

Appendix Three – Public survey results

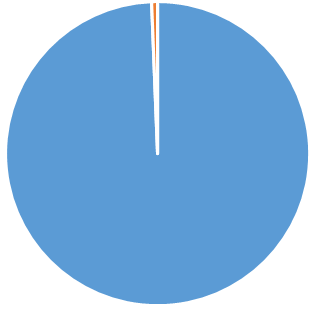
Survey ran 7th March 2022 to 15th May 2022

There were 159 responses

Q1 was removed from the response and plotted on map two

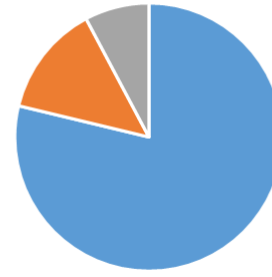
There were no responses to Q1, Q19 and Q42 when additional information to an answer was requested

Q2. Do you use a pharmacy?



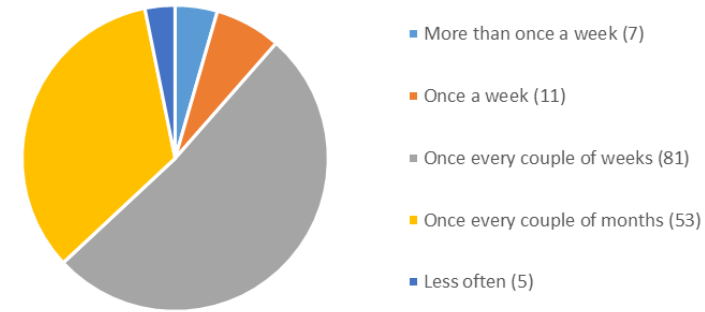
■ Yes (158) ■ No (1)

Q3. Why do you use a pharmacy? (Please tick all that apply)



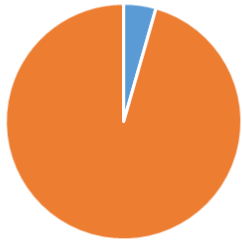
■ For myself (152) ■ As a carer for an adult (26) ■ As a carer for a child (15)

Q4. If you do use a pharmacy, how often have you used one?



■ More than once a week (7)
 ■ Once a week (11)
 ■ Once every couple of weeks (81)
 ■ Once every couple of months (53)
 ■ Less often (5)

Q5. Do you have problems accessing a pharmacy due to location?



■ Yes (7) ■ No (151)

Q7. Do you have problems accessing a pharmacy due to opening hours?



■ Yes (13) ■ No (145)

Q6. If you answered 'yes' to Q5, please explain why:

- It's on a main road.
- The one nearest to us is dreadful. They use the cheapest items for prescriptions and as a result of this my son (who I am a carer for) was very ill for months. I now have to travel to a pharmacy just for prescriptions due to this fiasco. They need to be looked into and shut down. The one I am referring to is on XXX Road, near XXX. It used to be XXX and there were never any problems with them.
- The pharmacy I use is in a supermarket and doesn't deliver. I'm on chemotherapy and can't access it due to low immune system.
- Without going into a supermarket, my nearest pharmacy is hard to just "pop into". Parking is an absolute nightmare, at either of the nearest. I go to one in another locality. It's always accessible and I feel the staff care and take time to help if you have any queries.
- Have to catch a bus to get there that doesn't always turn up.
- Distance, public transport.

Q8. If you answered 'yes' to Q7, please explain why:

- Previously when I have visited the pharmacy in my lunch hour, but the pharmacy is closed.
- It is not open at weekend
- Work commitments
- None open in my area on a Saturday,
- My local pharmacy is only open half day on Saturday so I have to go down early to get what I need. There is also no local late-night pharmacy near me, only business hours, sadly most childhood illnesses and problems tend to happen at night!
- In an emergency after 11pm I believe, there is only a pharmacy open in Manchester City centre.
- Doesn't open until 9.30, closed Saturday afternoon.
- I would prefer to collect prescriptions on a Saturday pm, but it is closed then
- They shut at lunchtime on Saturdays and are closed all day Sunday
- Work times
- Local pharmacies not open at weekend
- Sometimes my prescription isn't ready at opening times.

Q9. Did you know that there are pharmacies in Bury that are open extended hours (e.g. early morning, late night, weekends and bank holidays)?



■ Yes (112) ■ No (46)

Q10. Do you know where these pharmacies are located?



