

Appendix Four

Bury Pharmaceutical Services Pharmacy Survey 2017

Wednesday, July 19, 2017

39

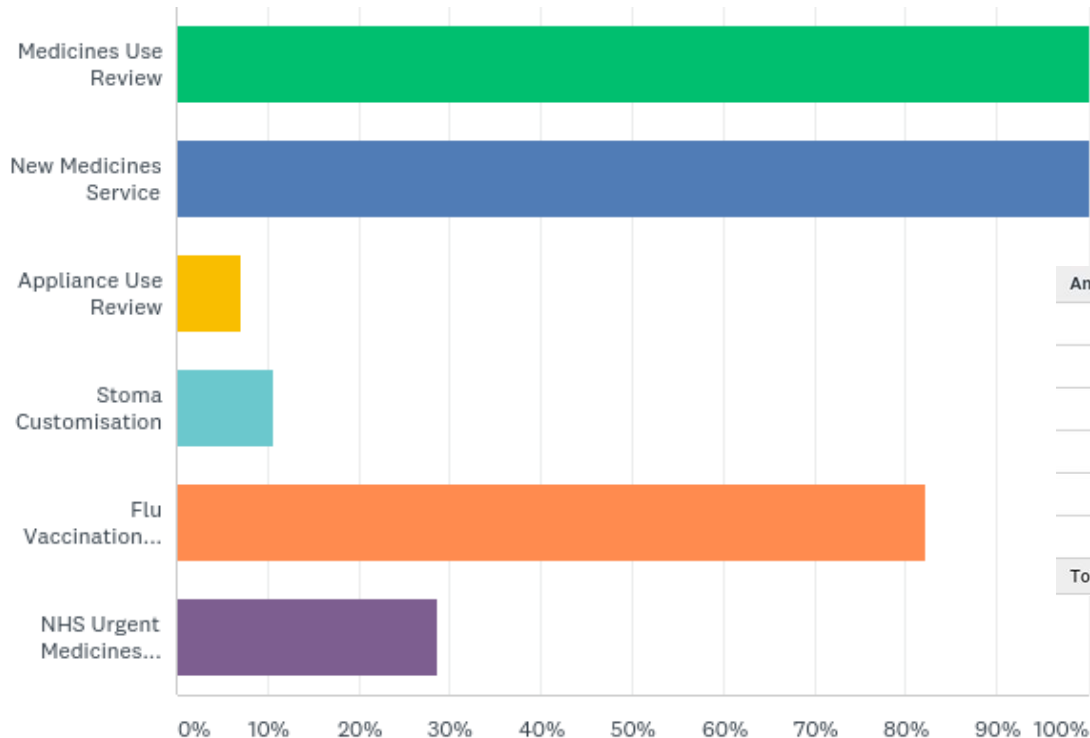
Total Responses

Complete Responses: 23

Q1 has been removed as this asked which council area they were in and Q2 has been removed as this asked for their unique identifier code.

Q3: Which of these advanced services do you CURRENTLY provide?

Answered: 28 Skipped: 11

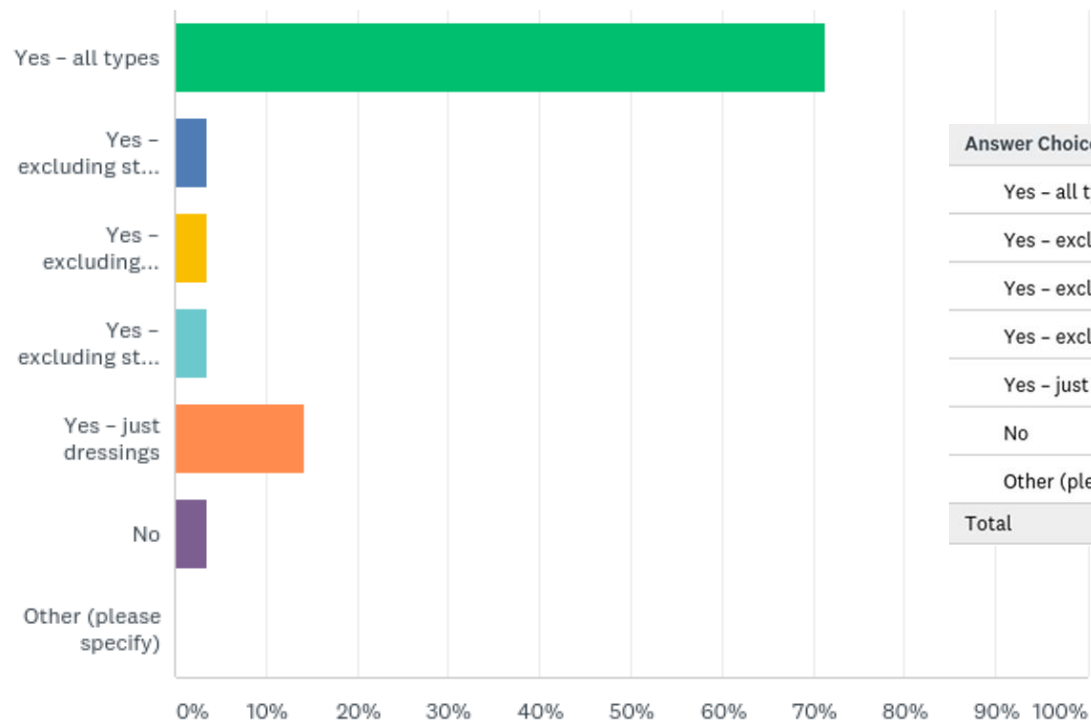


Answer Choices	Responses	
Medicines Use Review	100.00%	28
New Medicines Service	100.00%	28
Appliance Use Review	7.14%	2
Stoma Customisation	10.71%	3
Flu Vaccination Service	82.14%	23
NHS Urgent Medicines Supply	28.57%	8
Total Respondents: 28		

Q4: Does the pharmacy dispense appliances?

Please tick one box only.

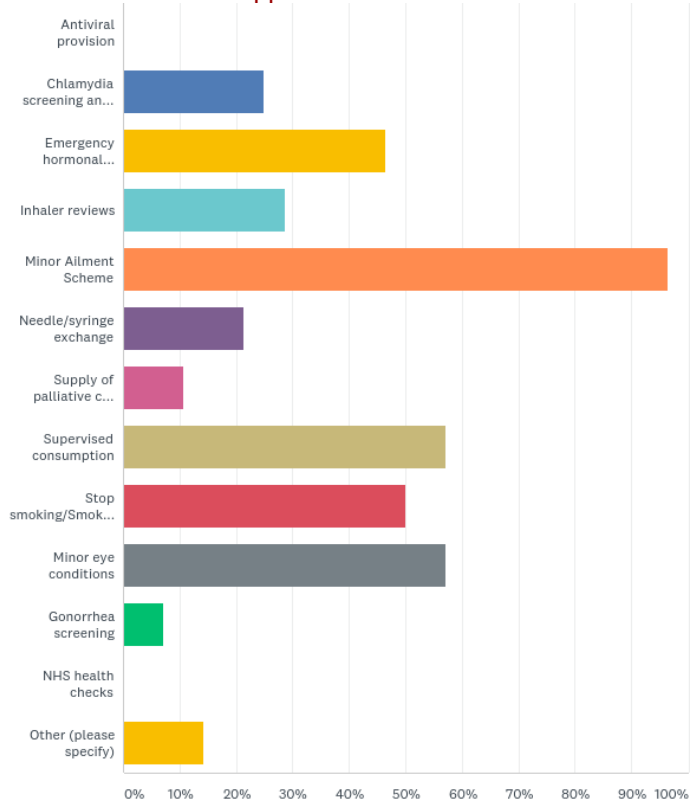
Answered: 28 Skipped: 11



Answer Choices	Responses	
Yes - all types	71.43%	20
Yes - excluding stoma appliances	3.57%	1
Yes - excluding incontinence appliances	3.57%	1
Yes - excluding stoma and incontinence appliances	3.57%	1
Yes - just dressings	14.29%	4
No	3.57%	1
Other (please specify)	0.00%	0
Total		28

Q5: Which of these locally commissioned services do you CURRENTLY provide?

