

Appendix Four – Pharmacy survey results

Survey ran 19th January 2022 to 15th May 2022

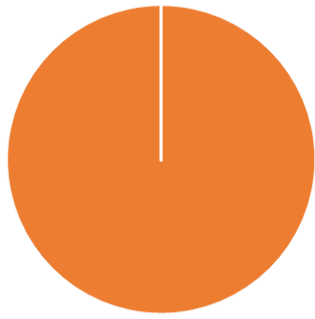
There were 13 responses

Q1 to Q6 were removed in order to allow anonymity for those who responded

Q10 was also removed as above – see appendix eight for opening hours

Q12, Q18, Q25, Q27, which asked for additional information if 'other' was selected, were left blank

Q7. Is this pharmacy a 100-hour pharmacy?



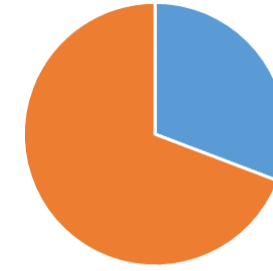
■ Yes (0) ■ No (13)

Q8. Is this pharmacy a Distance Selling Pharmacy? (i.e. it cannot provide Essential Services to persons present at or in the vicinity of the pharmacy)



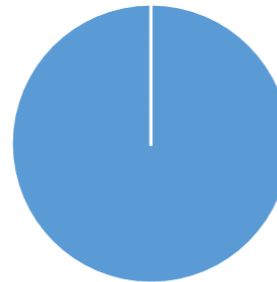
■ No (12) ■ Yes (1)

Q9. Has your pharmacy been registered with NHS Business Services Authority's (NHSBSA's) Manage Your Service (MYS) platform to receive Pharmacy Access Scheme (PhSA) 2022 payments?



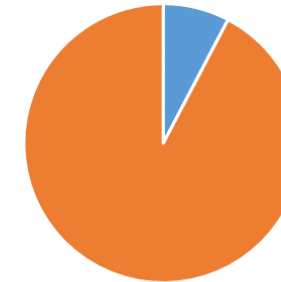
■ No (4) ■ Yes (9)

Q13. Where there is a consultation area, is it a closed room?



■ Yes (13) ■ No (0)

Q14. During consultations are there hand-washing facilities:



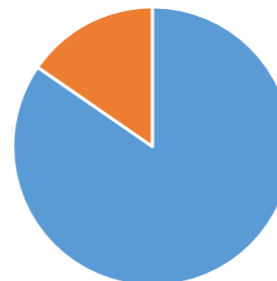
■ Close to the consultation area (1) ■ In the consultation area (12)

Consultation facilities

Q11. There is a consultation room on premises (that is clearly designated as a room for confidential conversations; distinct from the general public areas of the pharmacy premises; and is a room where both the person receiving the service and the person providing it can be seated together and communicate confidentially)

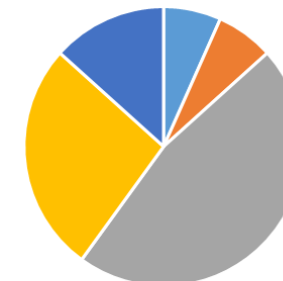
Response	Number of responses
None, have submitted a request to the NHS England and NHS Improvement (NHSE&I) regional team that the premises are too small for a consultation room	0
None, the NHSE&I regional team has approved my request that the premises are too small for a consultation room	0
None (Distance Selling Pharmacy)	0
Available (including wheelchair access)	8
Available (without wheelchair access)	5
Planned before 1st April 2023	0
Other	0

Q15. Patients attending for consultations have access to toilet facilities:



■ No (11) ■ Yes (2)

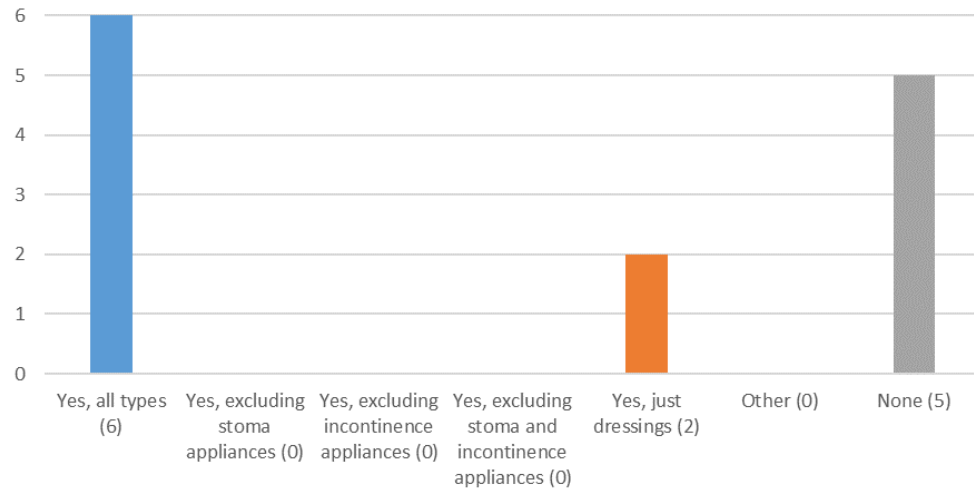
Q16. Please provide details of languages spoken (in addition to English):



