



THE BURY PHARMACY SURVEY FINDINGS

September 2022



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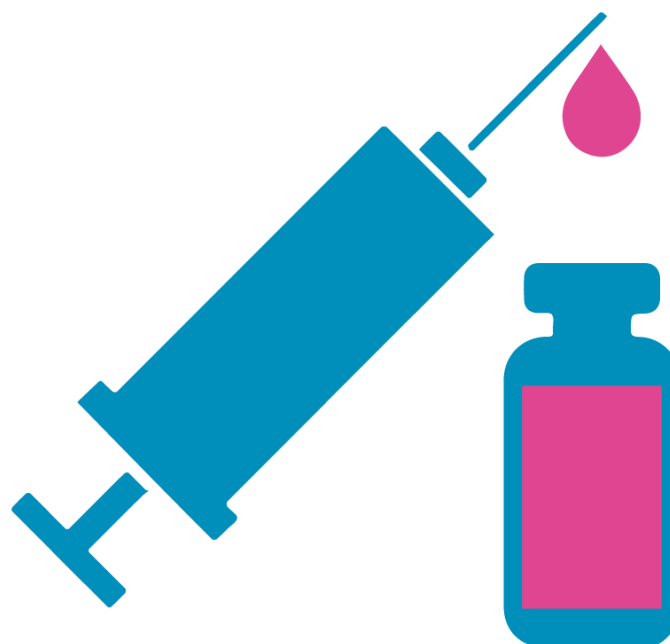




Introduction to Healthwatch Bury

This report has been produced by Healthwatch Bury. The Healthwatch network consists of 152 Healthwatch organisations across each of the local authority areas in England. It also has a national body called Healthwatch England based in London. We are all independent organisations who aim to help people get the best out of their local health and social care services, whether it's improving them today or helping to shape them for tomorrow.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care in Bury. As a statutory watchdog, our role is to ensure that local decision makers put the experiences of people at the heart of their care so that those who buy (commissioners) and provide our services (NHS Trusts, GPs, the voluntary sector and independent providers) can benefit from what Bury people tell us. Our reports on various elements of health and social care in Bury can be found on our website at the following link: healthwatchbury.co.uk or by contacting us directly using the details on the back cover.





Executive Summary

Community pharmacies play an integral part of primary care and are the most accessible health professionals to the public. Pharmacies are often situated in the heart of the community and, in addition to their core duties of dispensing prescription medicines, they are ideally placed to help with minor ailments and support the management of long-term health conditions, as well as preventing ill health.

The purpose of carrying out the Bury Pharmacy Survey was to understand patients experiences of pharmacies and to contribute to the Pharmaceutical Needs Assessment document in Bury that is expected to be completed by October 2022.

There were 23 responses to the survey. Although a small sample size, the findings indicate that there are mainly positive experiences when residents are trying to access the local pharmacy services.

This is a preliminary report – further analysis, particularly of qualitative responses, will be carried out and a further, more detailed report will follow.

Further context

[Pharmaceutical Needs Assessment - Bury Council](#)

[Final BURY DRAFT PNA v0 9 docx.pdf](#)

Methodology

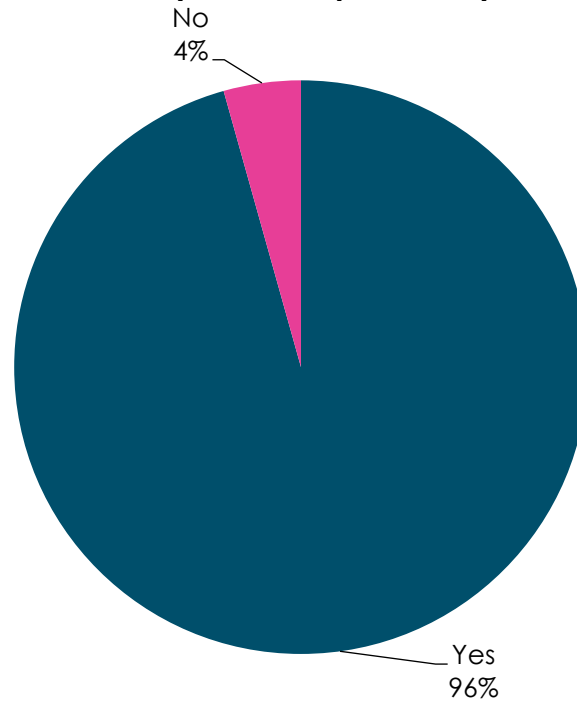
The survey was created as an amalgam of the Bury Pharmaceutical Needs Assessment (PNA) public survey and a Healthwatch Bury experience and service evaluation questionnaire. Built in SmartSurvey to be completed quickly and easily online (including 'skip-logic' which only allowed participants to answer the questions appropriate to them. Distribution was via social media and promoted mainly via Healthwatch Bury's website and direct emails to contacts and organisations.

In person engagement encouraged people to take part, including those working with elderly and vulnerable people, with assistance available to complete it if necessary.

