

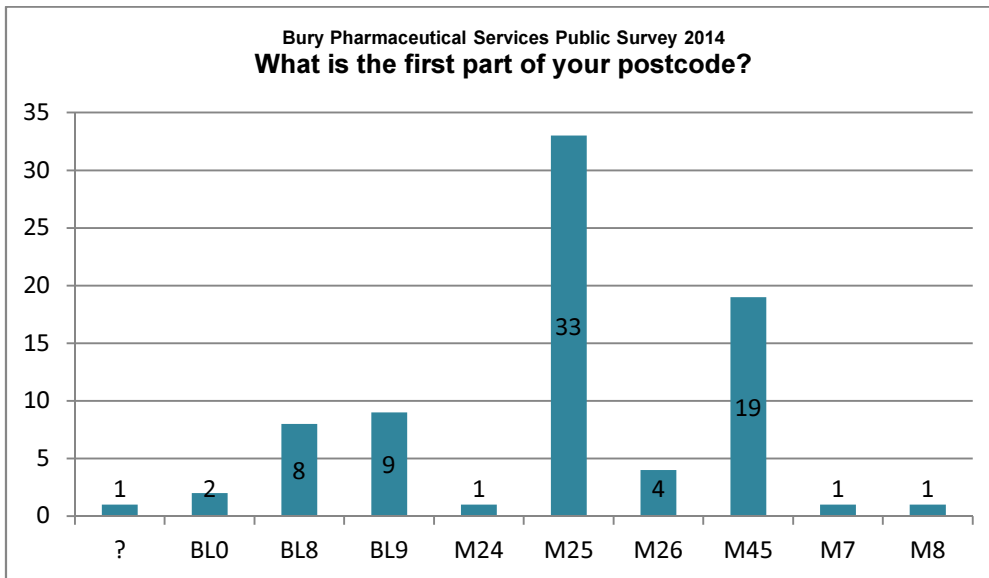


Greater Manchester  
Commissioning Support Unit

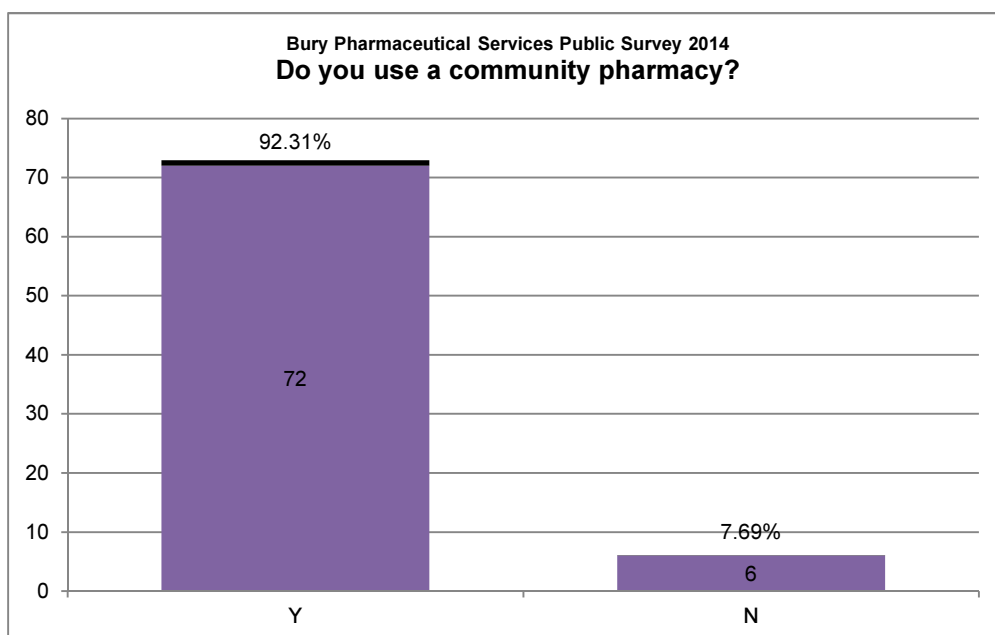