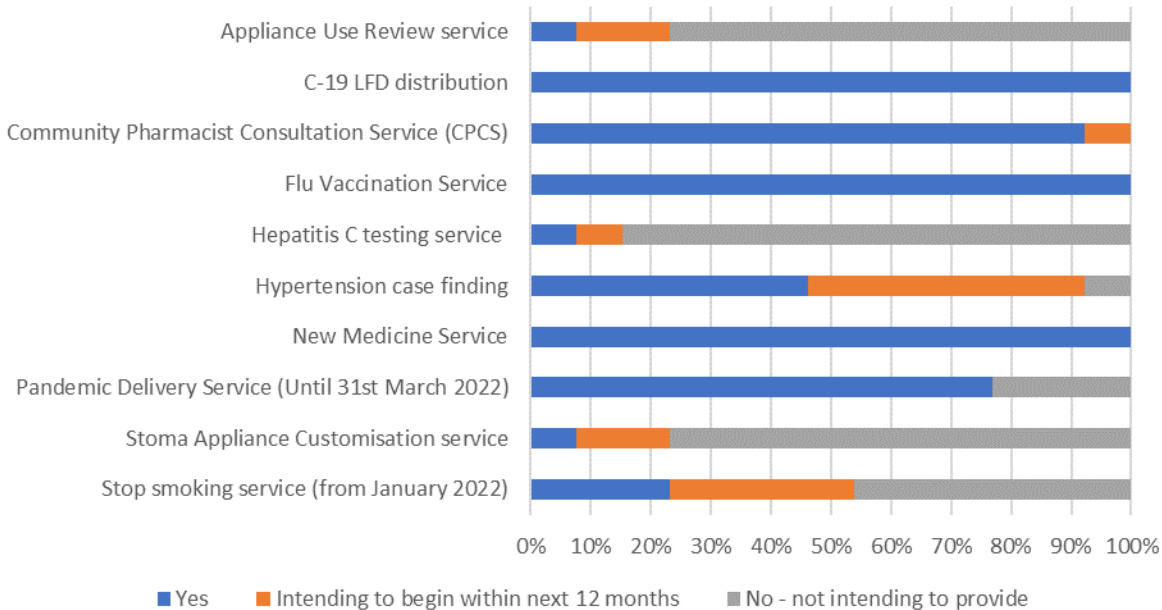
■ Arabic (1) ■ Hebrew (1) ■ Urdu (7) ■ Punjabi (4) ■ Polish (2)

