condoms (n=197)	62.4%	17.8%	2.5%	0.5%	16.8%
Pregnancy testing (n=190)	49.5%	28.4%	0.5%	0.5%	21.1%



16. Has your pharmacist ever talked to you about the following?

	Yes and the advice was welcome		Yes but I wasn't interested		No and I would like some advice		No and I don't need advice		I can't remember	
	n	%	n	%	n	%	n	%	n	%
Smoking (n=253)	8	3.2%	4	1.6%	0	0.0%	237	93.7%	4	1.6%
Alcohol (n=253)	5	2.0%	2	0.8%	2	0.8%	241	95.3%	3	1.2%
Your weight (n=250)	11	4.4%	1	0.4%	17	6.8%	215	86.0%	6	2.4%
Heart disease (n=255)	23	9.0%	1	0.4%	14	5.5%	204	80.0%	13	5.1%

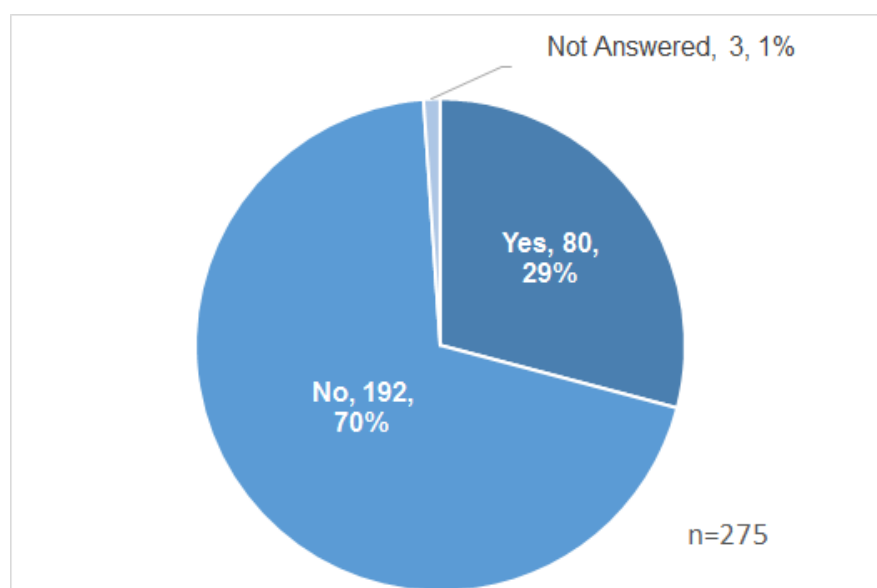
17. Are there any other services you would like to see available at your pharmacy?

There were 33 comments in relation to services that respondents would like to see available at their pharmacy:

Testing (n = 11)
 Opening hours (n = 9)
 Advice (n = 5)
 Home delivery (n = 2)
 Other (n = 6)

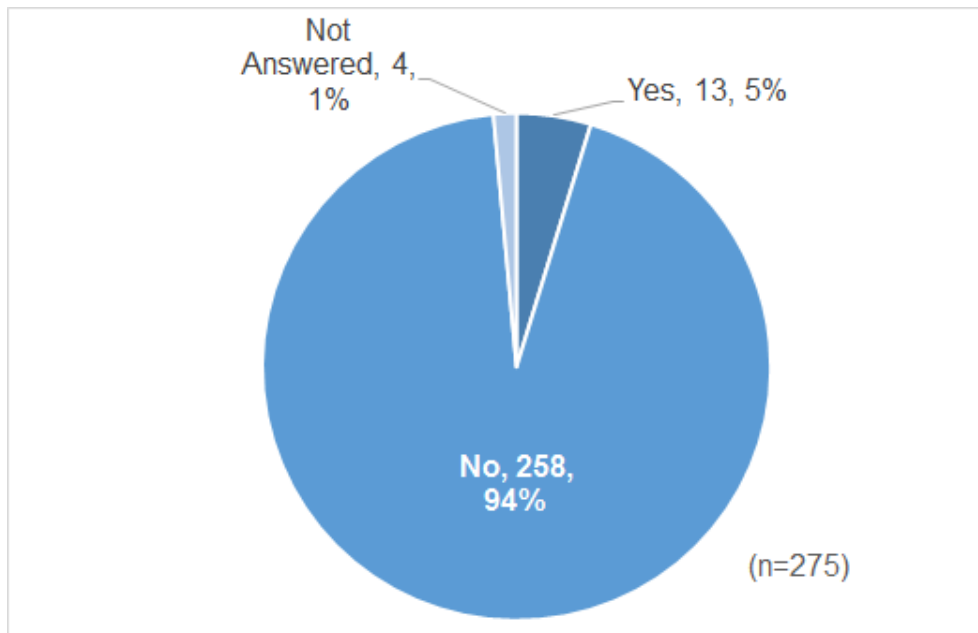
19. Do you have to pay prescription charges?