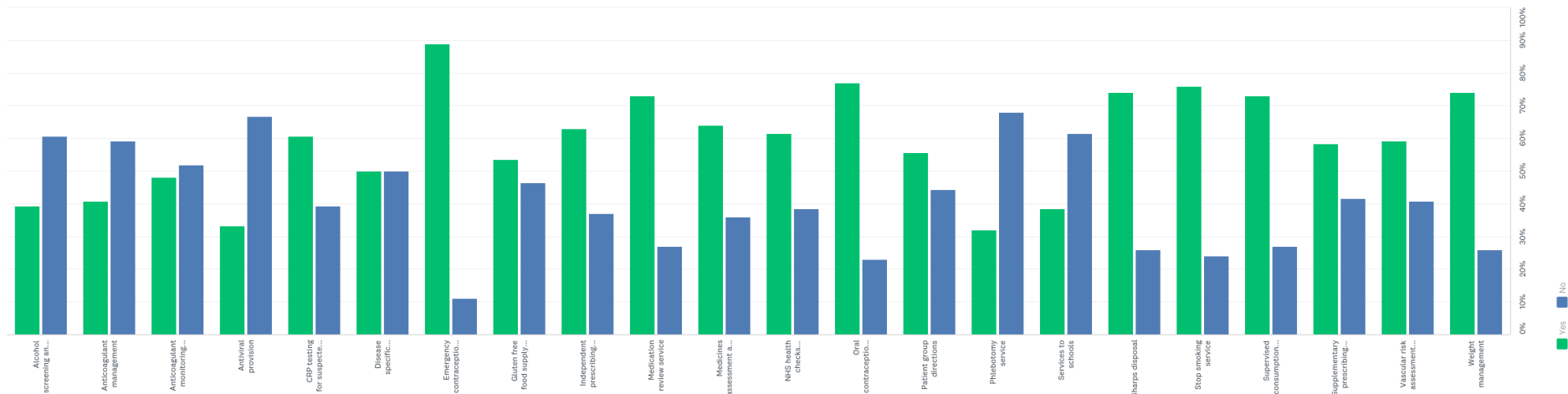
Answered: 28 Skipped: 11



Answer Choices	Responses	
Antiviral provision	0.00%	0
Chlamydia screening and treatment	25.00%	7
Emergency hormonal contraception	46.43%	13
Inhaler reviews	28.57%	8
Minor Ailment Scheme	96.43%	27
Needle/syringe exchange	21.43%	6
Supply of palliative care medicines	10.71%	3
Supervised consumption	57.14%	16
Stop smoking/Smoking cessation	50.00%	14
Minor eye conditions	57.14%	16
Gonorrhea screening	7.14%	2
NHS health checks	0.00%	0
Other (please specify)	14.29%	4
Total Respondents: 28		

Q6: Which services have you identified a need for in your local community through customer feedback?

Answered: 28 Skipped: 11



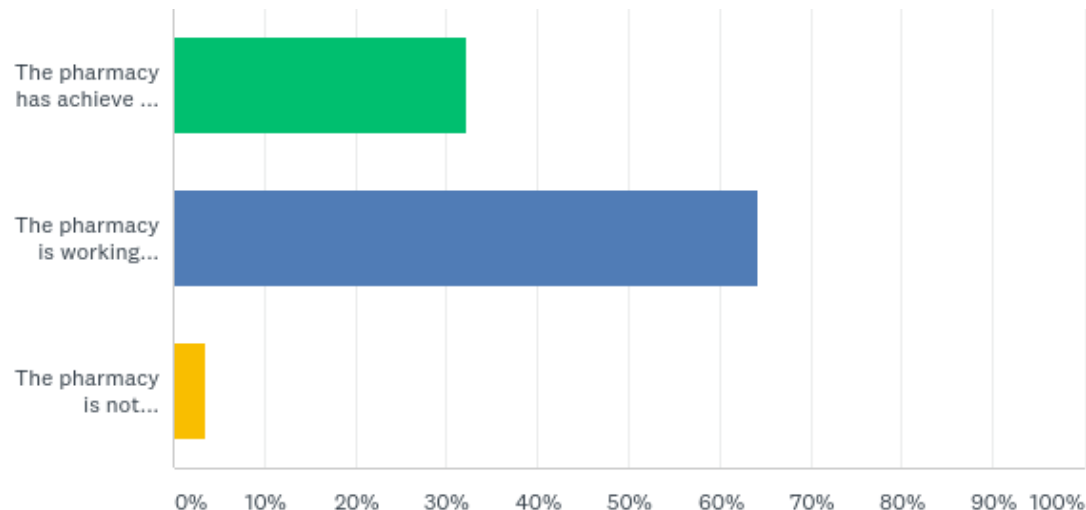
Q6: Which services have you identified a need for in your local community through customer feedback?

Answered: 28 Skipped: 11

	Yes	No	Total
Alcohol screening and brief intervention	39.29% 11	60.71% 17	28
Anticoagulant management	40.74% 11	59.26% 16	27
Anticoagulant monitoring service	48.15% 13	51.85% 14	27
Antiviral provision	33.33% 9	66.67% 18	27
CRP testing for suspected respiratory tract infections	60.71% 17	39.29% 11	28
Disease specific medicines management	50.00% 14	50.00% 14	28
Emergency contraception service	88.89% 24	11.11% 3	27
Gluten free food supply service	53.57% 15	46.43% 13	28
Independent prescribing service	62.96% 17	37.04% 10	27
Medication review service	73.08% 19	26.92% 7	26
Medicines assessment and compliance support	64.00% 16	36.00% 9	25
NHS health checks (Vascular risk assessment service)	61.54% 16	38.46% 10	26
Oral contraception service	76.92% 20	23.08% 6	26
Patient group directions	55.56% 15	44.44% 12	27
Phlebotomy service	32.00% 8	68.00% 17	25
Services to schools	38.46% 10	61.54% 16	26
Sharps disposal	74.07% 20	25.93% 7	27
Stop smoking service	76.00% 19	24.00% 6	25
Supervised consumption service	73.08% 19	26.92% 7	26
Supplementary prescribing service	58.33% 14	41.67% 10	24
Vascular risk assessment service	59.26% 16	40.74% 11	27
Weight management	74.07% 20	25.93% 7	27

Q7: What is your Healthy Living Pharmacies (HLP) status?