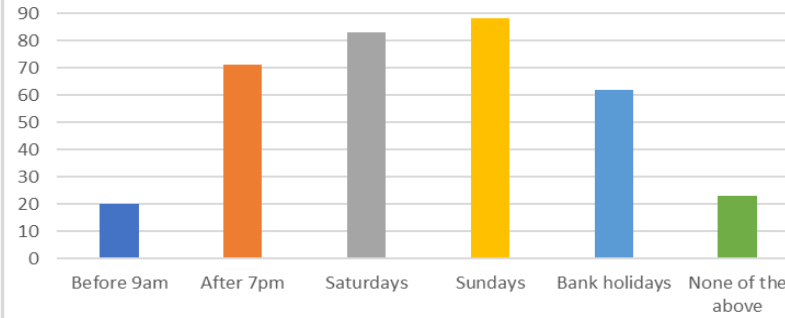
■ Yes (65) ■ No (93)

Q11. Have you used these pharmacies early in the morning (before 9am), later at night (after 7pm), at weekends or on bank holidays?

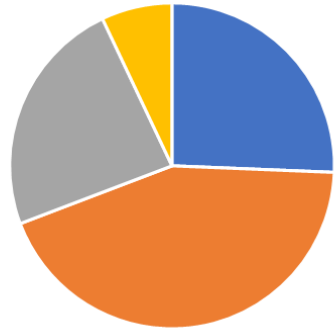


■ Yes (48) ■ No (110)

Q12. At what time would you, or do you, find pharmacies with extended hours most useful? (Please tick all that apply)

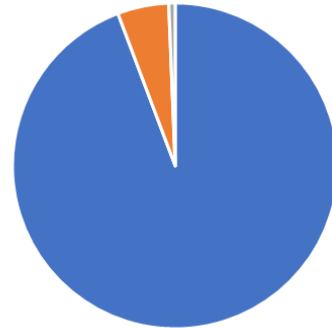


Q13. How far from your home or place of work would you be willing to travel to a pharmacy?



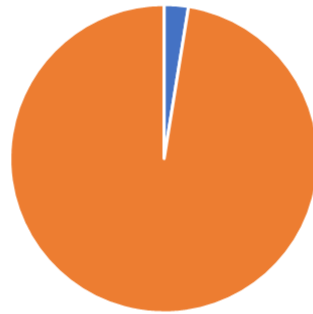
■ Less than 1 mile (40)
 ■ 1 - 2 miles (68)
 ■ 2 - 3 miles (37)
 ■ More than 3 miles (11)

Q14. Do you have any difficulties accessing a pharmacy of your choice?



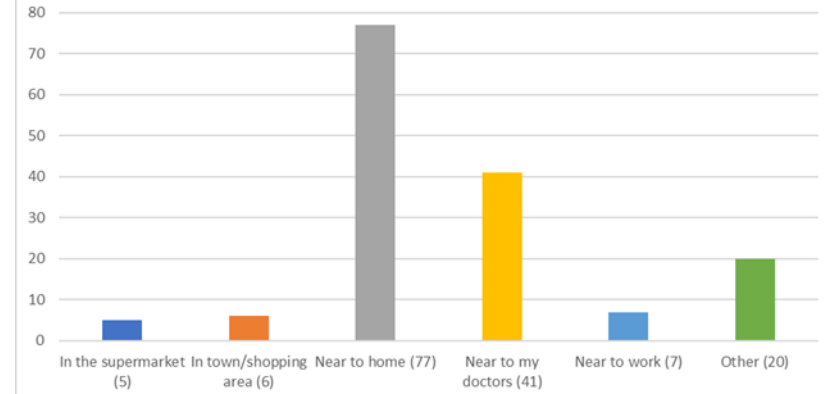
■ No (148)
 ■ Yes, I have mobility issues (8)
 ■ Yes, I'm housebound (1)

Q15. Do you have a regular pharmacy?



■ No (4) ■ Yes (154)

Q16. In terms of location, why do you use this pharmacy regularly?