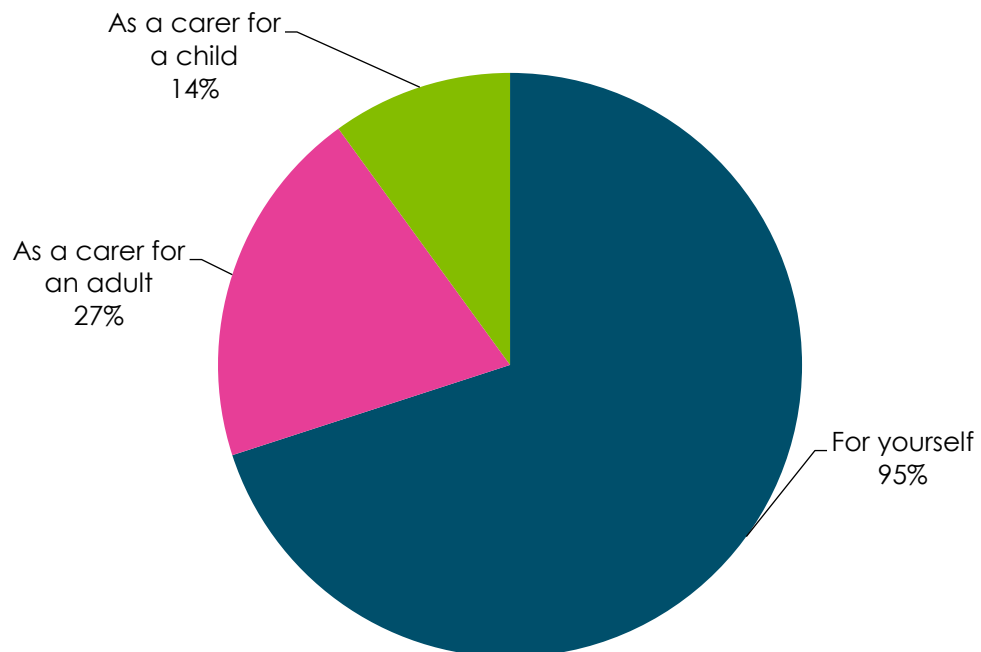


Results

1. Do you use a pharmacy?

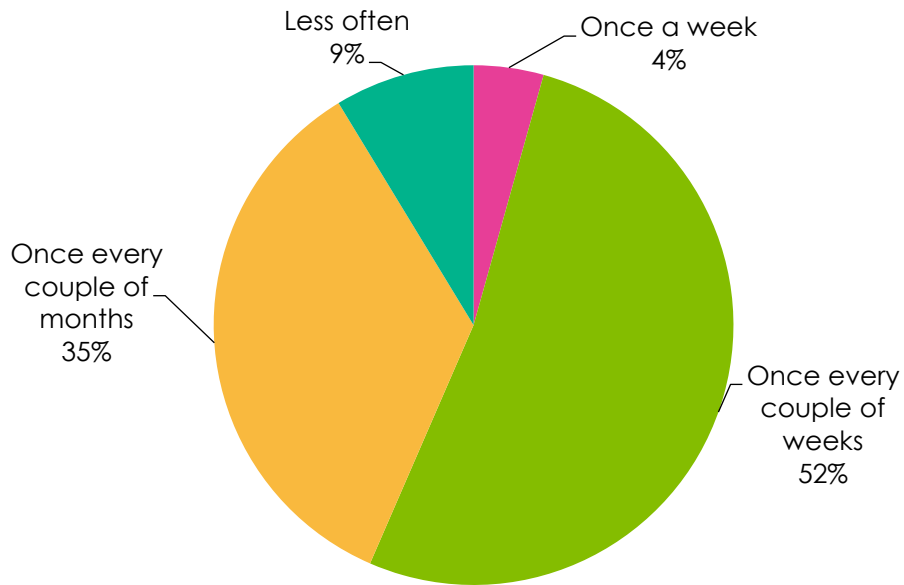


2. Why do you use a pharmacy? Check all that apply

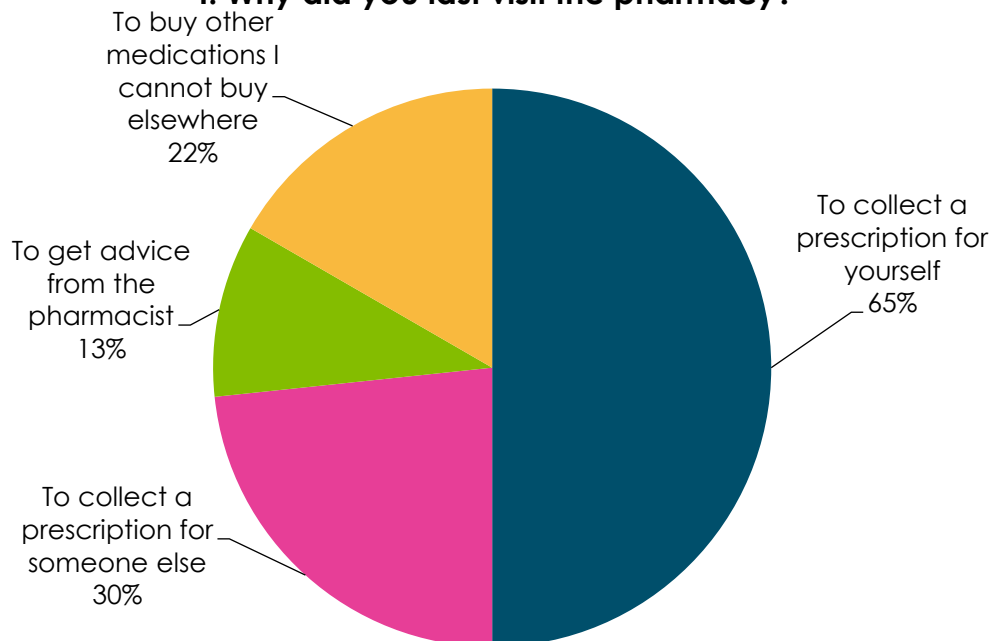




3. If you do use a pharmacy, how often would you say you used one?

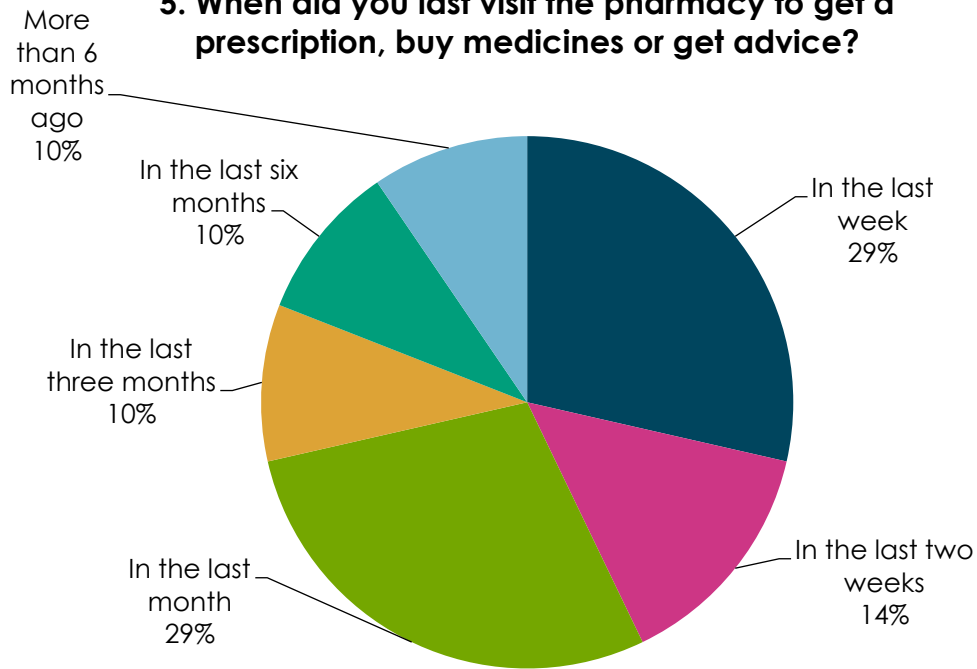


4. Why did you last visit the pharmacy?

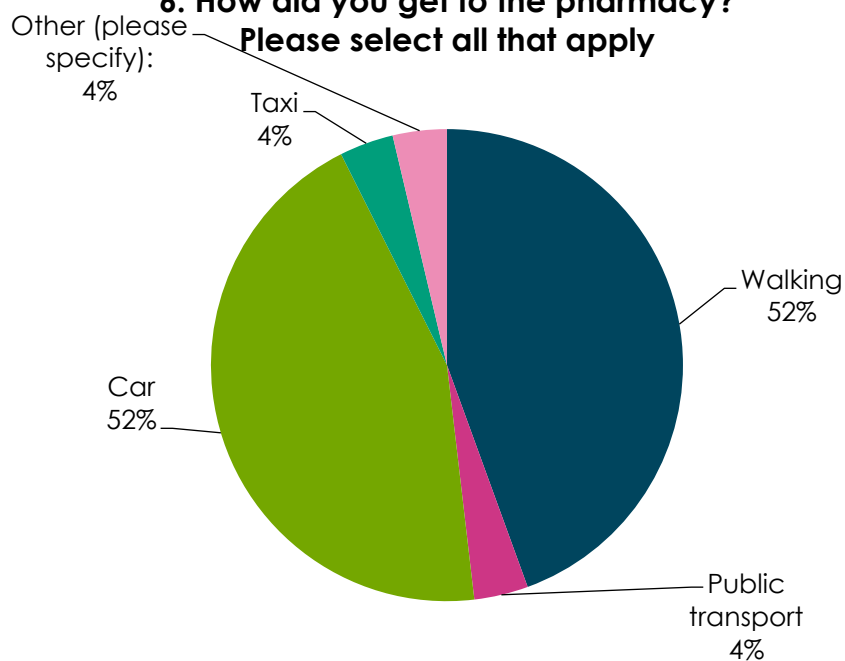




5. When did you last visit the pharmacy to get a prescription, buy medicines or get advice?



6. How did you get to the pharmacy? Please select all that apply

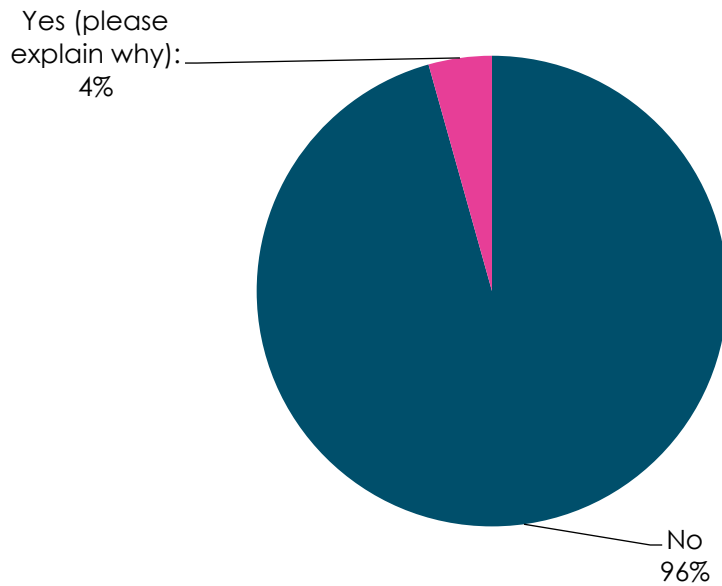


Other:

'When I have an appointment with the doctor and hospital'



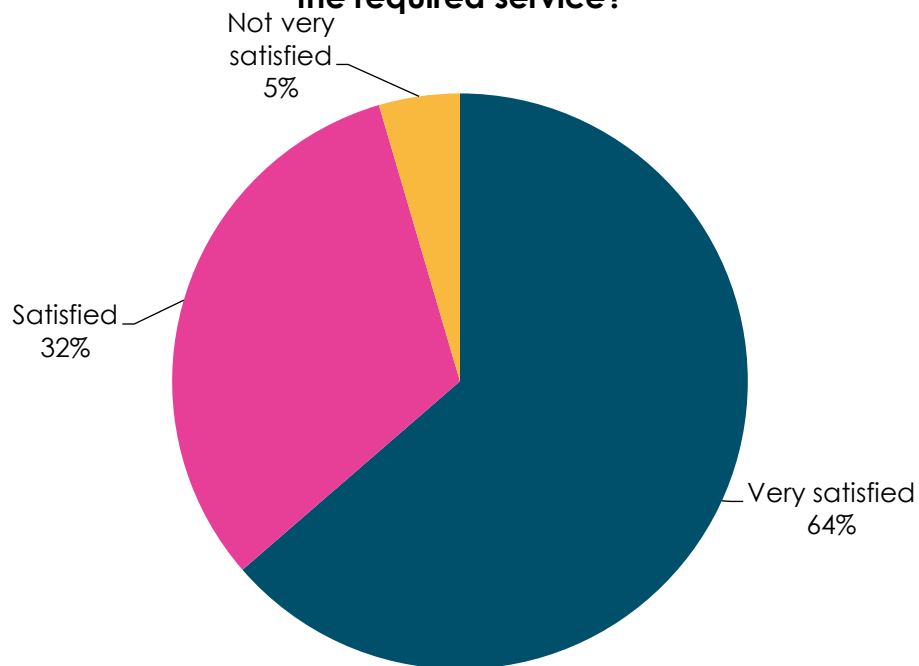
7. Do you have problems accessing a pharmacy due to location?