Answered: 28 Skipped: 11

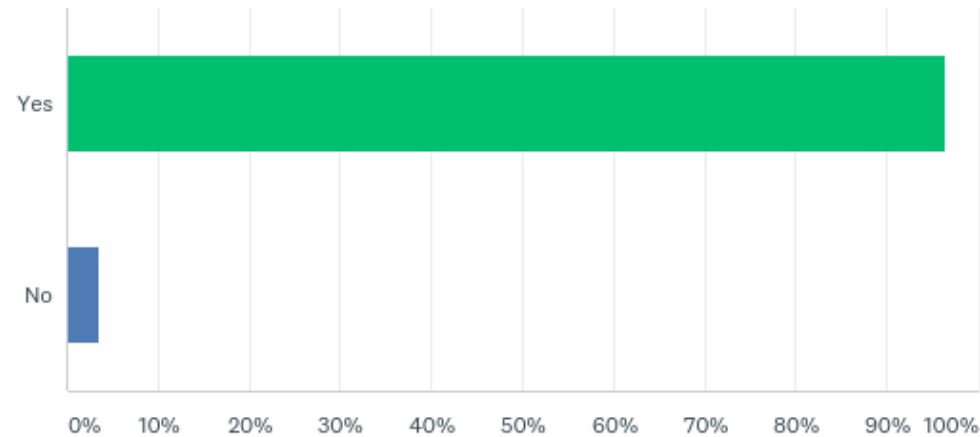


Answer Choices	Responses	
The pharmacy has achieve HLP status	32.14%	9
The pharmacy is working toward HLP status	64.29%	18
The pharmacy is not currently working toward HLP status	3.57%	1
Total		28

Q8: Can customers legally park within 50 metres of the Pharmacy?

Please tick one box only.

Answered: 28 Skipped: 11

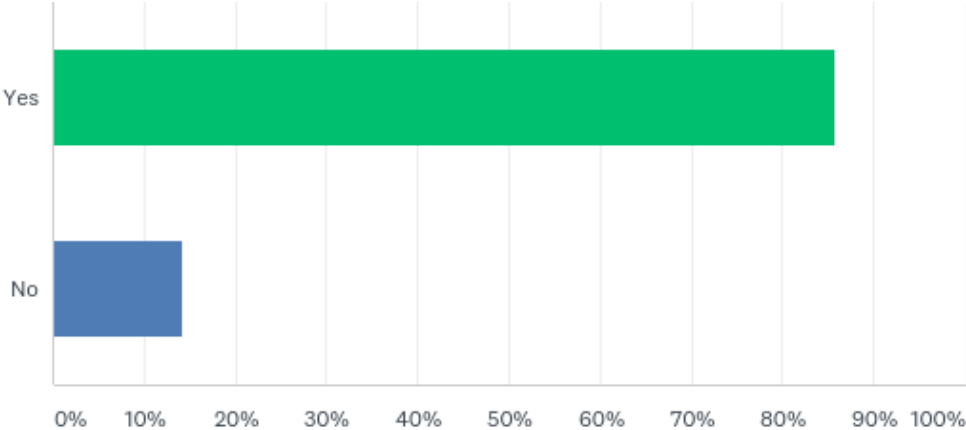


Answer Choices	Responses	
Yes	96.43%	27
No	3.57%	1
Total		28

Q9: Can customers with a disability park within 10 metres of your Pharmacy? (with a ‘blue badge’)

Please tick one box only.

Answered: 28 Skipped: 11

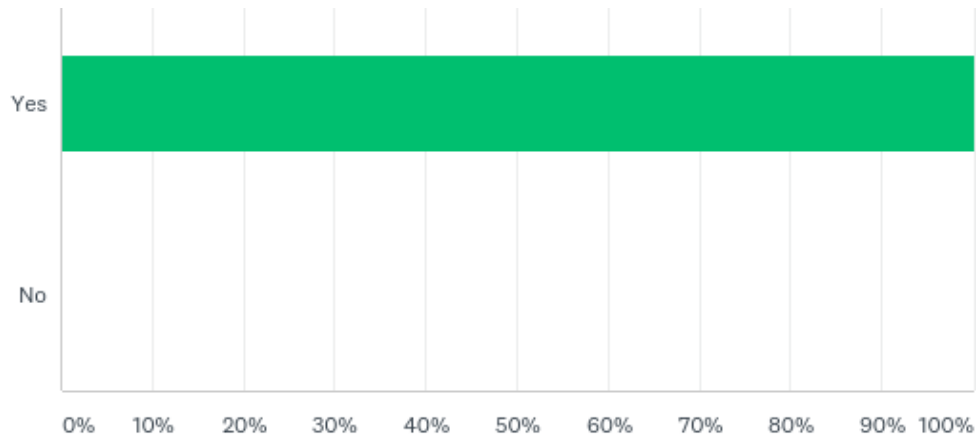


Answer Choices	Responses	
Yes	85.71%	24
No	14.29%	4
Total		28

Q10: Is there a bus stop within walking distance of the Pharmacy?

Please tick one box only.

Answered: 28 Skipped: 11

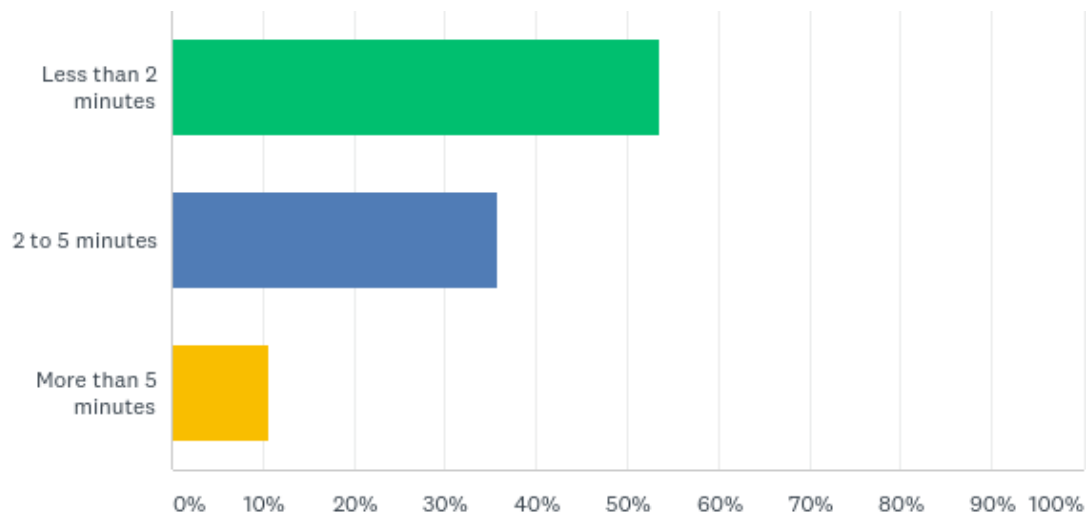


Answer Choices	Responses	
Yes	100.00%	28
No	0.00%	0
Total		28

Q11: If yes, how long does the walk take?