Q17. If you answered 'other' in Q16, please explain why:

- They deliver to us.
- They deliver
- As explained above.
- So far , they have tried to do what I use them for.
- It used to be useful being in the supermarket but now it's not cos I can't go in a supermarket.
- I use the pharmacy in XXX because it is open extended hours and if closed, there is also XXX next door which is open late.
- On way from home to other places so can break journey
- I like the staff and they know me now so it's easier and a friendly face says a lot.
- Prescription delivery service. Knowledgeable staff.
- Had difficulty with prescriptions with previous chemist. Can take disabled husband for injections / procedures - I can park at the door.
- This is a pharmacy which is around 3 miles from where I live. It's always accessible re parking and times. I feel the staff care and take time to help if you have any queries.
- There is somewhere I can park nearby, preferably free.
- delivery service
- They deliver
- Recommended as reliable and helpful. I'm willing to travel to this one because they have been by far, the best and most accommodating pharmacy I've ever used in 30 years of using pharmacies in the Bury area.
- They deliver my large monthly repeat prescription order & also other pharmacy items as necessary. Deliveries are reliable.
- They are able to supply all my needs and very friendly and efficient
- As there are no face to face appts I don't need to use the chemist at the doctors. This chemist part of a mini shopping centre so I can combine a number of things with a number of shops in one visit.

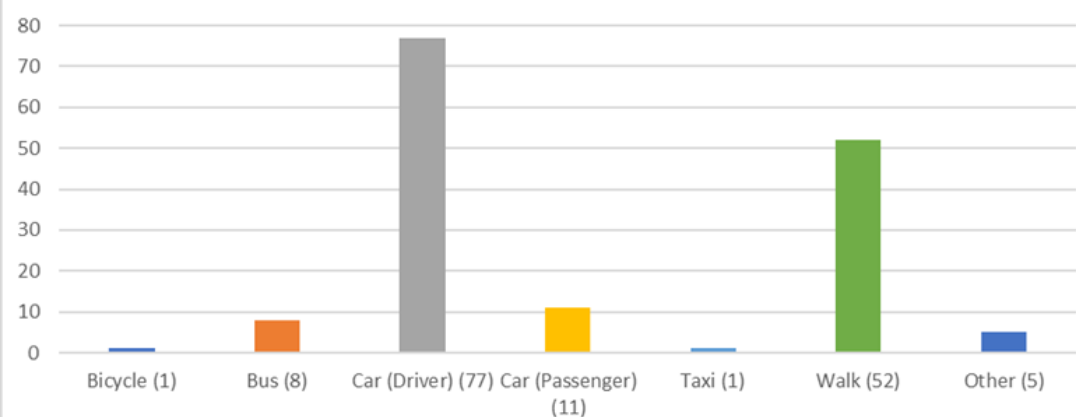
Q18. If you use a particular pharmacy on a regular basis, is this because:
(please tick the one that applies most)



Q20. If you answered 'they offer another service which I use' to Q18, please state which service(s) you use:

- Electronic prescription
- Click and collect for things like vitamin supplements
- Prescription reordering and text advice to let me know when they are ready for collection
- Order online and prescription sent from doctors to pharmacy electronically.
- Disabled husband had his Covid booster there, am waiting for the ear syringing service to start and later in the year they are doing the pneumonia jab. I will be keeping an eye open to see if they are able to offer any other vaccinations.
- They order and collect my prescription for me, I just collect from shop
- Pick up medication from pharmacy
- As an independent chemist they are more careful about things like dosette dispensing (for elderly mother) and source specific drugs which others in a large group just keep saying they can't get hold of.
- Direct transfer of my prescriptions from the Doctor's surgery
- I order my tablets on line from the Drs and the prescription is sent through to the Pharmacy. The Pharmacy then sends me a text when it is ready for me to collect. It works very well.
- Have a disabled husband - I take the early appts so that I can park at the door - he had his Covid vaccinations and booster there and is waiting for the ear syringing service to start.
- Online prescription through NHS/Ask my GP. I order and collect

Q22. What is your usual method of travel when you visit a pharmacy?



Q21. If you answered 'other' to Q18, please explain why:

- It's convenient for me.
- Close to home
- It's in my doctors
- Repeat prescriptions
- As above.
- Near the doctors
- Near to my home
- Very near my home
- The staff are professional
- Near work
- I use them because I find the extended opening hours helpful and match my needs.
- Convenient location
- Location to both Doctor surgery and home
- The pharmacy I use has good parking and is easy to get to as it is on the route I take everyday
- Nearest to my home
- Originally I used them as they were tall of : Town centre, near my Drs, friendly staff and knowledgeable and they picked up my scripts!! With the advent of electronic prescriptions they started not only receiving but delivering our multiple prescriptions and provide a great service. They also offer flu jabs and will offer advice on other queries. It is only their closure from 3pm on Saturday to Monday 9am that has been a problem when emergency medications have been needed.
- Location, it's close to my doctors surgery, so I can collect my prescription immediately.
- I use my regular pharmacy because it is near my doctor's surgery.
- It is the nearest to me.
- It's local
- Nearest to home
- Close to home
- Proximity to my home & GP surgery
- It is near
- I use a busy supermarket pharmacy because I think they will have the freshest medicines. Also they have been helpful ordering repeats from GP
- It's convenient. I work there and live nearby.
- There is somewhere I can park my car
- First started using it for repeat prescription as it is near doctors and continued due to helpful friendly staff
- Near to home
- Can walk there in a couple of minutes
- Recommendation
- Proximity to home
- As 15 above .
- It's near home and the surgery and prescriptions are sent direct.
- Family members employment
- Close to GP
- Close to my home.
- Close to home
- Its the nearest one to my doctor and home and they have always been helpful with deliveries when required

Q23. If you answered 'other' to Q22, please explain why:

- Trams
- I have to ask someone else to pick it up for me now which can cause issues.
- I use Metrolink
- They deliver

Q24. Do you feel that pharmacy staff provide you with sufficient information about your prescribed medication or medicines purchased over the counter e.g. dose, possible side effects, any warnings?

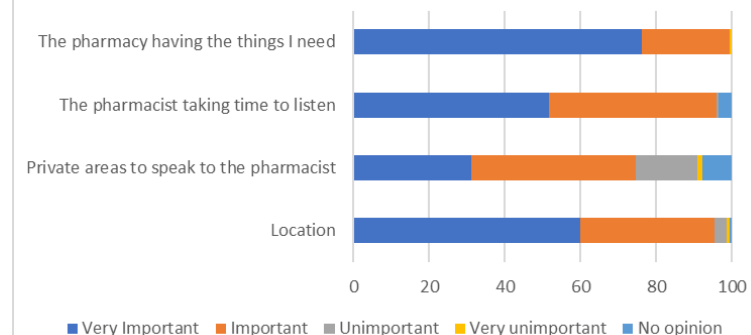


■ Yes (111) ■ No (14) ■ No opinion (30)

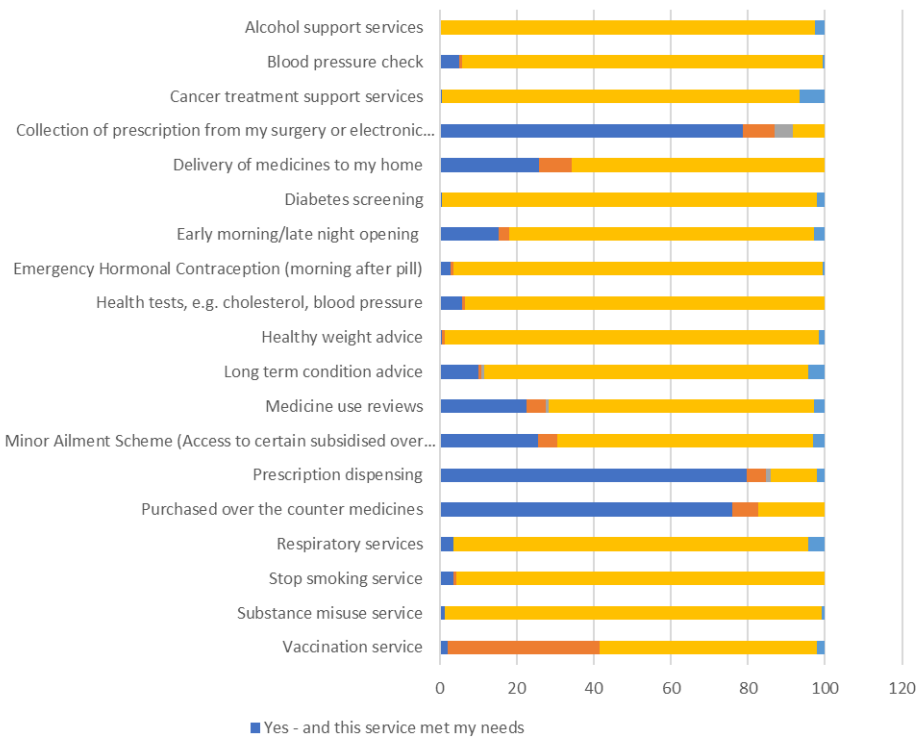
Q25. If you answered 'no' to Q24, please explain why:

- They are shop assistants not medical staff
- Very rarely have I been given advice on prescribed medication- very superficial
- They never refer to dose, side effects, warnings.
- Staff are not proactive at all, never mention anything
- Have answered "no" because both mine and my husband's prescriptions have been repeated for so long, the staff feel that we know all we need to know.
- Not very helpful now
- Never given any advice
- Our chemist have had different chemists and not regular behind the counter, the driver knows more about personal meds
- Staff never offer such information
- They don't say anything!
- Would like them to say when it is best to take the prescribed medication.
- Never had any information regarding any side effects, dose, warnings other than the leaflets in the medication.

Q26. How important are the following aspects of pharmacy services?

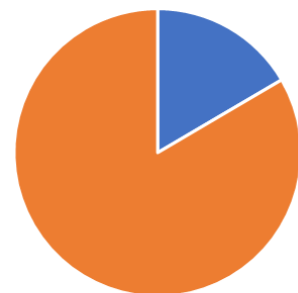


Q27. Have you ever paid for or used any of the following services from your pharmacy?



■ Yes - and this service met my needs
 ■ Yes - and this service met some of my needs
 ■ Yes - although this service did not address my needs at all
 ■ No - I have not used this service at my pharmacy
 ■ I don't know what this is

Q28. Are there any other services you would like your pharmacy to offer?



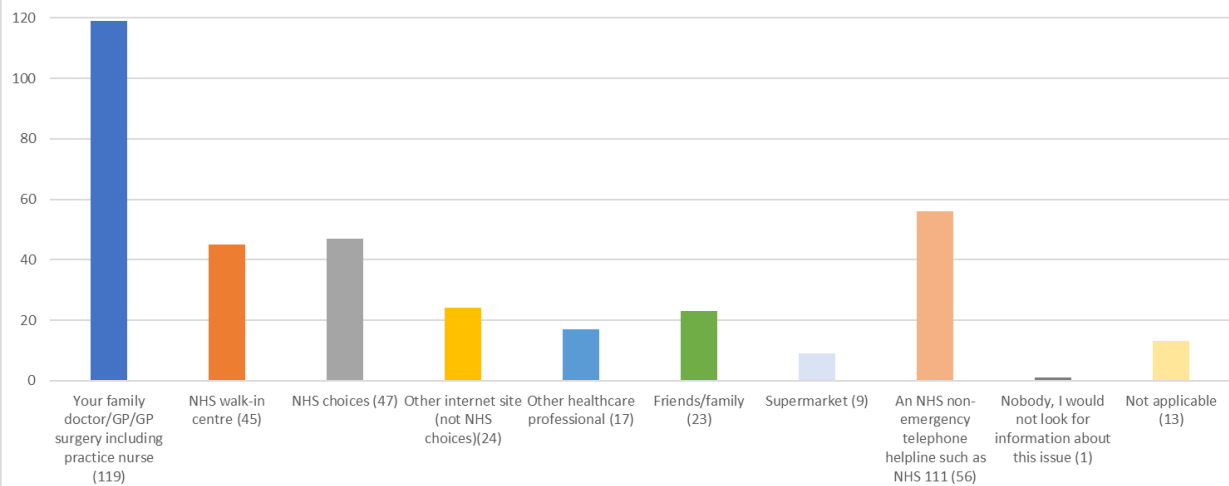
■ Yes (25) ■ No (126)

- Gifts! So many pharmacies are turning into shops stocking more and more items that to be honest I pick up when I'm shopping, but less and less 'gifts' - I have time to kill whilst I'm waiting for my prescription so it's an ideal time to browse and pick up health related gifts for friends and family.
- Flu jab
- Out of hours, we don't have a local pharmacy that offers this service
- Face to face appointments at the doctors when requested. More staff to process prescriptions faster. Fast service to just speak to the reception with a query.
- Definitely dispensing of hearing aid batteries! Possibly the following; Weight management advice, Urine testing for UTIs
- I would like them to give you a repeat prescription each time you receive prescription. Instead you have to write every item out. Or give prescription in boxes so you can see if you have missed taking tablets. When I asked for this service my chemist refused
- Try to get my medication on time tome
- I understand from gov website online that pharmacy's are allowed to sell/provide one emergency pack of customers regular/repeat prescription medicine when customer has run out and there is delay at GP's end. However I have never encountered any willingness to do this nor have I ever been told by a pharmacy that it is possible.
- I would like them to be able to prescribe you meds if your doctor is closed
- HONESTY WHEN EXPLAINING WHY THEY HAVEN'T DELIVERED PRESCRIPTION.
- A more local vaccination service would be useful (but possibly the limited accommodation for the pharmacy means that this would not be practicable)
- Change simple things on request for ease and common sense without having to go back to the doctor and then wait for change to be done by over busy GPs.
- More advice
- When ordering my prescription from the doctor, they don't advise if they haven't got the medication. I have to contact the doctor to order a different medication
- All pharmacies should offer blister packs of pills to the elderly who take large numbers of tablets regularly. Currently I only know of XXX in Bury and they were a life saver for my mum.