Services

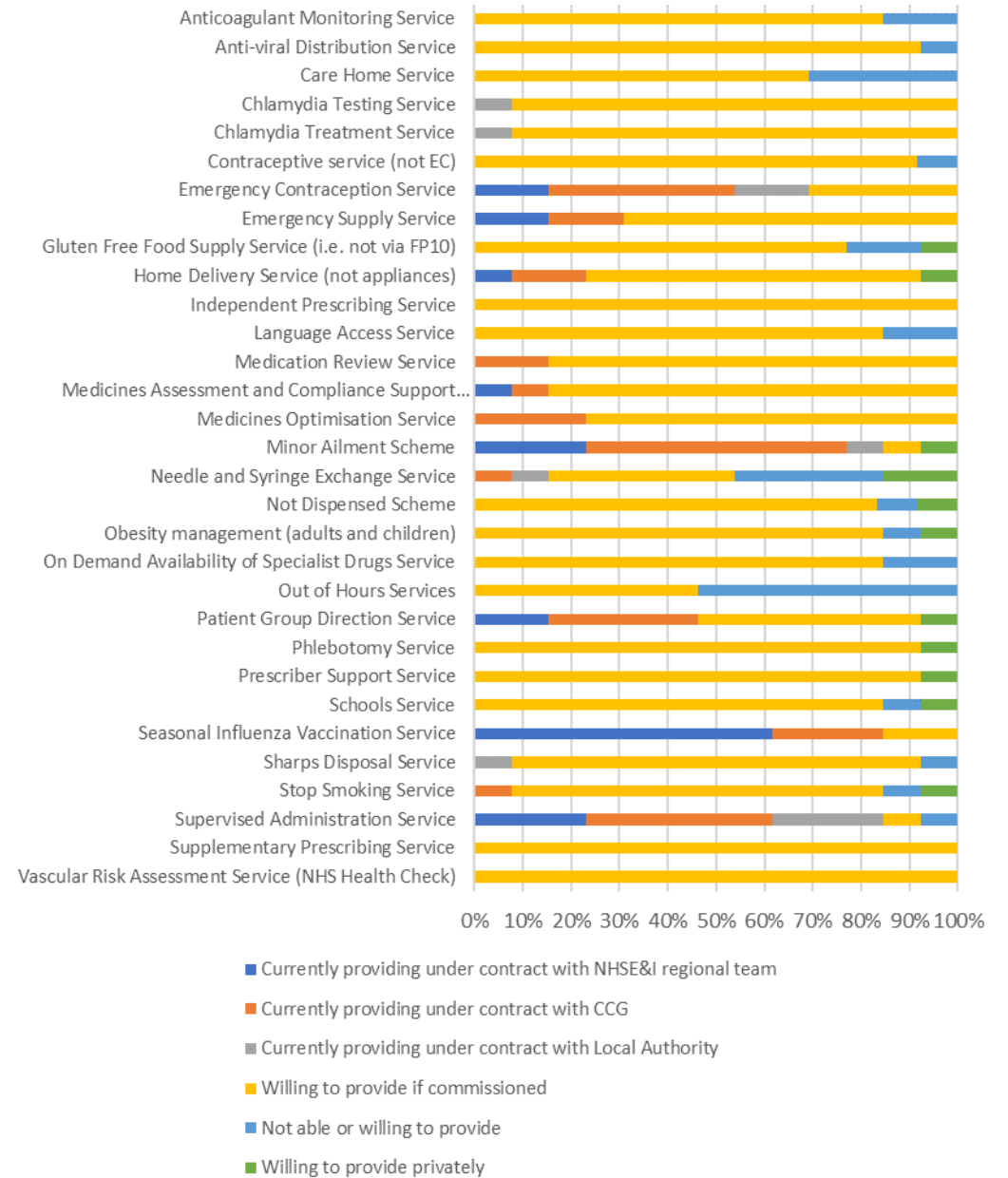
Q17. Does the pharmacy dispense appliances?



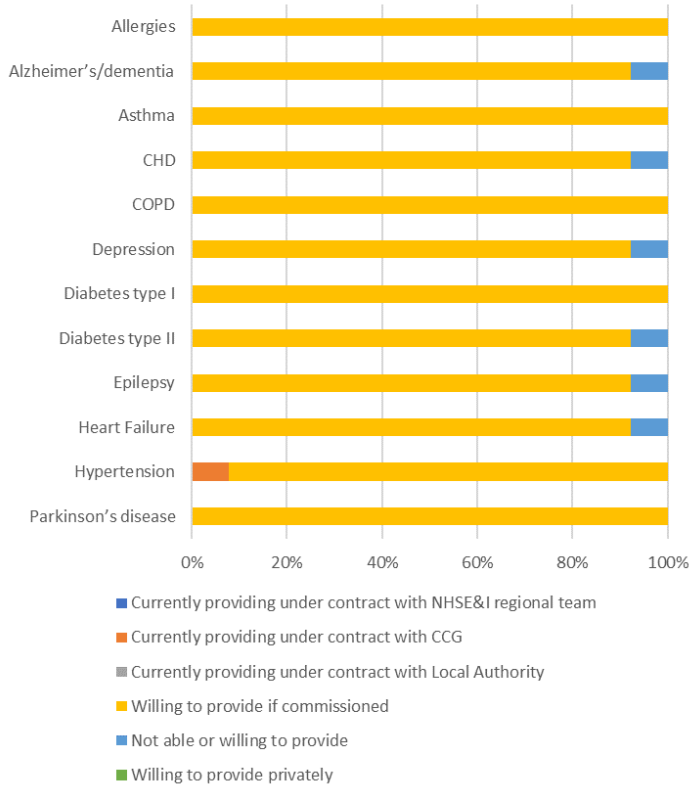
Q19. Does the pharmacy provide the following advanced services?



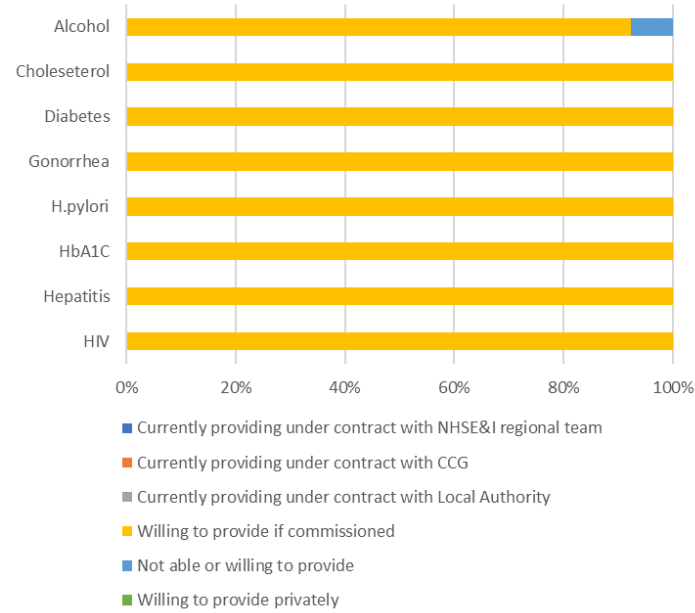
Q20&21. Which of the following other locally commissioned services does the pharmacy provide, or would be willing to provide?