(Please tick one box only)

Answered: 28 Skipped: 11

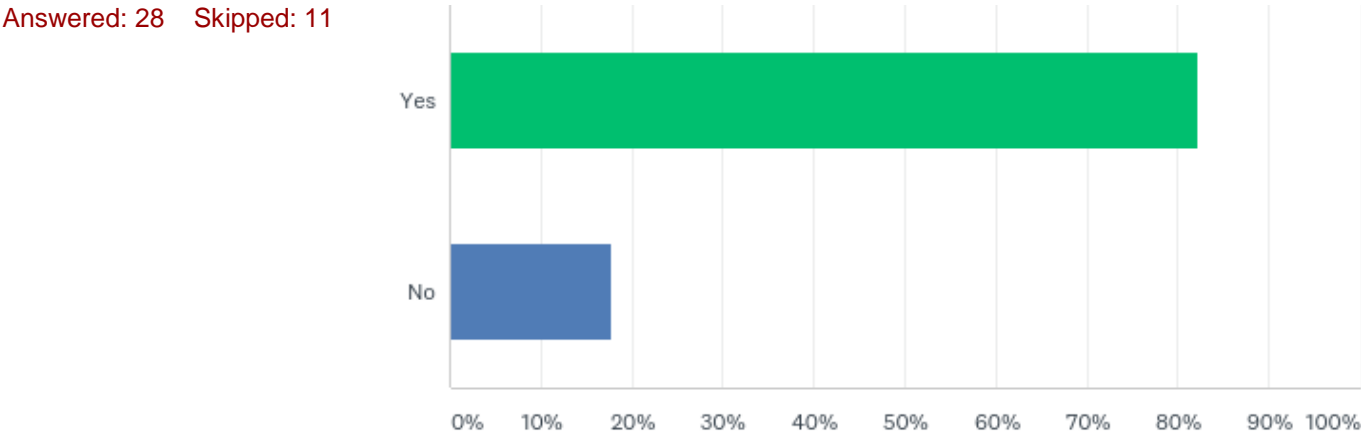


Answer Choices	Responses	
Less than 2 minutes	53.57%	15
2 to 5 minutes	35.71%	10
More than 5 minutes	10.71%	3
Total		28

Q12: Is the entrance to the pharmacy suitable for wheelchair access unaided?

Please tick one box only.

Answered: 28 Skipped: 11

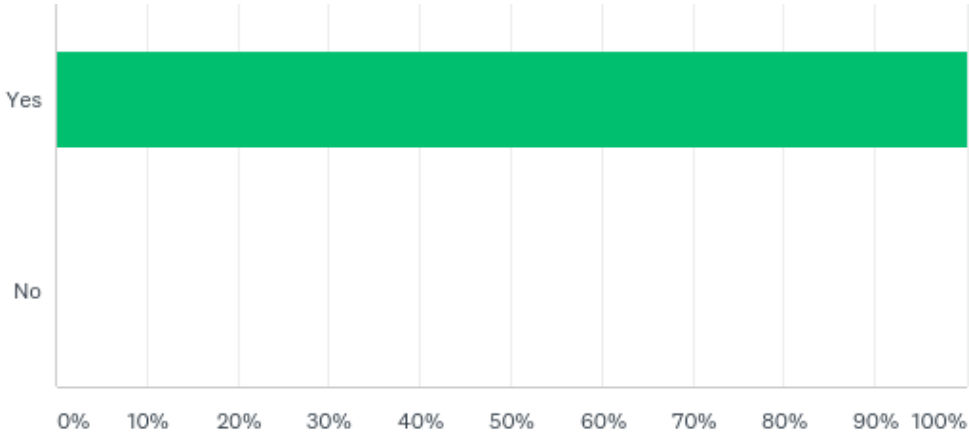


Answer Choices	Responses	
Yes	82.14%	23
No	17.86%	5
Total		28

Q13: Are all areas of the pharmacy floor accessible by wheelchair?

Please tick one box only.

Answered: 28 Skipped: 11

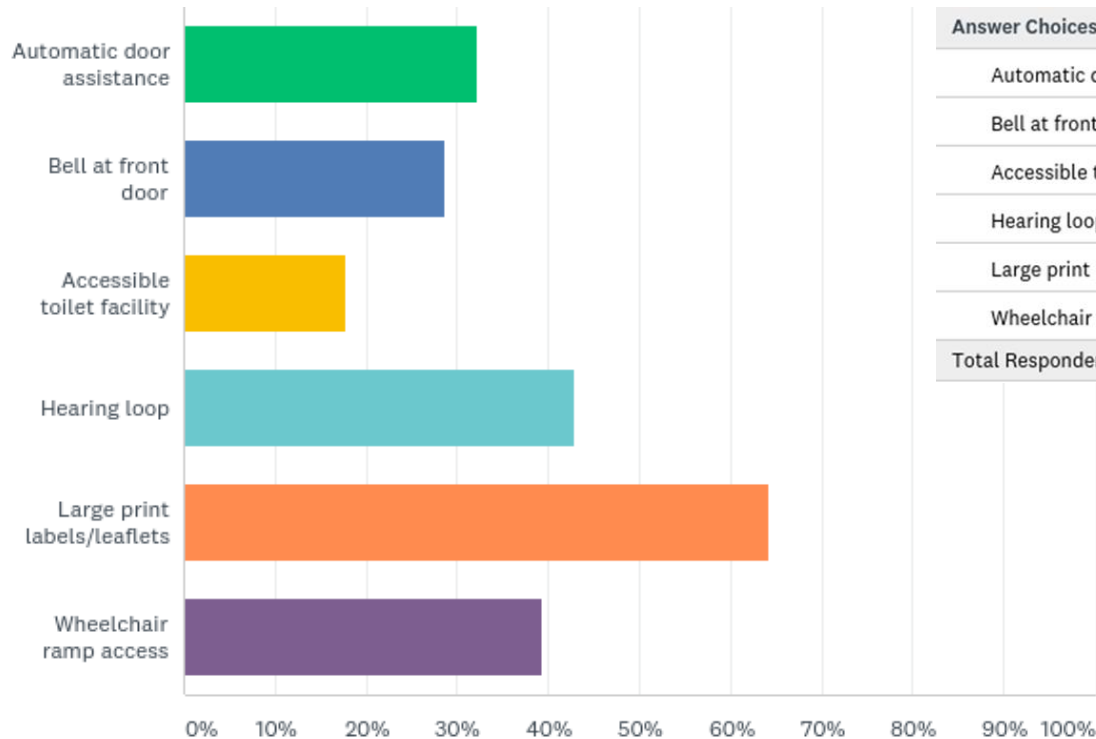


Answer Choices	Responses	
Yes	100.00%	28
No	0.00%	0
Total		28

Q14: Do you have other facilities in the pharmacy aimed at helping people with disabilities access your services?

Please tick as many answers as appropriate.

