

Telford & Wrekin Community Pharmacy Survey Report
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Key Headlines

- There was over representation from women in the survey and therefore men were under represented. Young people under 25 years were under represented and middle aged people (aged 45-64 years) were over represented. People from BME groups were appropriately represented
- In general the survey responses were very positive with:
 - 73.2% of respondents stating they could access pharmacy services in under 10 minutes travel time
 - 92.4% of respondents stating they were happy with current opening times of their usual pharmacy
 - The majority of respondents (80%) found their community pharmacies helpful and supportive.
- The main reason reported for using pharmacy services was to collect prescriptions (82.9%) or to buy over the counter medicines (10.9%).
- Only a small percentage of respondents used pharmacies to obtain advice about healthy lifestyles, although 76% agreed that they could ask their pharmacist for health advice.

Survey Methodology

A survey of public views on community pharmacy in Telford & Wrekin was undertaken between 11th September 2014 and 9th October 2014. The survey consisted of 16 questions covering themes such as awareness of and access to services and levels of satisfaction. Standard socio-demographic questions were included. (See questionnaire attached)

The survey was publicised through the NHS Telford and Wrekin CCG website and also to all Telford & Wrekin Council staff through the intranet. Paper copies of the survey were distributed to community pharmacies for completion. A number of patient groups were contacted and given printed copies of the survey, including: the Rheumatoid Arthritis Support Group, Bumps to Baby, Stroke Carers Group, Stirchley Medical Practice Patient Group, the Carers Association and the local branch of Diabetes UK.

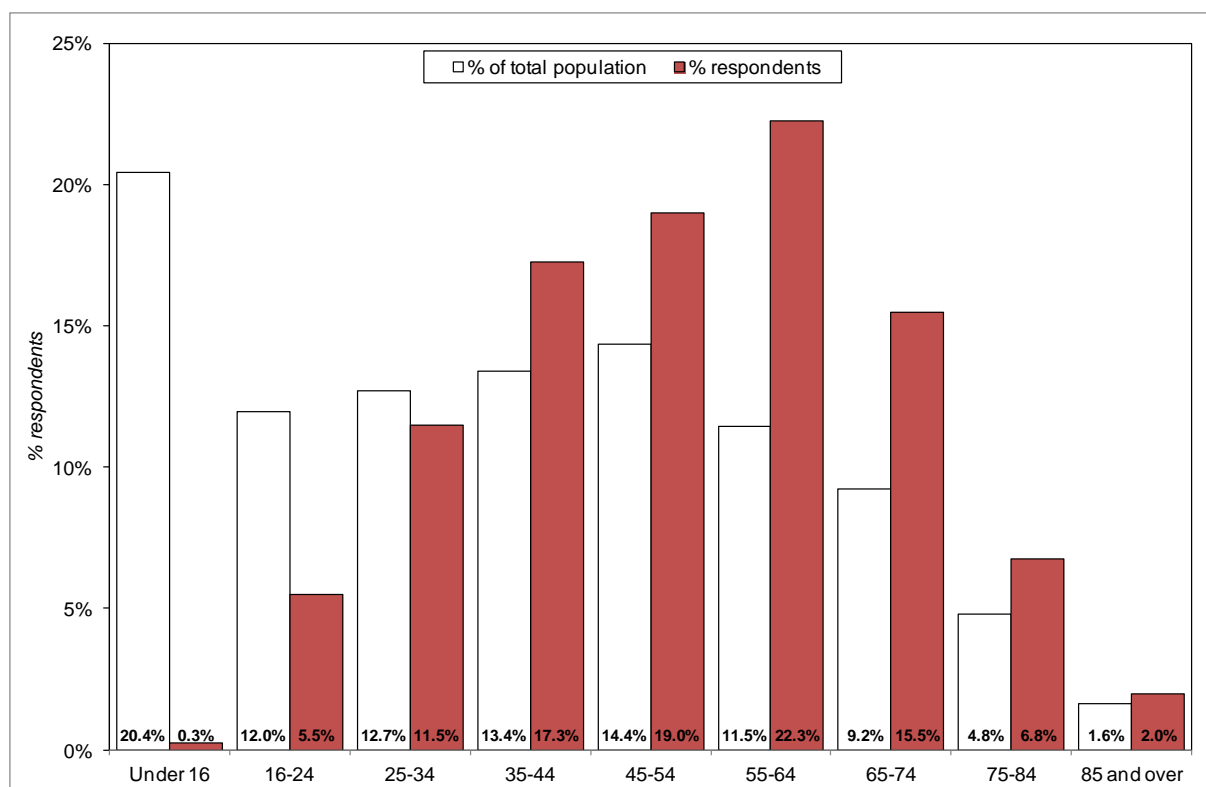
Healthwatch Telford & Wrekin fully supported completion of the survey through their extensive local contacts, which maximized the reach of the survey.