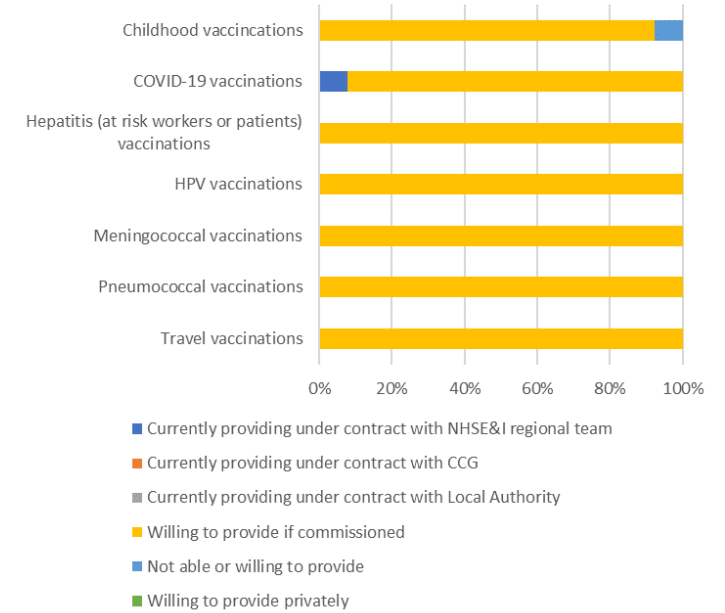
Q22. Which of the following other locally commissioned services does the pharmacy provide, or would be willing to provide?
(Disease specific management service)



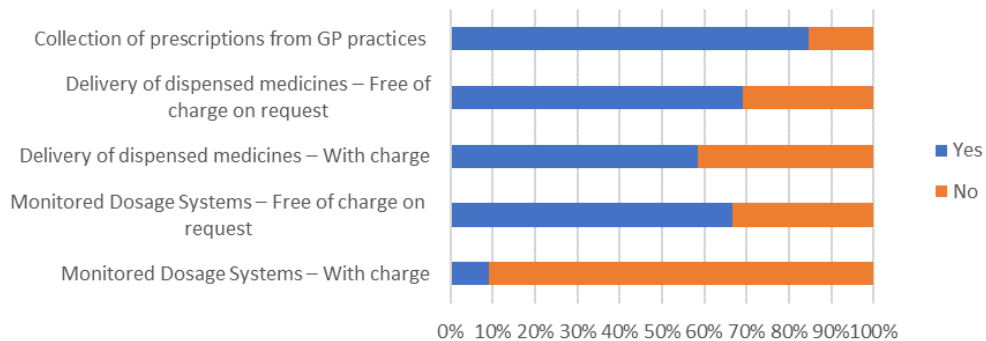
Q23. Which of the following other locally commissioned services does the pharmacy provide, or would be willing to provide?
(Screening service)



Q24. Which of the following other locally commissioned services does the pharmacy provide, or would be willing to provide?
(Other vaccinations)



Q26. Does the pharmacy provide any of the following non-commissioned services?



Q28. Is there a particular need for a locally commissioned service in your area? If so, what is the service requirement and why?

- EHC - frequent requests currently refer or sell OTC
- Inhaler technique service - significant issues with patients on new inhalers for asthma and COPD
- Smoking cessation
- COPD clinic using Pharmacist as Independent prescriber
- ALL OF THE ABOVE
- COPD clinic in Pharmacy -IP Pharmacist
- COPD clinic using IP of community pharmacist
- Community Pharmacy needs to be linked into PCN and locality changes - this is a massive gap at the moment.
- I think the commissioning of monitored dosage systems within the Bury area should be given some thought. We've noticed this a service that is in high demand and with the amount of work that goes into these I think this should be commissioned in some way to reimburse the employer.

Q29. Thank you for taking the time to complete this questionnaire. If you wish to add anything else which has not been covered in the above questions please use the text box below:

- As a community pharmacy, with the correct support and guidance we are willing to provide all the services that would be relevant to the local population
- More nationally commissioned services
- Can a distance selling pharmacy apply to be front facing and open to the public? Demand is increasing and present.
- If it is not an option, private system and locally commissioned services will have to be increased etc
- Funding for IP training