Other:

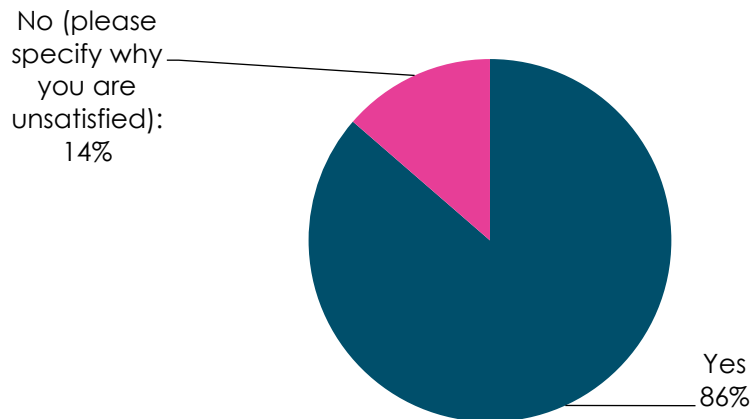
'Too far for my wife and I who are feeble.'

8. How satisfied were you with the time it took to provide the required service?





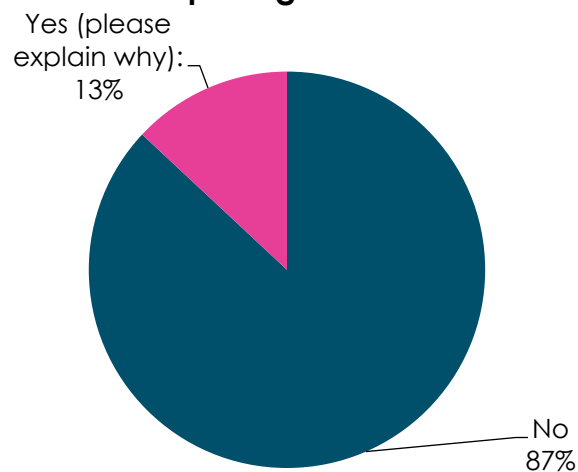
9. Are you satisfied with the opening hours of your pharmacy?



Reasons why respondents were unsatisfied:

- 'Could be open longer and later.'
- 'Closed at weekends (Saturday).'
- 'It is not open on Saturdays.'

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

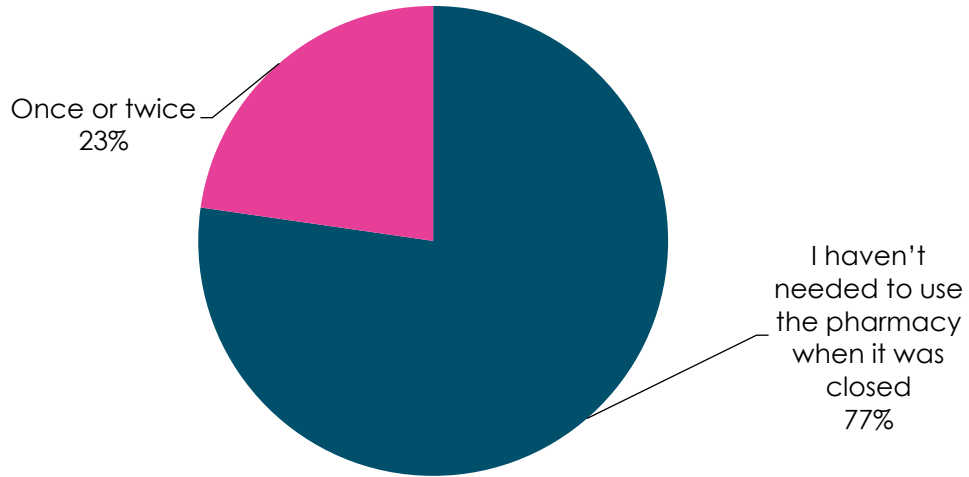


Reasons why respondents had problems accessing pharmacy:

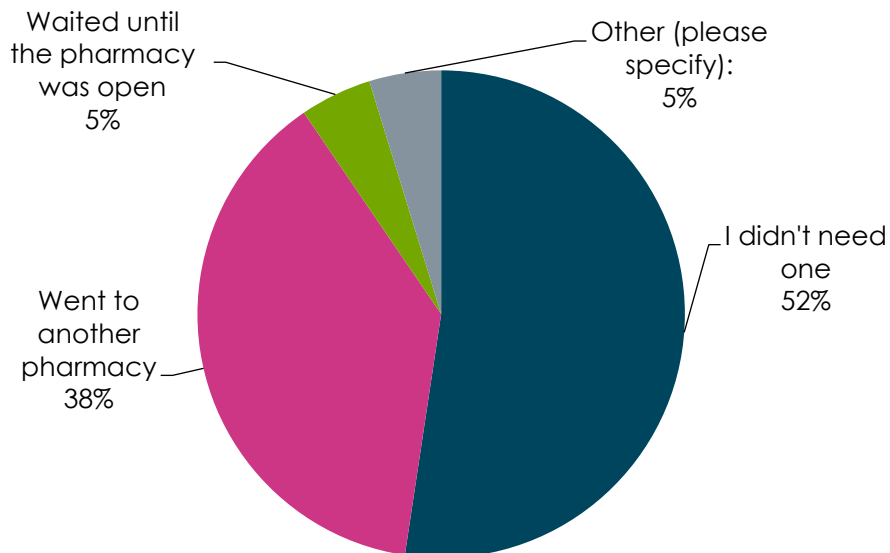
- 'Sometimes I am not able to get to the pharmacy when it is open.'
- 'No Saturday opening.'
- 'It is not open on Saturday.'



11. How many times recently have you needed to use your usual pharmacy (or the pharmacy closest to you) when it was closed?



12. If you needed a pharmacy when your local one was closed, what did you do?

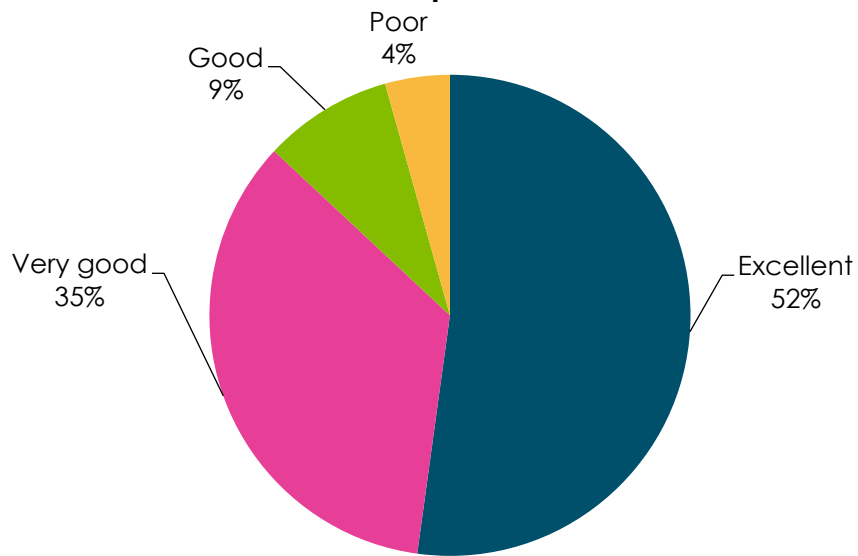


Other reasons:

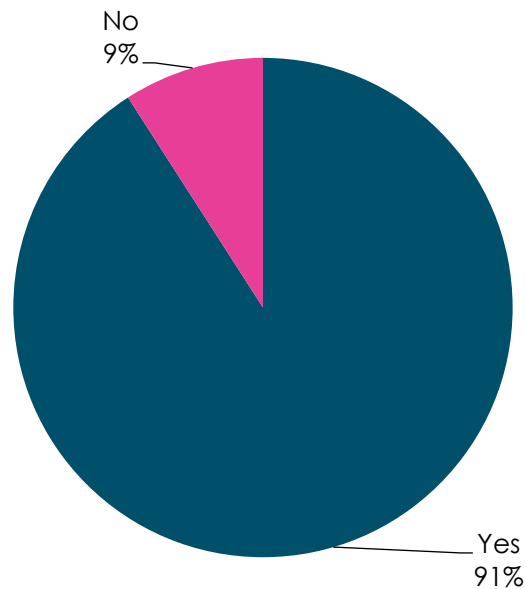
- 'Asked someone to go to another pharmacy for me.'