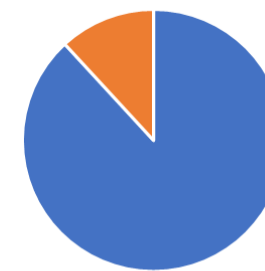
Q29. If you answered 'yes' to Q28, please explain why:

- As above, supply proper medication and not the cheapest stuff that makes you ill. Tried the delivery service 3 times and on each occasion, there was a problem (they went to the wrong address or just didn't turn up as arranged)
- Delivery
- I would like them to remind me when repeat meds are due
- Automatically get repeat prescription
- Instead of going to your GP for a minor ailment - say allergy advice, aches and pains advice ?
- More linked up computer system between doctor surgery and pharmacy
- I'd like to be informed if the pharmacy is struggling to get the medication in stock and the prescription is already in and waiting then I think the pharmacy should send a text to let the patient know so they are not waiting an unnecessary amount of time and it gives them the opportunity to look at other pharmacies to try and source the medication.
- Blood flow and respiratory checks.
- Vaccination and private travel vaccination

Q30. If you don't go to a pharmacist for any of the services listed in Q27, who would you contact if you wished to get information: (Please tick as many answers as appropriate)

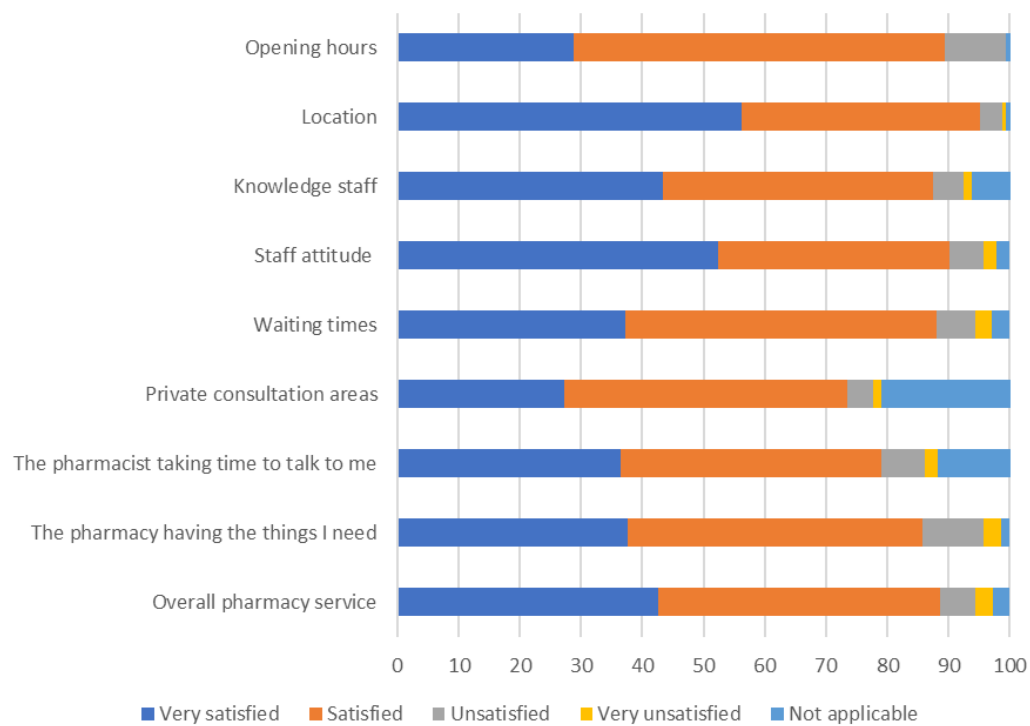


Q32. Did you know pharmacy staff could provide advice of treating minor ailments such as viral infections, mild skin conditions, minor cuts, aches and pains, hay fever and allergies etc?