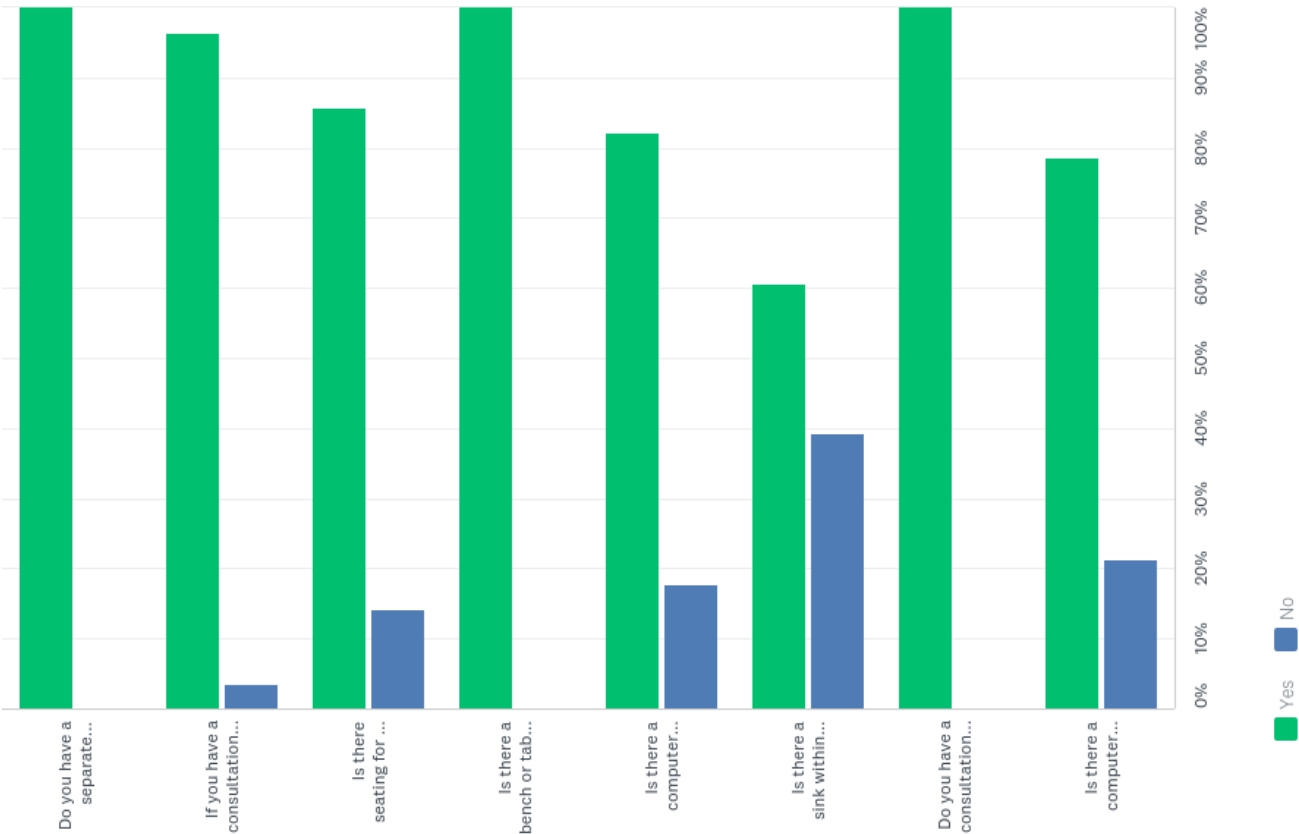
Answered: 28 Skipped: 11



Answer Choices	Responses	
Automatic door assistance	32.14%	9
Bell at front door	28.57%	8
Accessible toilet facility	17.86%	5
Hearing loop	42.86%	12
Large print labels/leaflets	64.29%	18
Wheelchair ramp access	39.29%	11
Total Respondents: 28		

Q15: Consultation Areas

Answered: 28 Skipped: 11



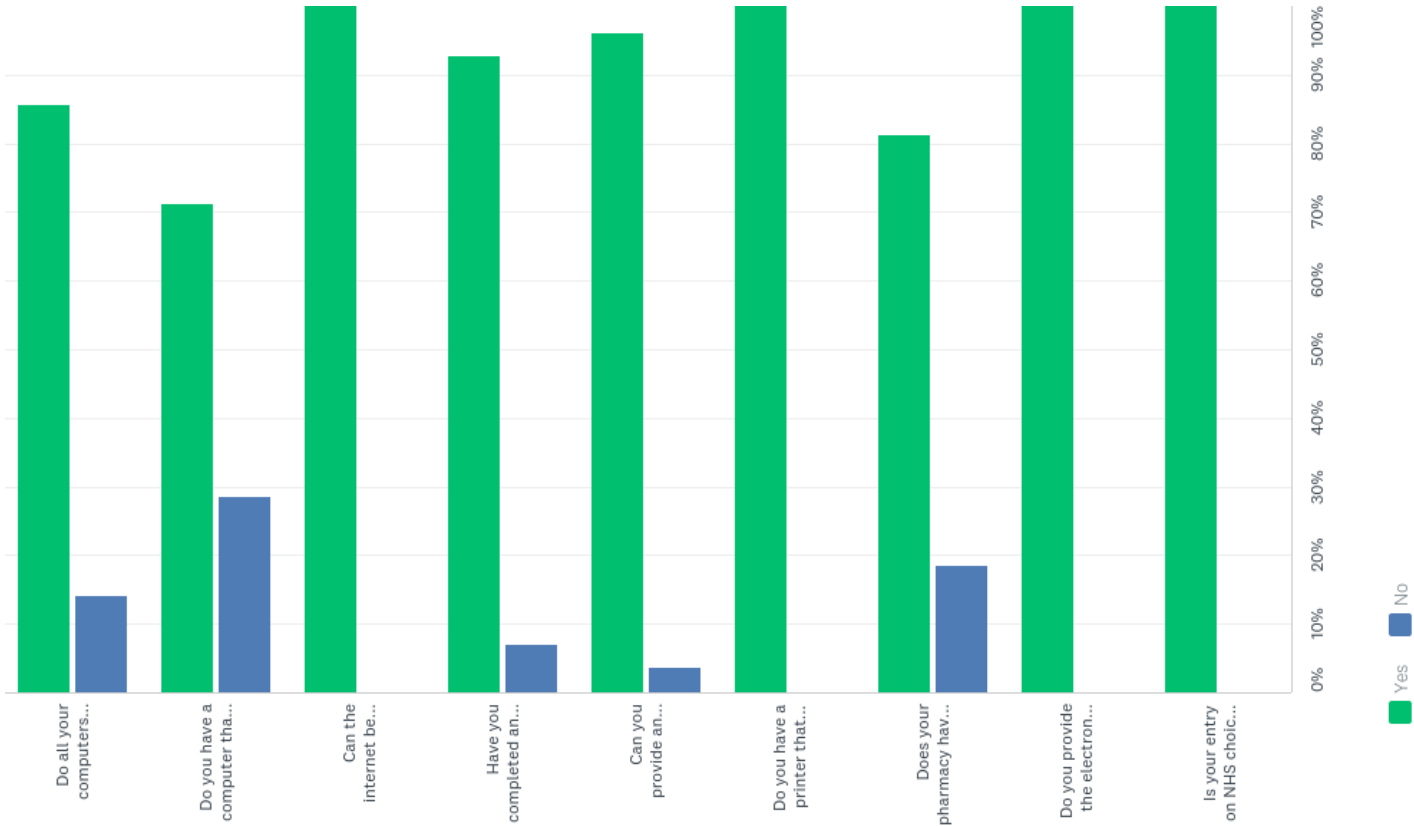
Q15: Consultation Areas

Answered: 28 Skipped: 11

	Yes	No	Total
Do you have a separate area/room suitable for advanced services for consultations with customers?	100.00% 28	0.00% 0	28
If you have a consultation area, is this accessible by wheelchair?	96.43% 27	3.57% 1	28
Is there seating for up to 3 people?	85.71% 24	14.29% 4	28
Is there a bench or table suitable for writing or examining medicines/products?	100.00% 28	0.00% 0	28
Is there a computer terminal within the area to access patient's records or complete audit data?	82.14% 23	17.86% 5	28
Is there a sink within this area?	60.71% 17	39.29% 11	28
Do you have a consultation point/area for private discussions?	100.00% 28	0.00% 0	28
Is there a computer terminal available in consultation areas and can the internet be accessed?	78.57% 22	21.43% 6	28