13. How would you rate the experience of your local pharmacy considering the staff, environment and service provided?

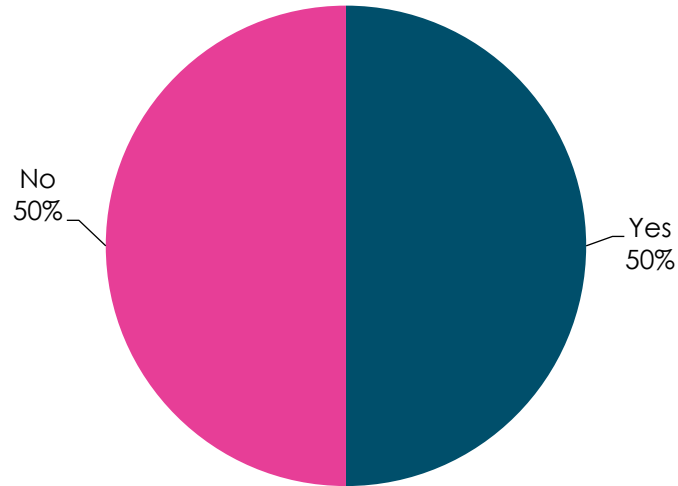


14. Did you know that there are pharmacies in Bury that are open extended hours (e.g. early morning, late night, weekends and bank holidays)?

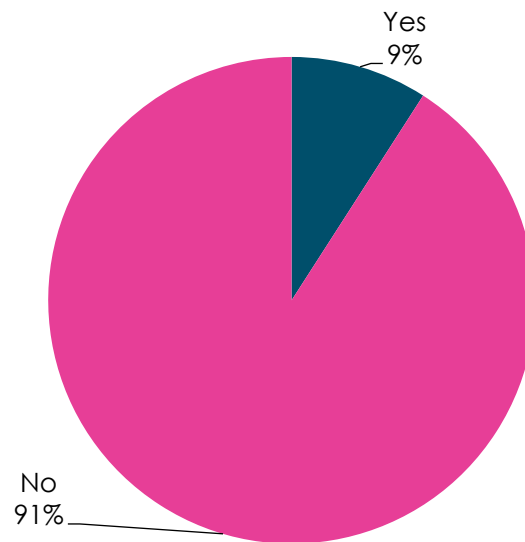




15. Do you know where these pharmacies are located?

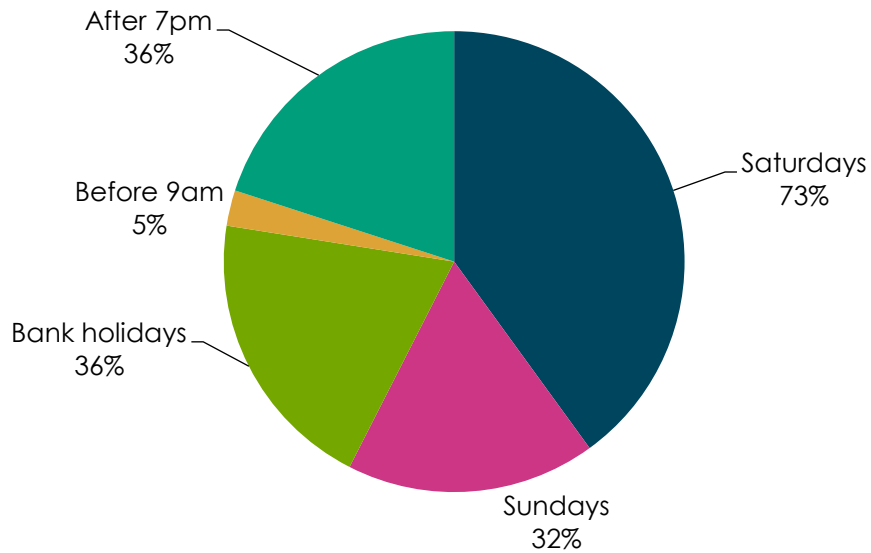


16. Have you used these pharmacies early in the morning (before 9am), later at night (after 7pm), at weekends or on bank holidays?