■ Yes (134) ■ No (18)

Q31. How satisfied are you with the following aspects of service provided by pharmacies?

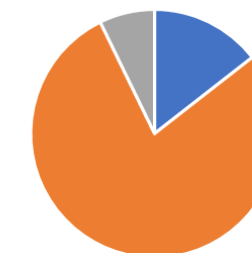


Q33. Do you use a dispensing appliance contractor (which isn't a pharmacy) for items such as continence or stoma products?



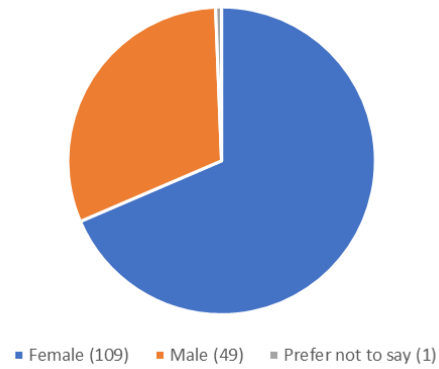
■ Yes (8) ■ No (127) ■ I don't know what this is (17)

Q34. Do you use a distance selling pharmacy where you have ordered medicines/appliances over the internet, by mail order or by telephone?

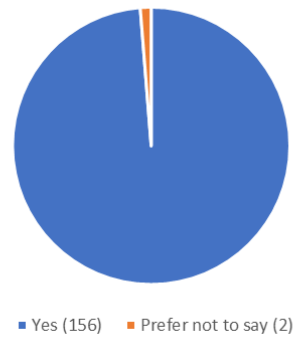


■ Yes (22) ■ No (119) ■ I don't know what this is (11)

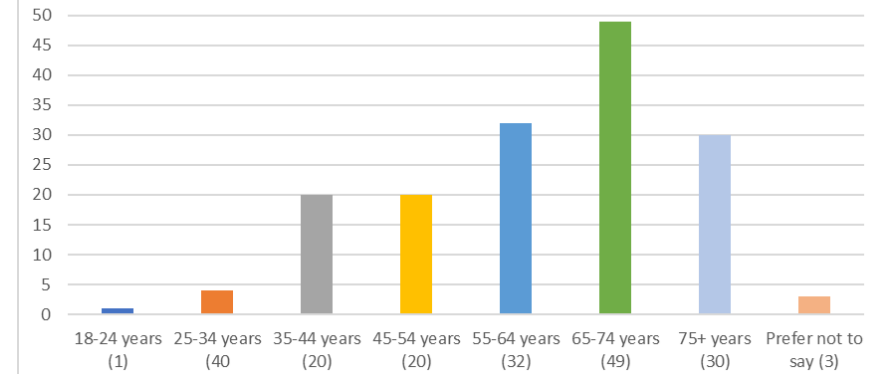
Q35. My gender is:



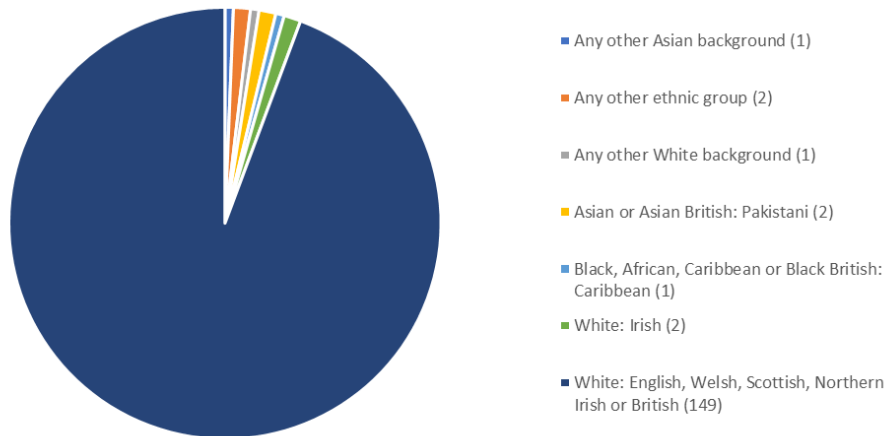
Q36. Do you identify with the gender you were assigned at birth? (e.g. Male or Female)