There were a total of 417 survey responses, which represents 0.3% of the total borough population. This was an increase from the previous PNA survey where there were 203 responses at the end of the consultation.

Survey Respondents Representation

- **Gender split:** 67.9% of survey respondents were female and 31.6% were male. In terms of comparison with the total population is 50.4% are female and 49.6% male. Therefore women are over-represented in the survey and men are under-represented.
- **Age profile:** the age profile of survey respondents compared to the overall population is compared in Figure i. The most common age groups of survey respondents were those middle aged i.e. 45-54 years (19.0%) and 55-64 years (22.5%). These age groups were over represented compared to the overall population. Only 12% of respondents were aged under 25 and therefore young people were especially under represented in the survey.
- **Ethnicity:** there was good representation in the survey of people from Black and Minority Ethnic (BME) groups compared to the overall population make up, 6.5% of respondents were from BME groups compared to 7% in the Borough overall.
- **Longstanding illness, disability or infirmity:** 60.9% of survey respondents stated they had a longstanding illness, disability or infirmity, which compares to 18.6% in the overall population. Therefore people with a long standing illness or disability were over represented in the survey.




Figure i Age Profile: Survey Respondents and Overall Population



Key findings:





The majority of respondents have a usual pharmacy (89.4%), with most visiting their pharmacist once a month (25.5%) or more than once a month (33.8%).

Do you have a usual pharmacy (Chemist)?

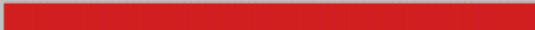

Yes		89.37%	370
No		8.94%	37
Not sure		1.69%	7
Total # of respondents 417. Statistics based on 414 respondents; 0 filtered; 3 skipped.			

In general the responses were very positive with 73.2% of those that responded stating they could access pharmacy services in under 10 minutes travel time, and 92.4% of those stating they were happy with current opening times of their usual pharmacy. The main reason for using pharmacy services was to collect prescriptions (82.9%) or to buy over the counter medicines (10.9%). Only a small percentage of patients used pharmacies to obtain advice about healthy lifestyles, although 76% agreed or strongly agreed that they could ask their pharmacist for health advice. The majority found their community pharmacies supportive.

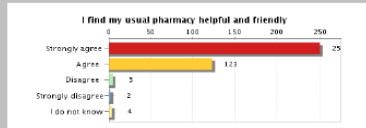
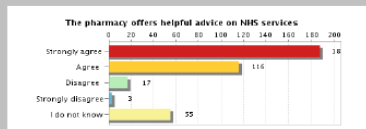
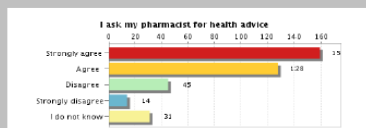
Approximately how long does your journey take when making a visit to your pharmacy?

Under 10 minutes		73.22%	298
Between 10 and 20 minutes		22.6%	92
20 to 30 minutes		2.7%	11
Over 30 minutes		1.47%	6
Total # of respondents 417. Statistics based on 407 respondents; 0 filtered; 10 skipped.			

Is your usual pharmacy open at the times you want to use it?

Yes		92.35%	374
No		7.65%	31
Total # of respondents 417. Statistics based on 405 respondents; 0 filtered; 12 skipped.			