	Number of respondents	Percent of all respondents
Yes	80	29.1%
No	192	69.8%
Not Answered	3	1.1%
Total	275	100.0%



20. Are you housebound?

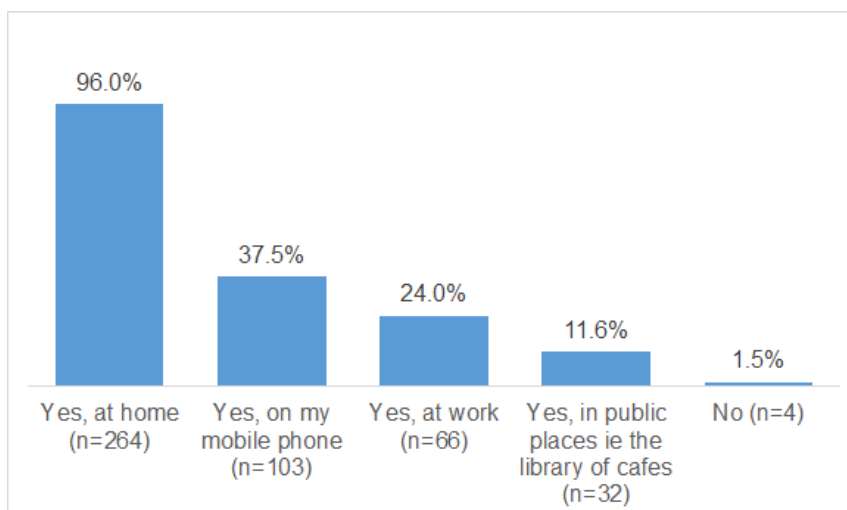
	Number of respondents	Percent of all respondents
Yes	13	4.7%
No	258	93.8%
Not Answered	4	1.5%
Total	275	100.0%



21. Do you have easy access to the internet?

Respondents were asked to select all that apply.

	Number of respondents	Percentage of all respondents
Yes, at home	264	96.0%
Yes, on my mobile phone	103	37.5%
Yes, at work	66	24.0%
Yes, in public places ie the library of cafes	32	11.6%
No	4	1.5%



Demographic Information

22. Gender

	Number of respondents	Percent of all respondents
Female	187	68.0%
Male	85	30.9%
Not Answered	3	1.1%
Total	275	100.0%

23. Age

	Number of respondents	Percent of all respondents
18 to 24 years	2	0.7%
25 to 34 years	11	4.0%
35 to 44 years	31	11.3%
45 to 54 years	49	17.8%
55 to 64 years	52	18.9%
65 to 74 years	80	29.1%
75 to 84 years	38	13.8%
85 years +	8	2.9%
Not Answered	4	1.5%
Total	275	100.0%

24. Ethnicity

	Number of respondents	Percent of all respondents
White or White British	253	92.0%
Mixed background	6	2.2%
Asian or Asian British	5	1.8%
Black or Black British	3	1.1%
Not Answered	8	2.9%
Total	275	100.0%

25. Disability

The total does not add up to 275 as respondents were asked to select all which applied.

	Number of respondents	Percent of all respondents
Deafness or partial loss of hearing	37	13.5%
Blindness or partial loss of sight	4	1.5%
Learning disability	1	0.4%
Developmental disorder	0	0.0%
Mental ill health	15	5.5%
Long term illness or condition	104	37.8%
Physical disability	34	12.4%
Other disability	5	1.8%
No disabilities	113	41.1%

26. Working Status

	Number of respondents	Percent of all respondents
Retired	130	47.3%
Working – full time (30+ hrs/wk)	64	23.3%
Working - part time (8-29 hrs/wk)	30	10.9%
Housewife/ husband	11	4.0%
Self-employed	11	4.0%
Permanently sick/ disabled	9	3.3%
Full-time carer	6	2.2%
Working – (under 8 hrs/wk)	4	1.5%
Registered unemployed	2	0.7%
Voluntary work	2	0.7%
Student	1	0.4%
Unemployed but not registered	1	0.4%
Not Answered	4	1.5%
Total	275	100.0%

27. Marital Status

	Number of respondents	Percent of all respondents
Married	169	61.5%
Single	32	11.6%
Widowed	30	10.9%
Divorced or separated	17	6.2%
In a co-habiting relationship	11	4.0%
Prefer not to say	11	4.0%
Not Answered	5	1.8%
Total	275	100.0%

28. Maternity

	Number of respondents	Percent of all respondents
No	245	89.1%
Yes	7	2.5%
Prefer not to say	2	0.7%
Not Answered	21	7.6%
Total	275	100.0%

29. Religion

	Number of respondents	Percent of all respondents
Christianity (all denominations)	171	62.2%
No religion/ Atheist	61	22.2%
Other religion	4	1.5%
Judaism	2	0.7%
Buddhism	1	0.4%
Islam	1	0.4%
Sikh	1	0.4%
Prefer not to say	26	9.5%

	Number of respondents	Percent of all respondents
Not Answered	8	2.9%
Total	275	100.0%

30. Sexual Orientation

	Number of respondents	Percent of all respondents
Heterosexual	213	77.5%
Bisexual	5	1.8%
Gay woman/ lesbian	4	1.5%
Other	3	1.1%
Prefer not to say	37	13.5%
Not Answered	13	4.7%
Total	275	100.0%