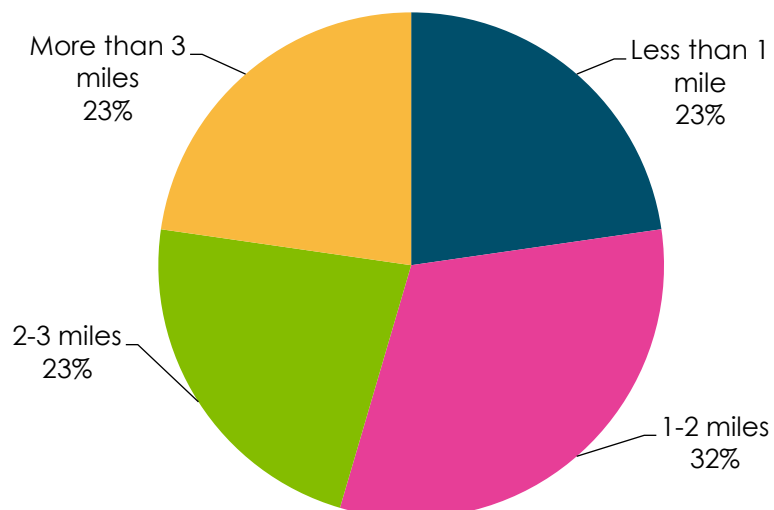




17. At what time would you, or do you, find pharmacies with extended hours most useful?

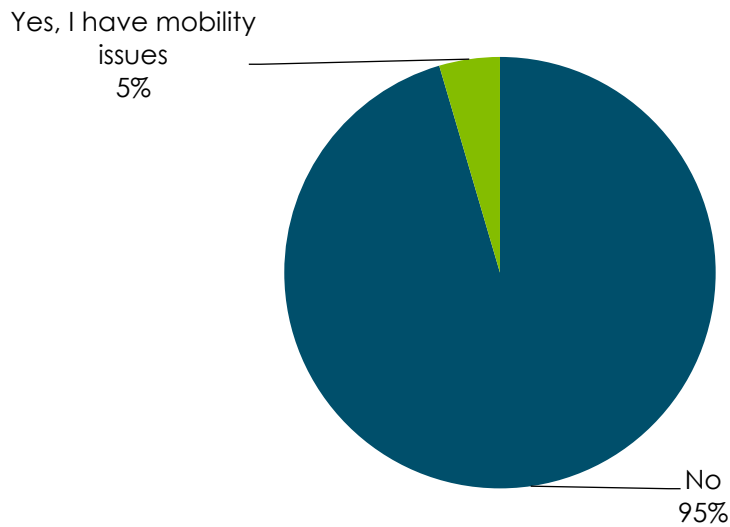


18. How far from your home or place of work would you be willing to travel to a pharmacy?

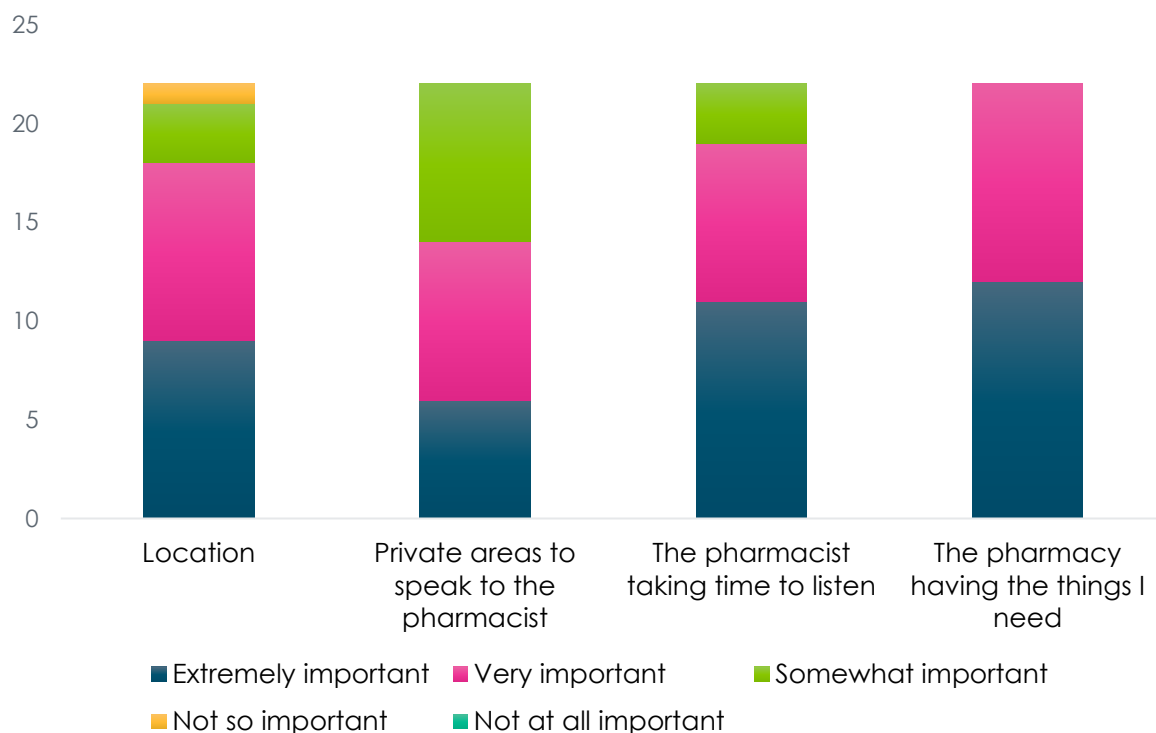




19. Do you have any difficulties accessing a pharmacy of your choice

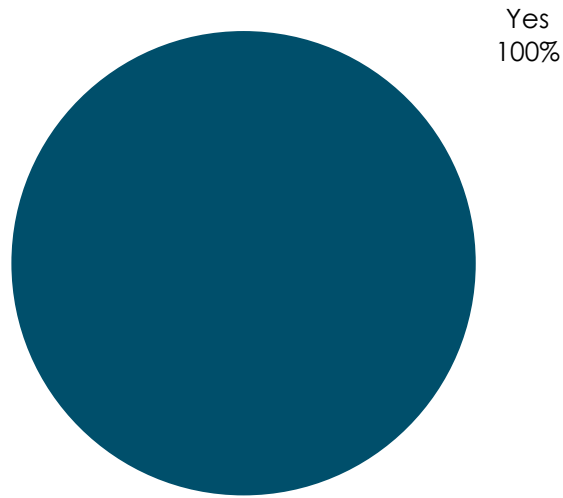


20. How important are the following aspects of pharmacy services?

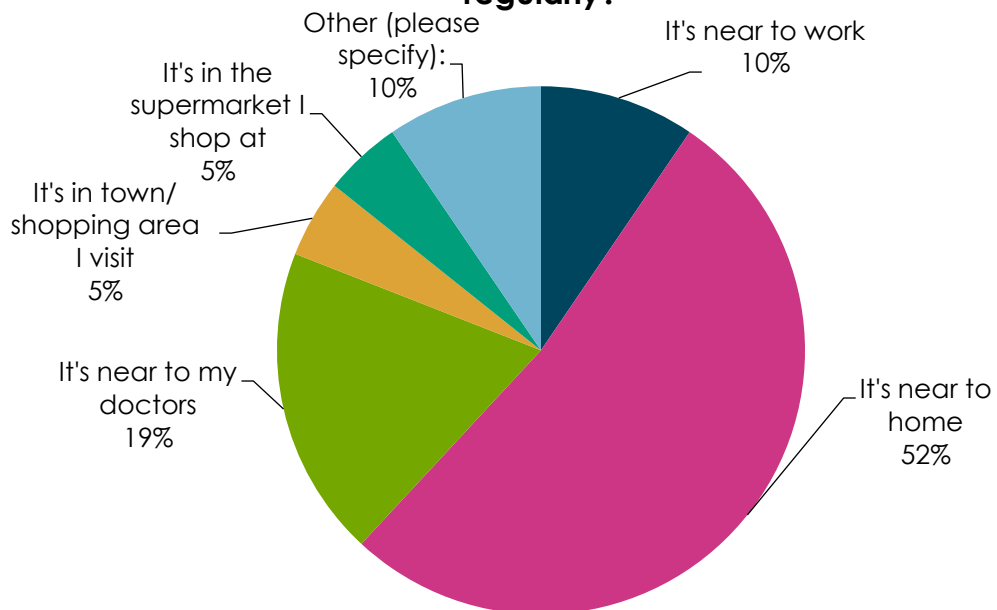




21. Do you have a pharmacy you use regularly?



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

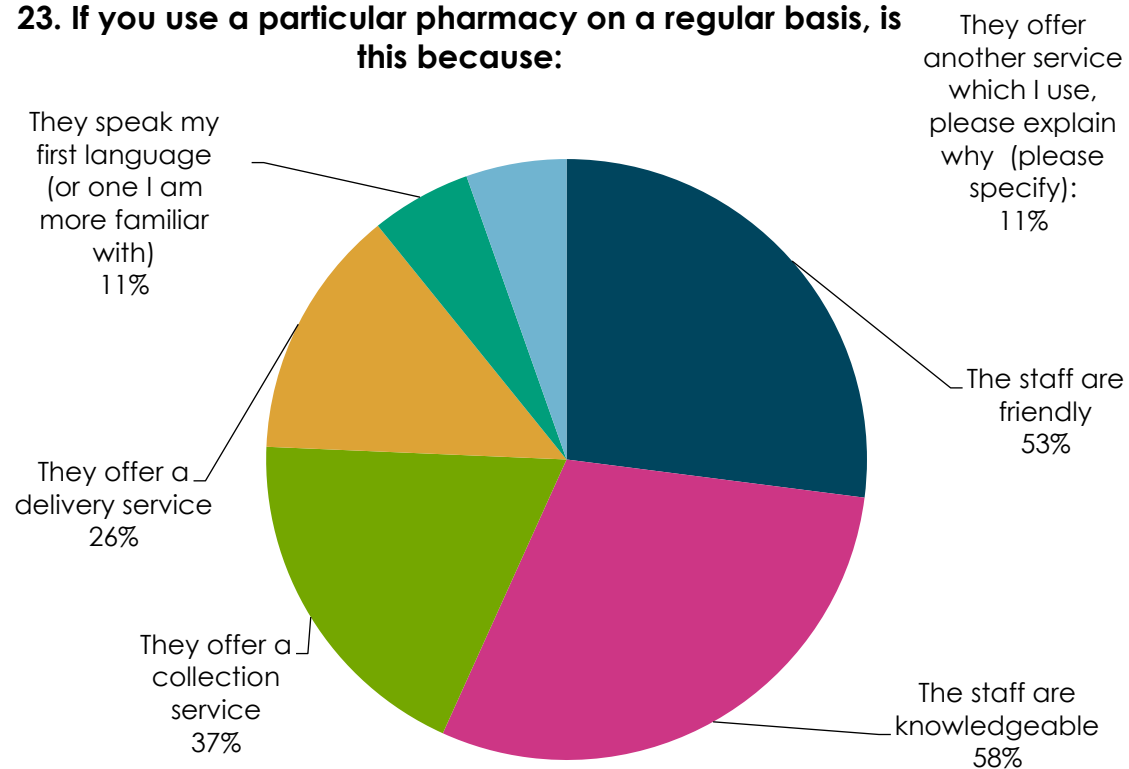


Other reasons:

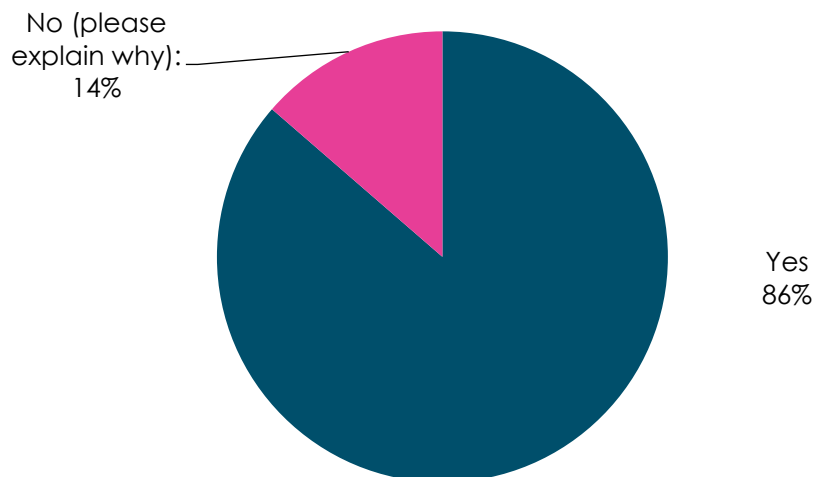
- 'It is one we have always used.'
- 'I have used for a long time.'



23. If you use a particular pharmacy on a regular basis, is this because:



24. 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?

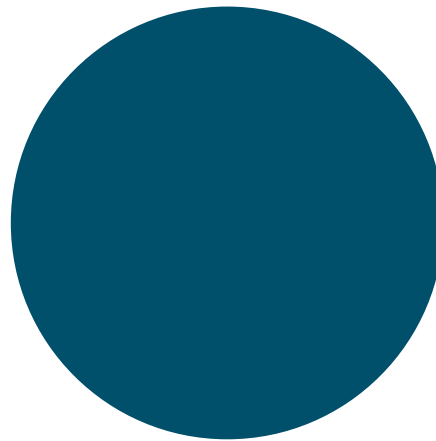


Reasons why respondents didn't feel the pharmacy staff provided sufficient information:

- 'It's all in the leaflet.'
- 'Never explain anything.'