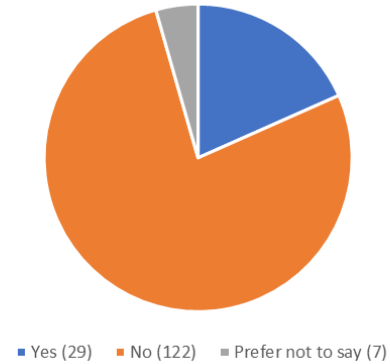
Q37. My age is:



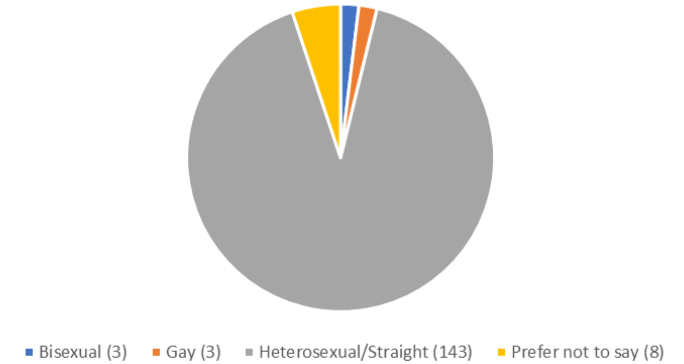
Q38. I would describe my ethnic origin as:



Q40. Do you consider yourself to be disabled?



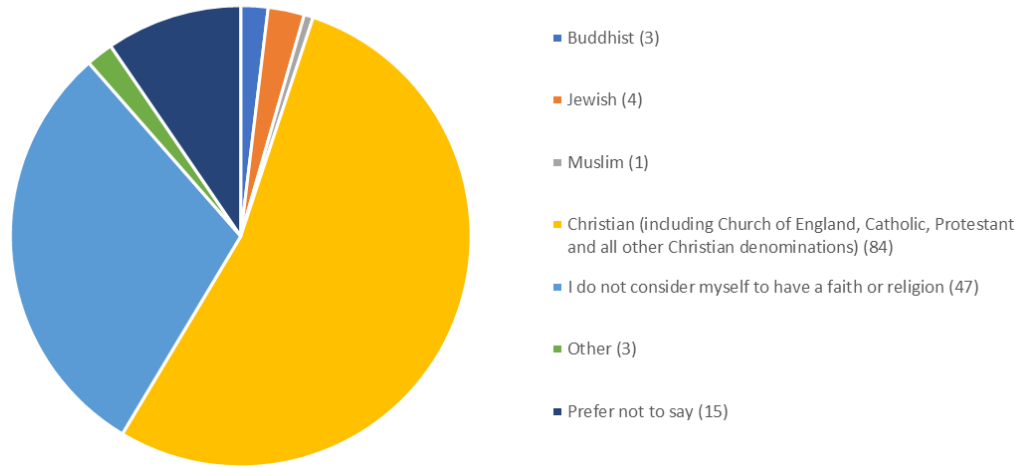
Q41. I would describe my sexuality as:



Q39. If you answered 'other' in Q38, please describe your ethnic origin:

- 50% White British. 50% white Jewish/Lithuanian
- Hongkonger

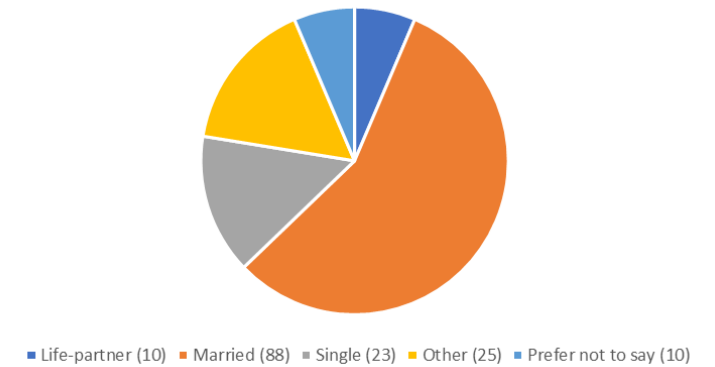
Q43. Please tell us your faith or religion:



Q44. If you answered 'other' to Q43, please describe your faith or religion:

- Methodist
- Agnostic
- Spiritualist

Q45. What is your marital status?



Q46. If you answered 'other' to Q45, please describe your marital status:

- Partner
- Widowed (15)
- Divorced (5)
- Separated (2)

Q47. Which of the following best describes your working situation?