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I find my usual pharmacy helpful and friendly	65.1 % (250)	32.03 % (123)	1.3 % (5)	0.52 % (2)	1.04 % (4)		384
The pharmacy offers helpful advice on NHS services	49.47 % (187)	30.69 % (116)	4.5 % (17)	0.79 % (3)	14.55 % (55)		378
I ask my pharmacist for health advice	42.18 % (159)	33.95 % (128)	11.94 % (45)	3.71 % (14)	8.22 % (31)		377

Overall Survey Analysis



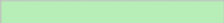



The survey can be split into four main themes: Frequency of visits, Reason for visits and services used, Access, and Awareness of services. Participants were also given the opportunity to add any additional comments.

Further analysis has been done around access in relation to postcode data, this is analysed by community cluster and those who had indicated that they had a long standing illness, disability or infirmity.

Frequency of visits

The majority (33.8%) visited a pharmacy more than once a month. 27.7% visited a pharmacy around once every 2 to 3 months and of those filling in the questionnaire only 0.2% never visited a pharmacy.

On average how often do you visit a pharmacy (chemist)?






Around once a year		5.84%	24
Around once every 2 to 3 months		27.74%	114
More than once a month		33.82%	139
Around once every 6 months		6.81%	28
Once a month		25.55%	105
Never		0.24%	1
Total # of respondents 417. Statistics based on 411 respondents; 0 filtered; 6 skipped.			

Reason for visits and services used

APPENDIX XIII

The main reason for using the pharmacy was to collect prescriptions (82.9%) and to buy over the counter medicines (10.9%). 3.6% used the pharmacy to get advice about their medicine however a number of people commented that they sought advice about their medicines from their pharmacy. 76% strongly agreed or agreed that they could ask their pharmacy for health advice. 97% strongly agreed or agreed that their pharmacy was helpful and friendly. 80% strongly agreed and agreed that the pharmacy offered helpful advice on NHS services. However, 14.5% did state that they did not know that pharmacies could offer advice on NHS services.



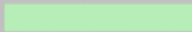



Why do you visit the pharmacy?

To collect a prescription		82.97%	341
To get advice about my medicine		3.65%	15
To buy over the counter medicines		10.95%	45
To get advice on healthy lifestyles		0.73%	3
Other		1.7%	7
Total # of respondents 417. Statistics based on 411 respondents; 0 filtered; 6 skipped.			

The majority were traveling under 10 minutes to get to their pharmacy (73.2%).there was a very small percentage that stated they travelled 20 to 30 minutes (2.7%) or over 30 minutes (1.4%). Of these 16 respondents, 8 had postcodes that were out of the Telford and Wrekin area.

The majority (39.5%) visited a pharmacy near their home, 31.9% visited a pharmacy because it was near their doctor's surgery and only 5.4% visited a pharmacy in a supermarket.

Where do you visit your usual pharmacy?

Near my home		39.51%	162
On the high street		10.24%	42
Near or at my doctor's		31.95%	131
Wherever is convenient at the time		7.07%	29
Near my work		5.85%	24
At the supermarket		5.37%	22
Total # of respondents 417. Statistics based on 410 respondents; 0 filtered; 7 skipped.			

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The majority stated that it was important for their pharmacy to be located near the near home (38.2%) or near their doctor's surgery (31.5%). Of very low importance was access to pharmacy near child's school (0%) and getting their by public transport (1.2%).

Thinking about the location of your usual pharmacy, which of the following is most important to you?

It's near my home		38.18%	155
It's near my work		6.9%	28
It's convenient to where I am on the day		9.11%	37
It's near or at my doctor's surgery		31.53%	128
I can get there using public transport		1.23%	5
It's in the town centre or high street		3.45%	14
It's in my local supermarket		4.43%	18
It's near my child's school		0%	0
I can park easily		5.17%	21
Total # of respondents 417. Statistics based on 406 respondents; 0 filtered; 11 skipped.			

92.3% were happy with the opening times of pharmacies. Additional opening hours that they would like to see are more evenings and longer opening on Saturdays and Sundays, as well as early morning.

However, 96% strongly agreed or agreed with the statement that they could find a pharmacy when they needed one. 72% strongly agreed or agreed that could find one open after 5pm and 87% strongly agreed or agreed they could find a pharmacy open at the weekends.