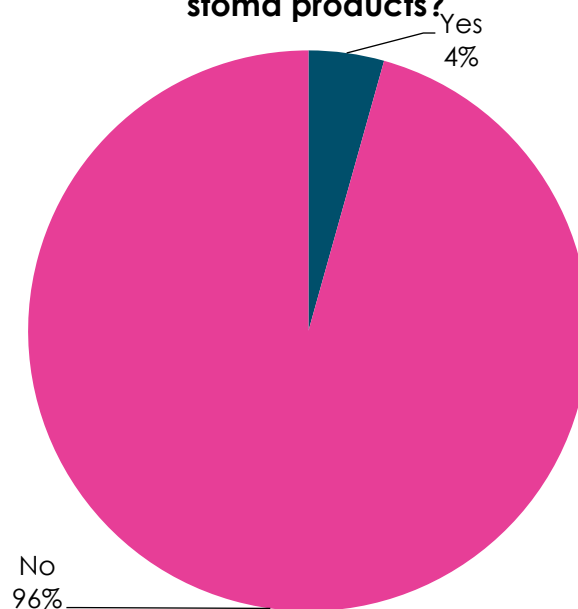


25. Did you know staff at your regular pharmacy could provide advice of treating minor ailments such as viral infections, mild skin conditions, minor cuts, aches and pains, hay fever and allergies etc



Yes
100%

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

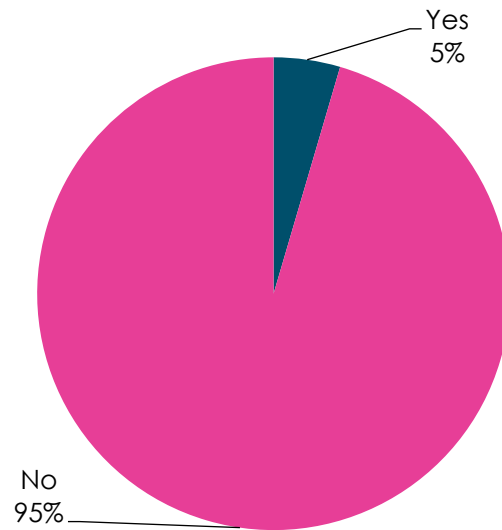


No
96%

Yes
4%

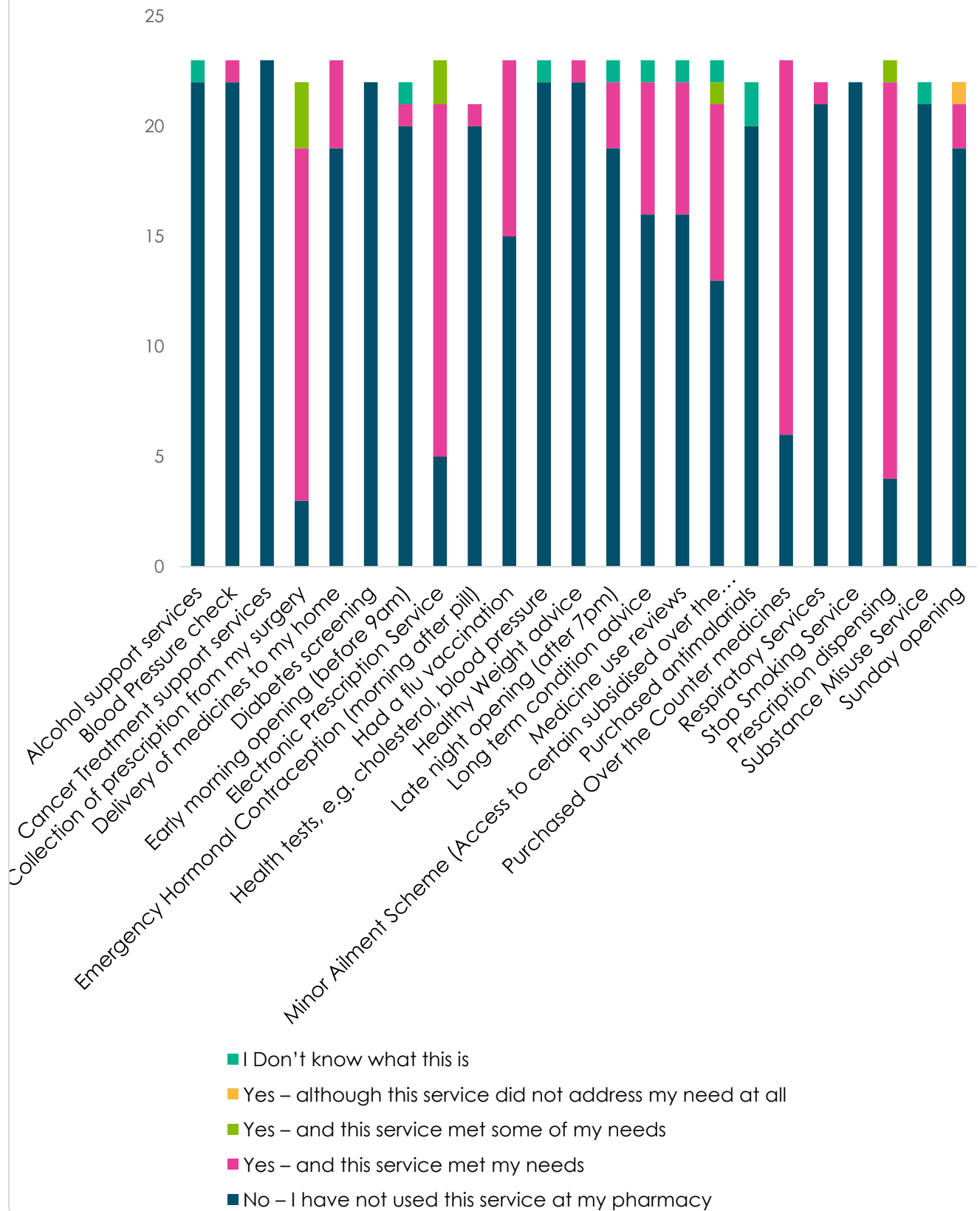


27. Do you use a distance selling pharmacy where you have ordered medicines/appliances over the internet, by mail order or by telephone?