Q16: Information Technology

Answered: 28 Skipped: 1



Q16: Information Technology

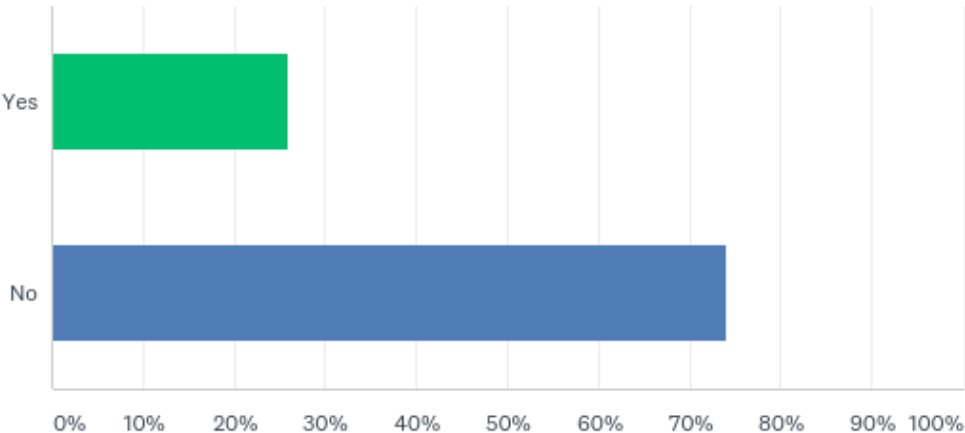
Answered: 28 Skipped: 11

	Yes	No	Total
Do all your computers within a pharmacy access your dispensary software?	85.71% 24	14.29% 4	28
Do you have a computer that can access the internet without website restrictions?	71.43% 20	28.57% 8	28
Can the internet be accessed whilst the PMR system is running?	100.00% 28	0.00% 0	28
Have you completed an up to date Information Government assessment?	92.86% 26	7.14% 2	28
Can you provide an email address (preferably an NHS email address) that can be used for official communications? (Please detail below)	96.30% 26	3.70% 1	27
Do you have a printer that will print A4 size of paper?	100.00% 27	0.00% 0	27
Does your pharmacy have a website? (If yes, please detail below)	81.48% 22	18.52% 5	27
Do you provide the electronic prescription service (EPS)?	100.00% 27	0.00% 0	27
Is your entry on NHS choices up to date?	100.00% 27	0.00% 0	27

Q17: Does the pharmacy normally have two pharmacists on duty at any time during the week?

Please tick one box only.

Answered: 27 Skipped: 12

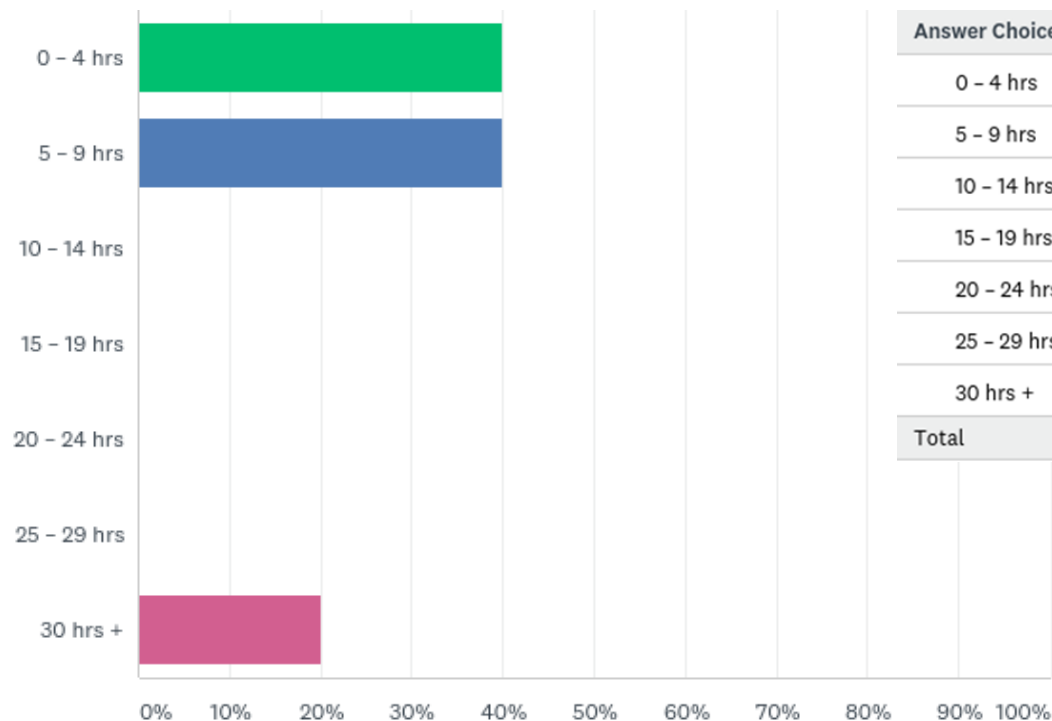


Answer Choices	Responses	
Yes	25.93%	7
No	74.07%	20
Total		27

Q18: If yes, then for how many hours per week are two pharmacists working at the same time?

Please tick one box only.

Answered: 10 Skipped: 29

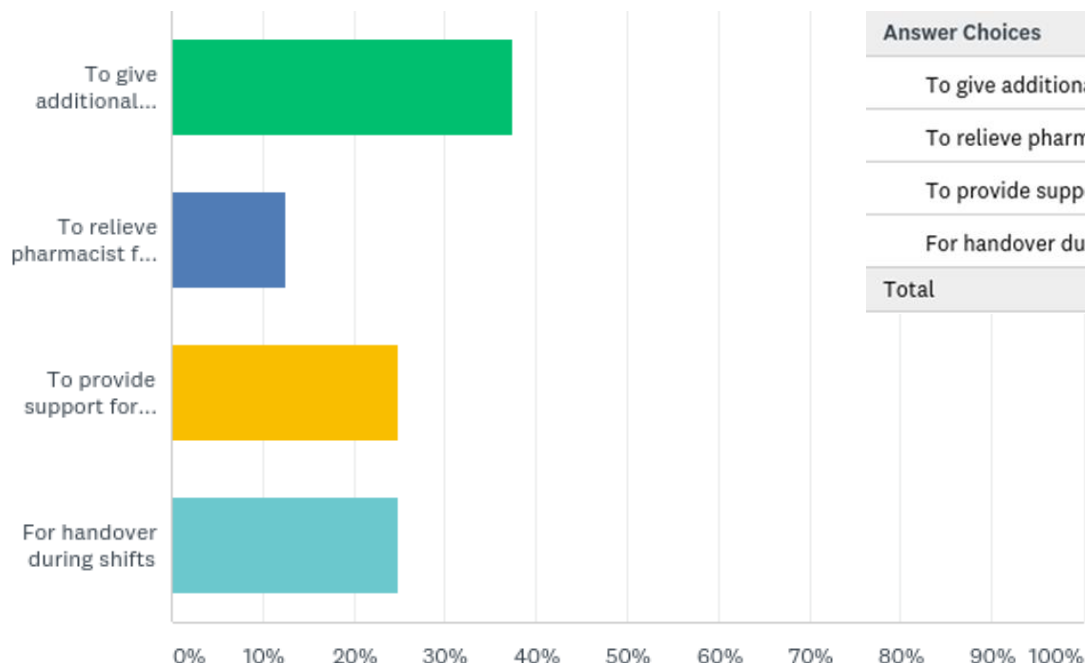


Answer Choices	Responses
0 - 4 hrs	40.00%4
5 - 9 hrs	40.00%4
10 - 14 hrs	0.00%0
15 - 19 hrs	0.00%0
20 - 24 hrs	0.00%0
25 - 29 hrs	0.00%0
30 hrs +	20.00%2
Total	10

Q19: If you have a second pharmacist, is the pharmacist there for a specific reason?