	A 	B 	C 	D 	E 		Resp onse Total
I can find an open pharmacy when needed	46.06 % (181)	49.87 % (196)	2.29 % (9)	0.51 % (2)	1.27 % (5)		393
I find it easy to find a pharmacy close to where I need it	47.91 % (183)	48.69 % (186)	2.36 % (9)	0 % (0)	1.05 % (4)		382
I can find a pharmacy open during the evening (after 5pm)	34.4 % (129)	37.6 % (141)	15.73 % (59)	2.4 % (9)	9.87 % (37)		375
I can find a pharmacy open during the weekend	38.44 % (143)	48.93 % (182)	6.99 % (26)	1.34 % (5)	4.3 % (16)		372

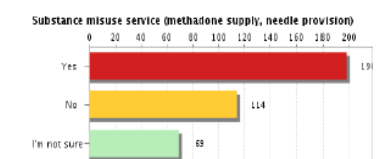
This section asked respondents about their awareness of extra services that may be available at their pharmacy. This question showed that there were some differences in awareness according to age of the respondents and the need for the service, such as emergency contraception and Chlamydia screening services.

Awareness of most extra services was high, with awareness of prescription collection from GP surgery (93.2%), disposal of unwanted medicines (88.5%) and minor ailment advice (86.2%) coming out with the highest scores.

The lowest awareness rating was for Chlamydia screening with 24.3%, last year only 1.7% stated they were aware of this as an extra service. Other services that had low awareness levels were supplying free healthy vitamins (32.5%) and Condom distribution (31.8%).

Awareness of community pharmacy services

	Yes ■	No ■	I'm not sure ■		Response Total
Stop smoking advice and treatment	80.36 % (315)	13.78 % (54)	5.87 % (23)		392
Emergency contraception (morning after pill) and contraception advice	67.27 % (261)	22.17 % (86)	10.57 % (41)		388
Medication use review (advice on your medication)	76.73 % (300)	18.16 % (71)	5.12 % (20)		391
New medicines services (advice on taking your newly prescribed medicine)	76.08 % (299)	17.56 % (69)	6.36 % (25)		393
Prescription collection from your GP surgery	93.17 % (368)	5.32 % (21)	1.52 % (6)		395
Prescription delivery service	70.88 % (275)	22.94 % (89)	6.19 % (24)		388
Disposal of your unwanted medication	88.46 % (345)	8.72 % (34)	2.82 % (11)		390
Minor ailment advice (advise and treatment for minor health problems e.g. sore throat, hay fever)	86.22 % (338)	8.93 % (35)	4.85 % (19)		392

Substance misuse service (methadone supply, needle provision)	51.97 % (198)	29.92 % (114)	18.11 % (69)		381
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Awareness of community pharmacy services (Continued)

Supply of free Healthy Start vitamins by voucher	32.45 % (123)	51.45 % (195)	16.1 % (61)		379
Advice on healthy lifestyles	66.93 % (257)	22.66 % (87)	10.42 % (40)		384
Chlamydia screening and treatment	24.27 % (91)	54.67 % (205)	21.07 % (79)		375
Condom distribution (free supply to eligible people)	31.84 % (121)	47.9 % (182)	20.26 % (77)		380

Other comments

Respondents were given the opportunity to add any other comments about their community pharmacy. Question 11 asked if there were any other services that you would like your pharmacy to offer. 79 responded to this question, with 54 of these saying no other services required. Other responses were, Blood pressure tests, Needle exchange, Warfarin testing and Weight advice. A few would like delivery of prescriptions, e-mail order and text reminders of opening hours. Others would like to NHS health checks, Flu vaccines and free NHS jabs for over 60's.

Question 12, allowed respondents to add any other comments about community pharmacy services. Overall, there were 99 comments, 38 of which stated they had not further comments to add. Of the remaining 61 comments over 70% of these were positive. There were many positive comments related to the friendliness of staff at pharmacies. There were also a few comments on how helpful staff were especially in relation to advice and care given. Although most were happy with their pharmacy, a few commented that prescriptions aren't always there or there in full, not all medication was available, often busy and there can be a wait. There were a small number who would like pharmacies to be more standardised.