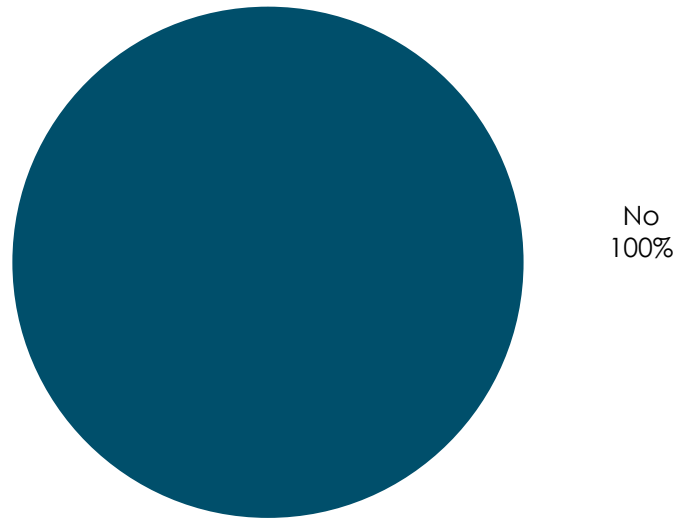


28. Have you have ever paid for or used any of the following services from your pharmacy?

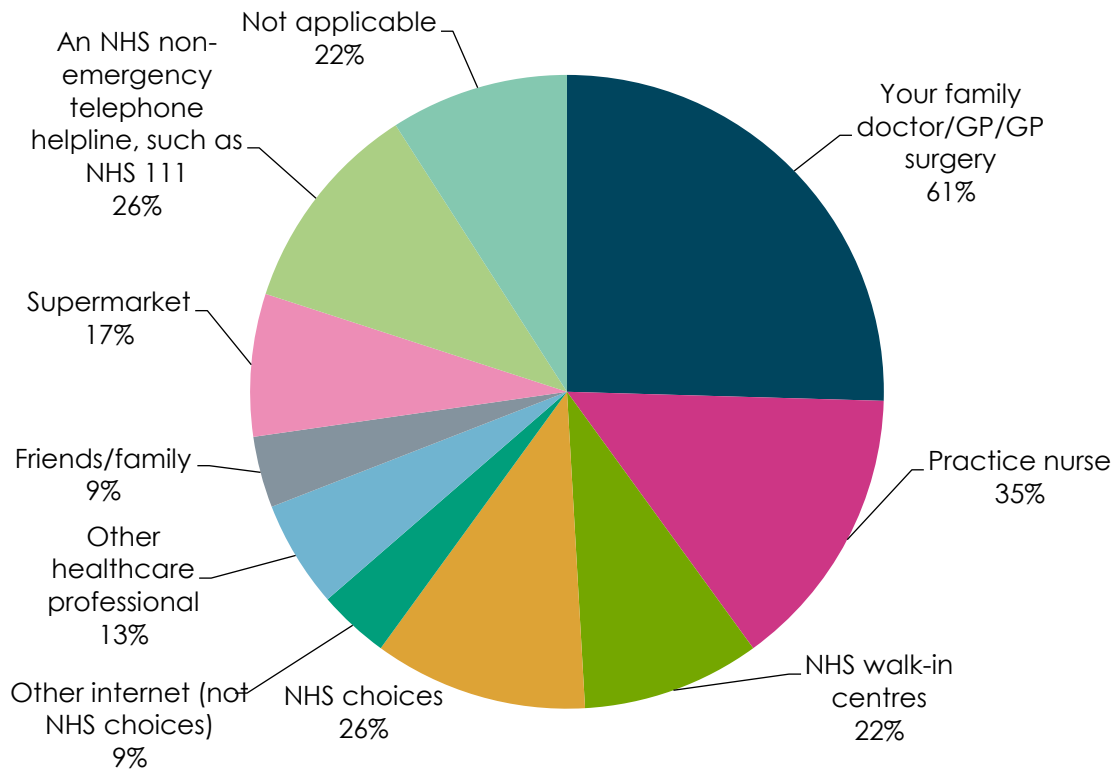




29. Are there any other services you would like your pharmacy to offer?

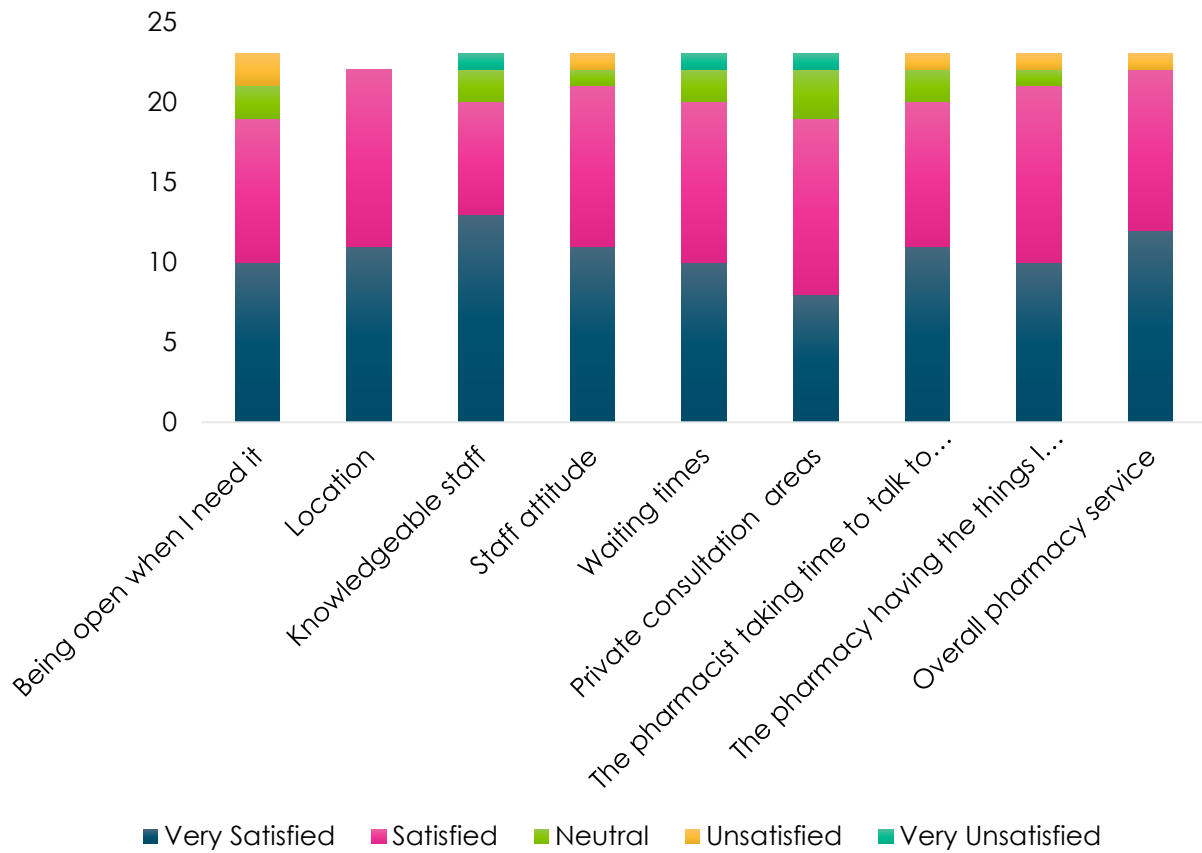


30. If you don't go to a pharmacist for any of the services listed above, who or which organisation, if any, would you contact if you wished to get information:





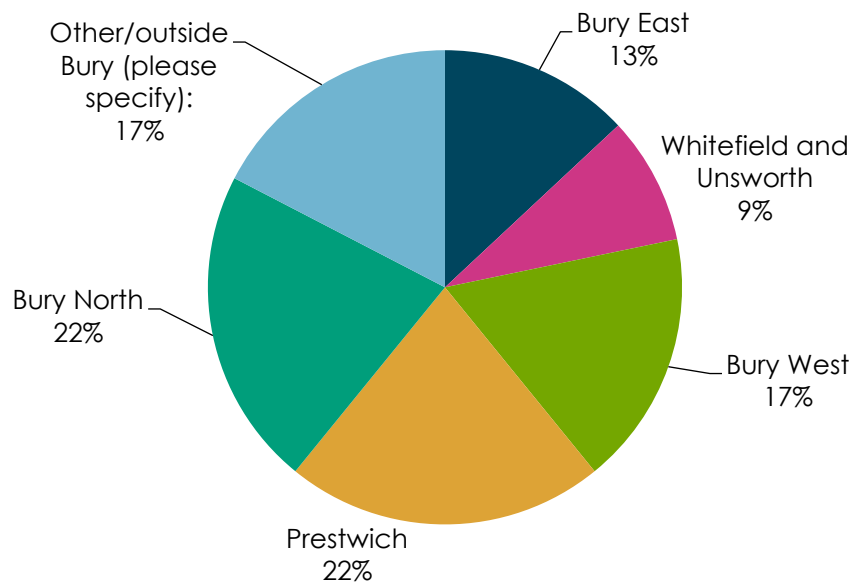
31. How satisfied are you with the following aspects of service provided by pharmacies?





Demographics

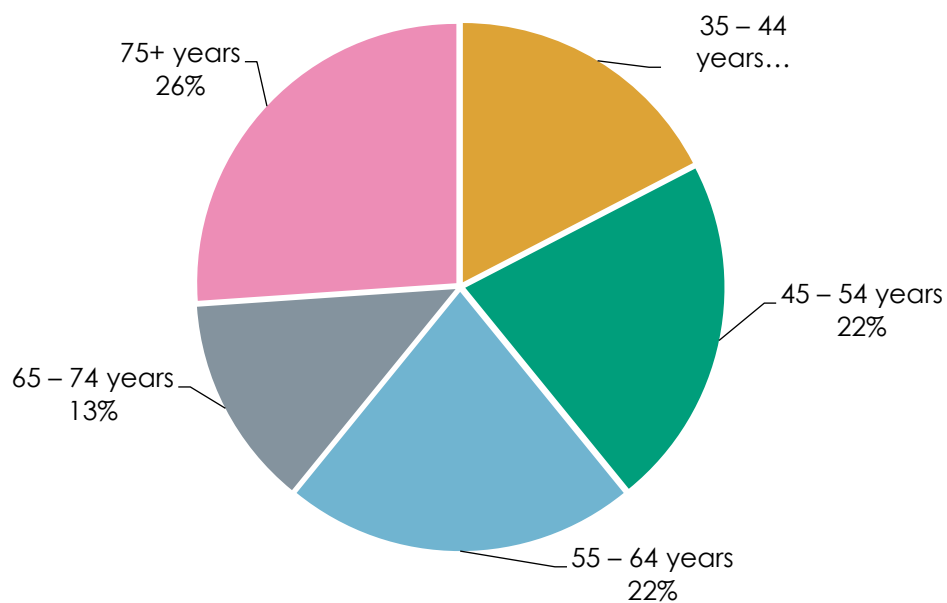
32. Please tell us which township you currently reside in?



Other:

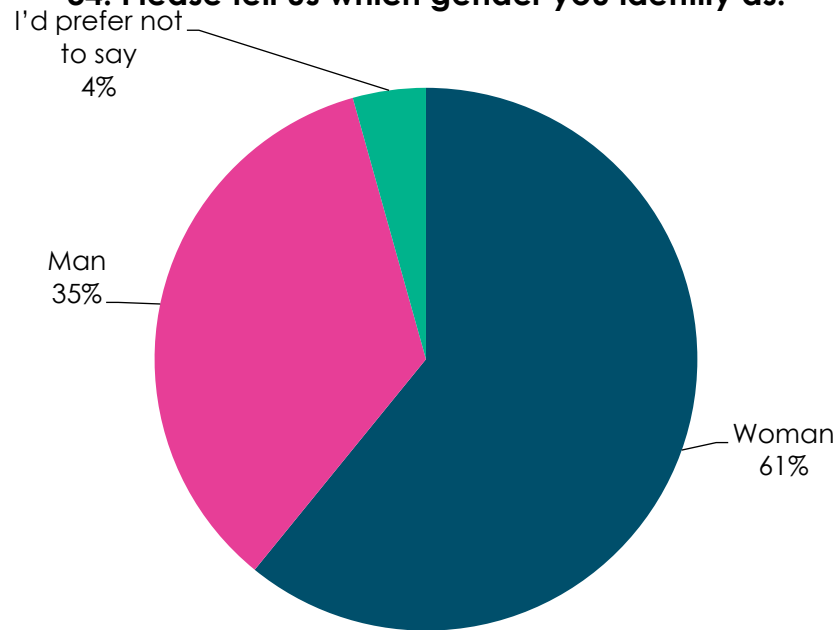
- Radcliffe
- Middleton, I work in Bury
- Radcliffe
- Radcliffe