Please tick as many answers as appropriate.

Answered: 8 Skipped: 31

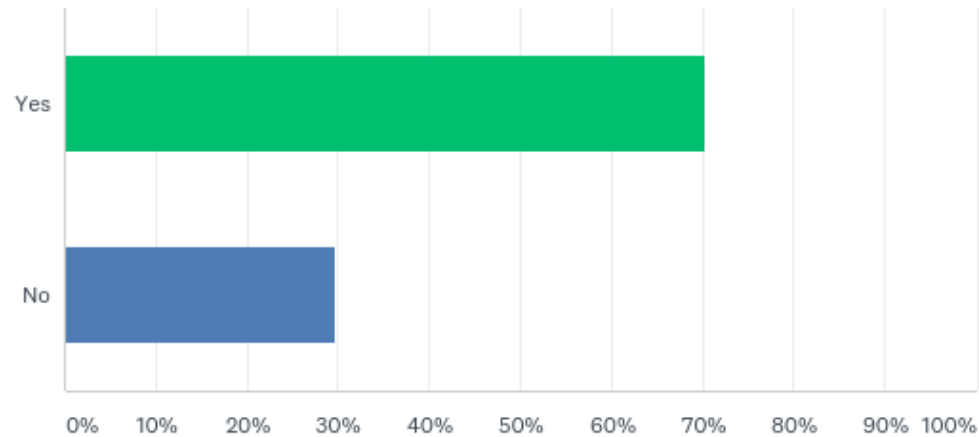


Answer Choices	Responses	
To give additional support to dispensary in busy periods	37.50%	3
To relieve pharmacist for administration work	12.50%	1
To provide support for additional services such as medication review	25.00%	2
For handover during shifts	25.00%	2
Total		8

Q21: Do any of your regular pharmacists speak a foreign language?

Please tick one box only.

Answered: 27 Skipped: 12

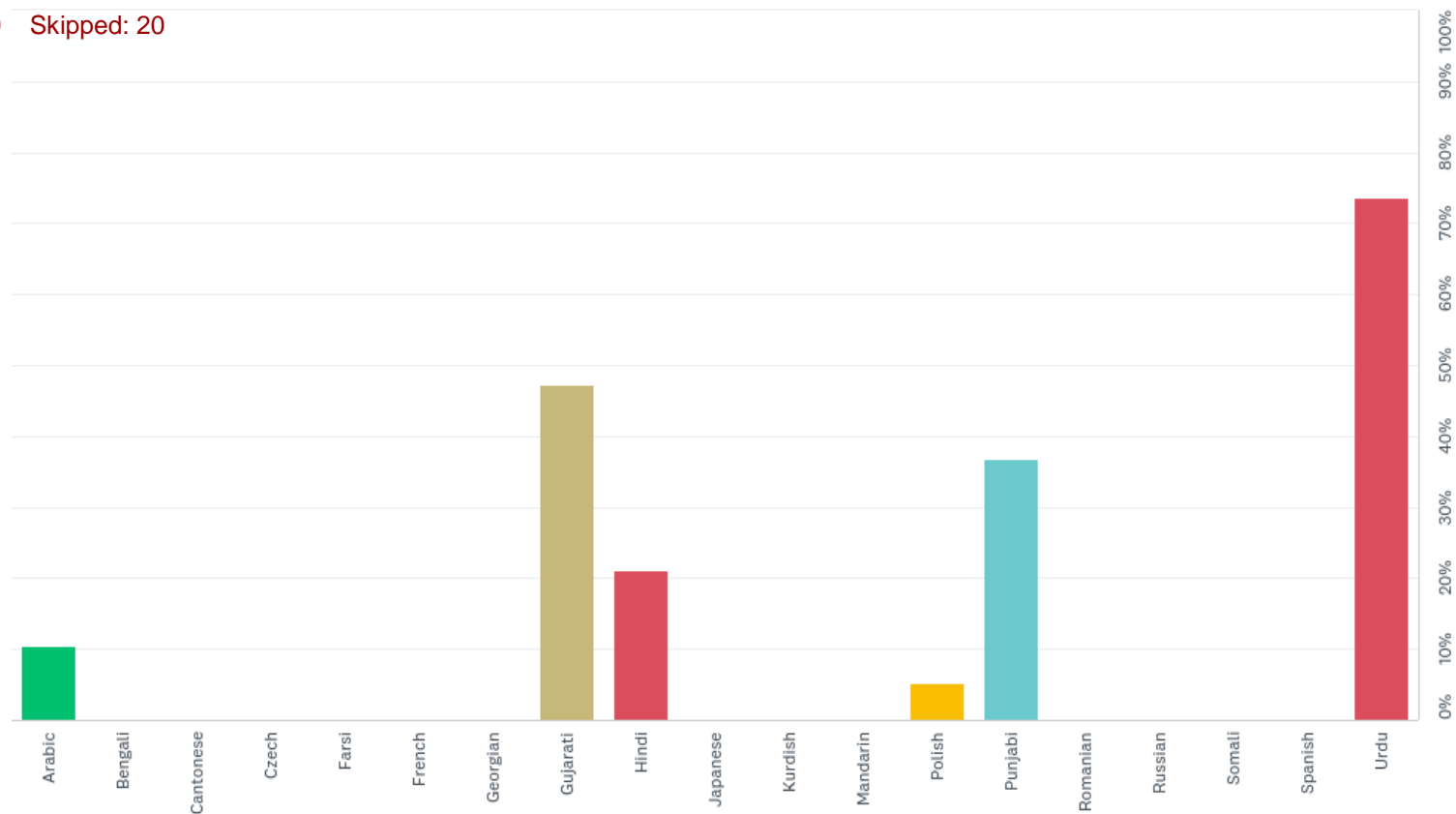


Answer Choices	Responses	
Yes	70.37%	19
No	29.63%	8
Total		27

Q22: If yes, which languages are spoken?

Please tick as many answers as appropriate.

Answered: 19 Skipped: 20



Q22: If yes, which languages are spoken?

Please tick as many answers as appropriate.

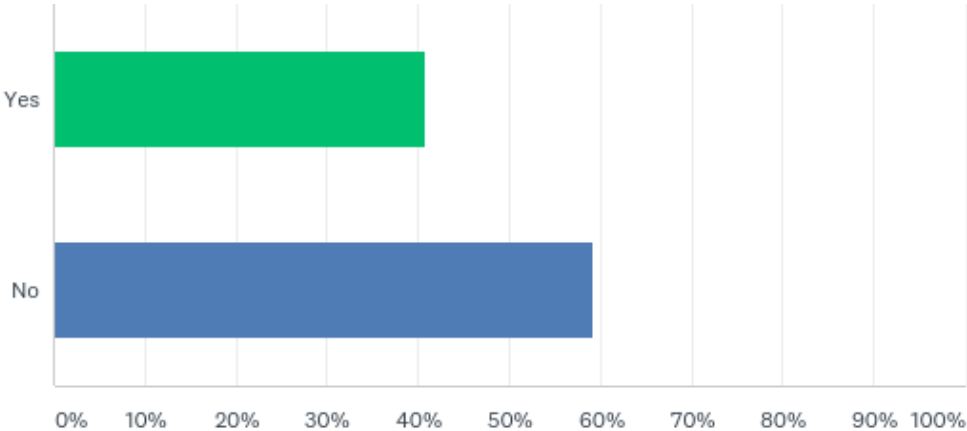
Answered: 19 Skipped: 20

Answer Choices	Responses
Arabic	10.53% 2
Bengali	0.00% 0
Cantonese	0.00% 0
Czech	0.00% 0
Farsi	0.00% 0
French	0.00% 0
Georgian	0.00% 0
Gujarati	47.37% 9
Hindi	21.05% 4
Japanese	0.00% 0
Kurdish	0.00% 0
Mandarin	0.00% 0
Polish	5.26% 1
Punjabi	36.84% 7
Romanian	0.00% 0
Russian	0.00% 0
Somali	0.00% 0
Spanish	0.00% 0
Urdu	73.68% 14
Total Respondents: 19	

Q23: Do any of your regular pharmacy staff speak a foreign language?

Please tick one box only.

Answered: 27 Skipped: 12

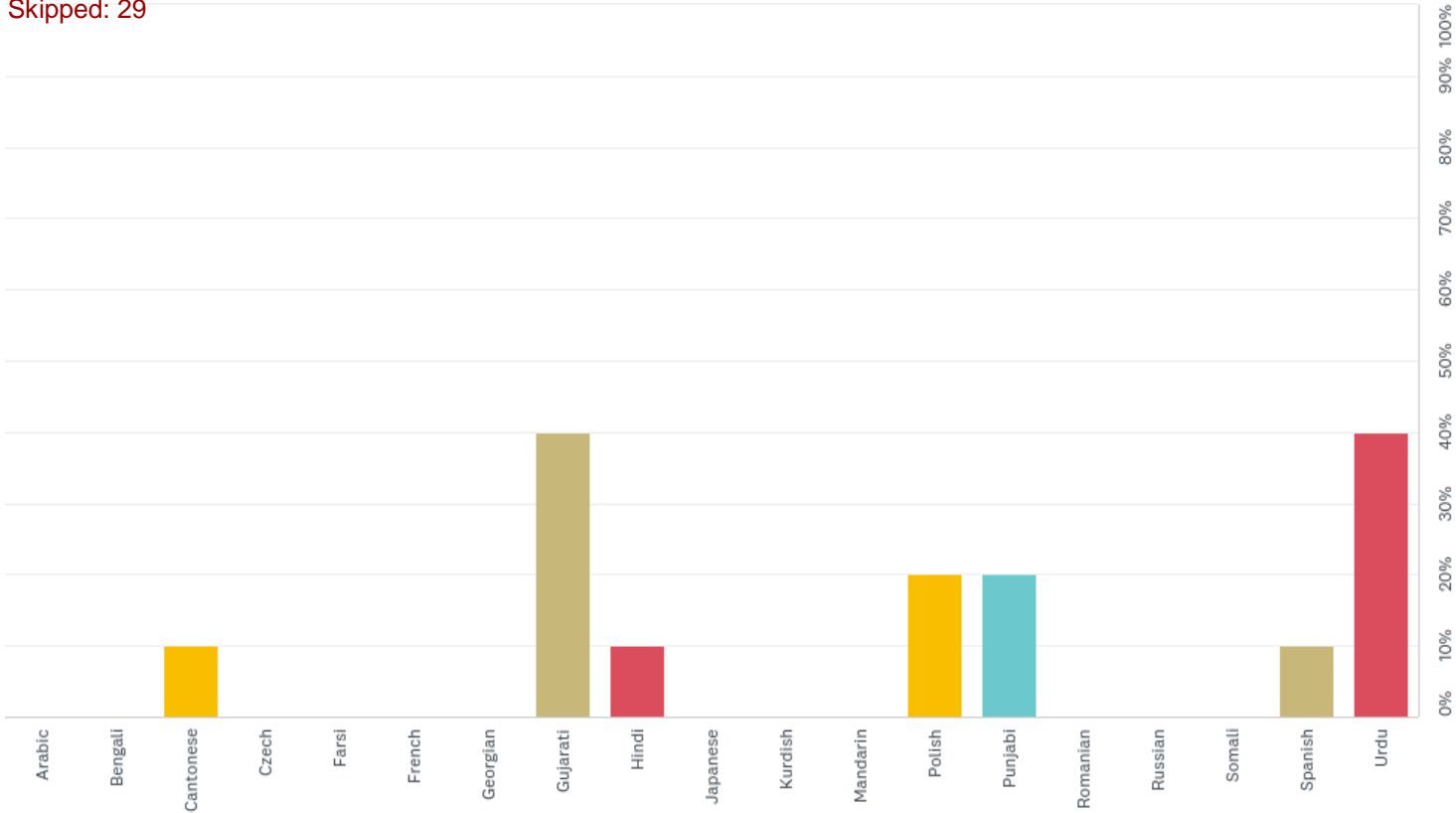


Answer Choices	Responses	
Yes	40.74%	11
No	59.26%	16
Total		27

Q24: If yes, which languages are spoken?

Please tick as many answers as appropriate.

Answered: 10 Skipped: 29



Q24: If yes, which languages are spoken?

Please tick as many answers as appropriate.

Answered: 10 Skipped: 29

Answer Choices	Responses
Arabic	0 0.00%
Bengali	0 0.00%
Cantonese	1 10.00%
Czech	0 0.00%
Farsi	0 0.00%
French	0 0.00%
Georgian	0 0.00%
Gujarati	4 40.00%
Hindi	1 10.00%
Japanese	0 0.00%
Kurdish	0 0.00%
Mandarin	0 0.00%
Polish	2 20.00%
Punjabi	2 20.00%
Romanian	0 0.00%
Russian	0 0.00%
Somali	0 0.00%
Spanish	1 10.00%
Urdu	4 40.00%
Total Respondents: 10	

Q25: All pharmacies are required to conduct an annual community pharmacy patient questionnaire (CPPQ, formerly referred to as the Patient Satisfaction Questionnaire). Using the results from your most recent CPPQ please identify the most frequent requests from patients as either improvements or additions to services.

Answered: 19 Skipped: 20

#	Responses
1	We have had a few patients requesting the free emergency contraception service as well as the blood pressure monitoring.
2	Better signage for the consultation room
3	Improvement on wait times
4	Disposal of unwanted medicines scored 66.43% of respondents dissatisfied, however we offer the service and have had no complaints. The majority of respondents probably have not had a need to use the service, rather than being dissatisfied with it
5	Time
6	more seating, better car park provision shorter waiting times
7	waiting time
8	Asthma checks and diabetes testing.
9	patient IT access in pharmacy
10	Supervised Consumption Minor Ailment - we have 3 schools within minutes from the chemist EHC
11	None identified
12	More seating spaces
13	improved seating area
14	advice on stopping smoking
15	The survey was very good overall. Some people though were not aware of our Stop Smoking or Weight Loss services so we are increasing our promotion of these services.
16	Information on disposing of medication no longer needed.
17	Providing advice on health services/information available elsewhere. Comfort & convenience of waiting areas.
18	Repeat ordering service
19	N/A