33. Please tell us which age category you fall into:

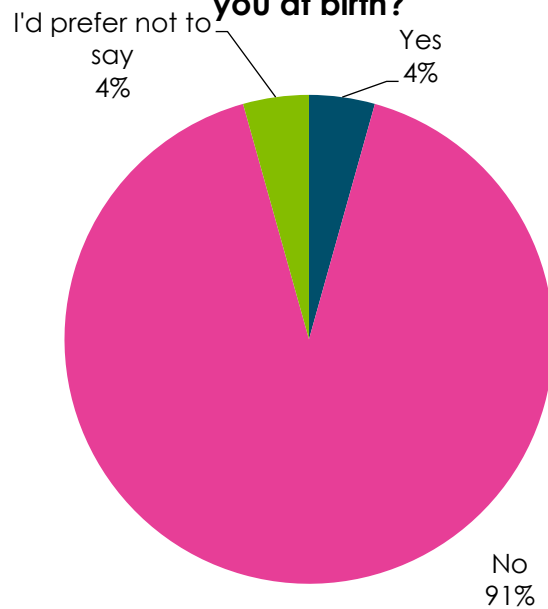




34. Please tell us which gender you identify as:

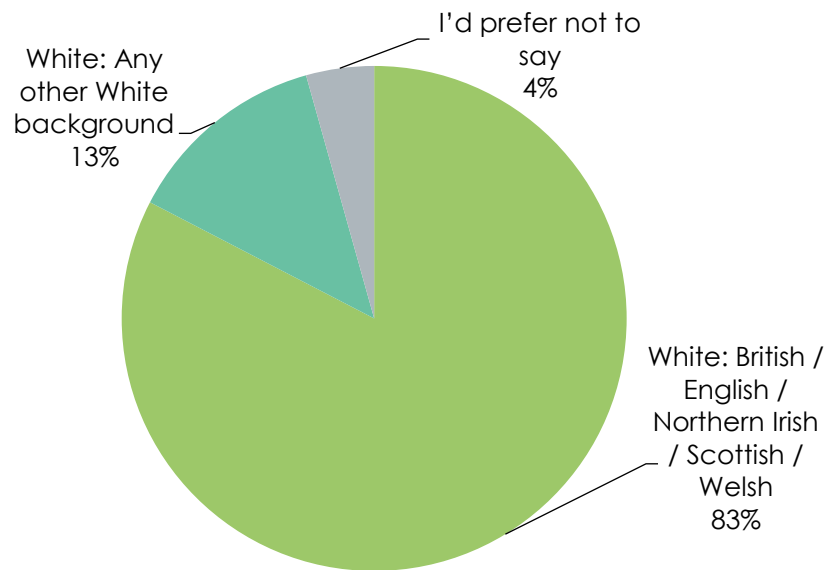


35. Is your gender different to the sex that was assigned to you at birth?

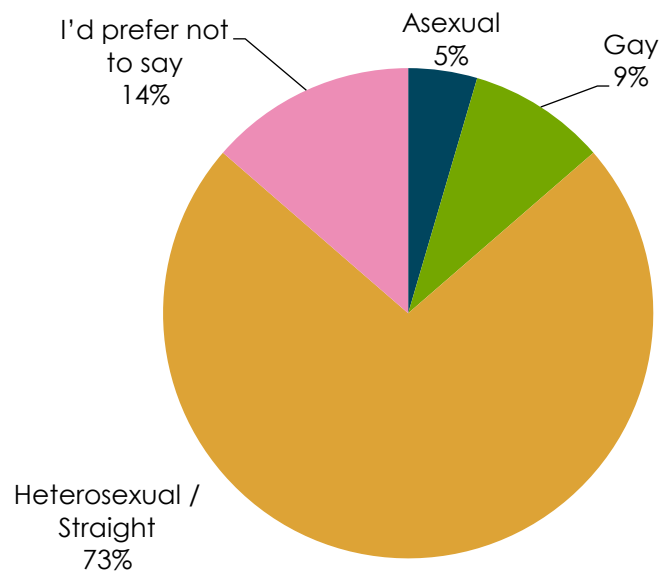




36. Please select your ethnic background

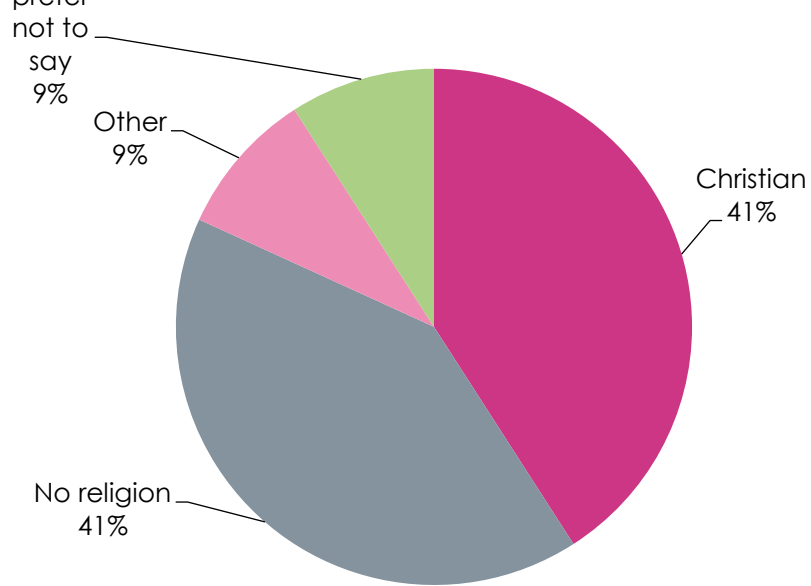


37. Please tell us which sexual orientation you identify as:

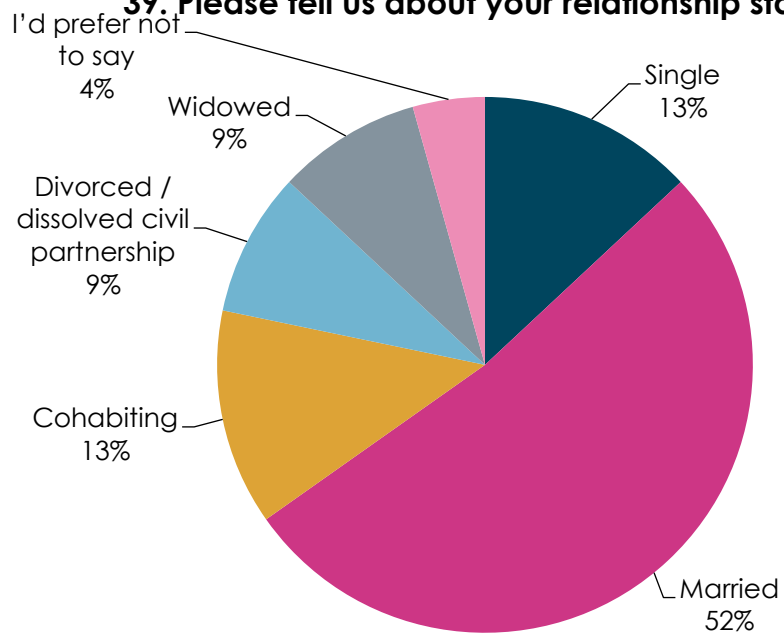


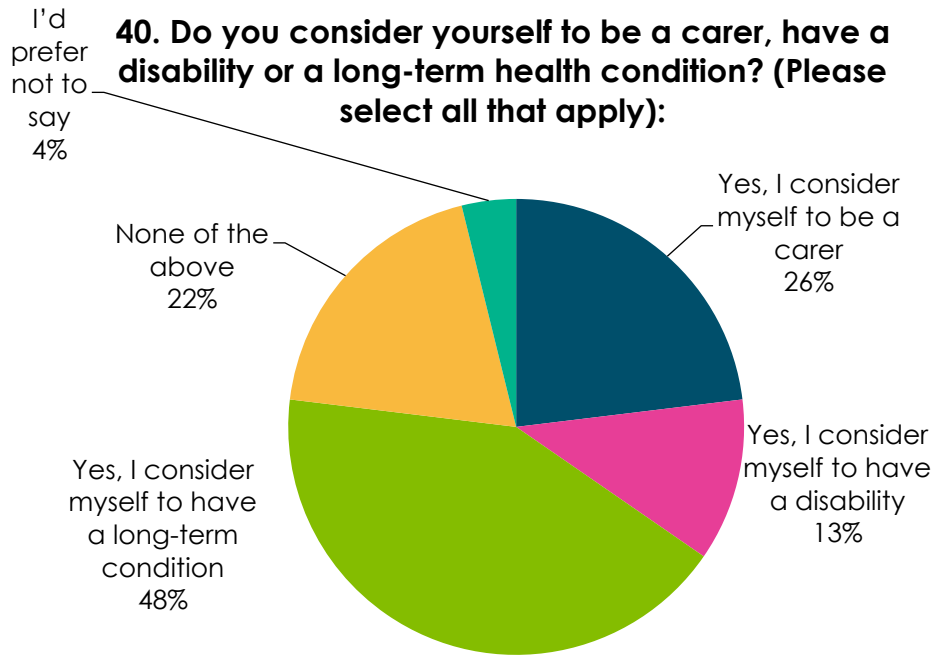


38. Please tell us about your religion or beliefs:



39. Please tell us about your relationship status:





Contact us

If you require this information in an alternative format,
please contact our office via the details below.



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