## Appendix 7

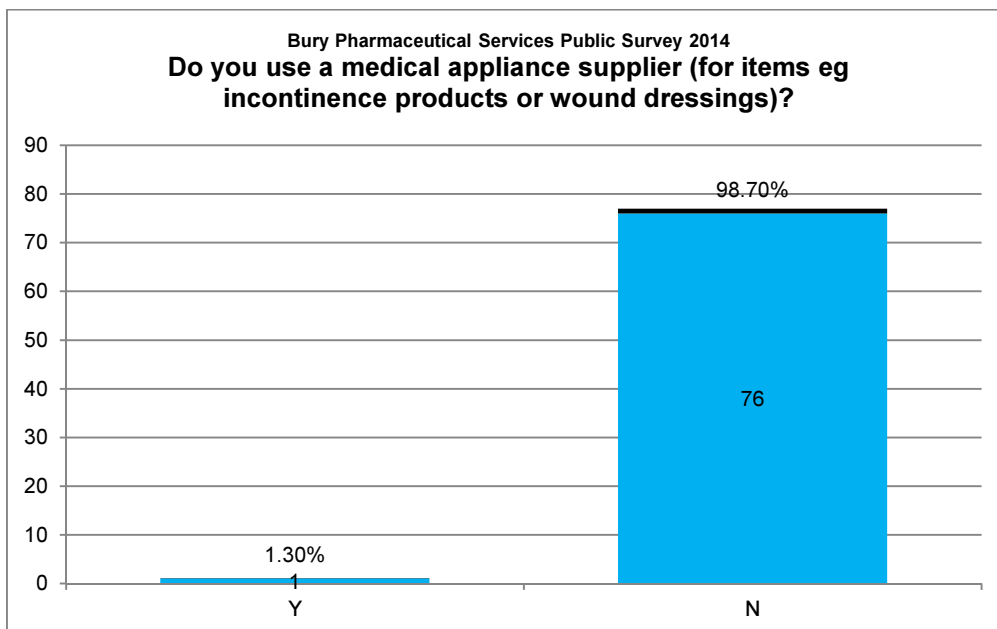
# Bury Public Survey Results



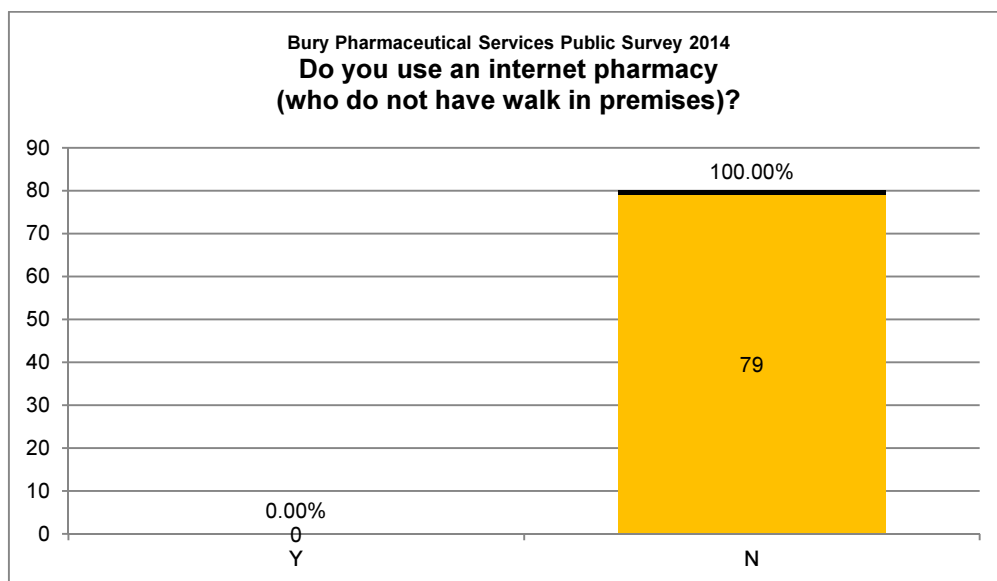
What is the first part of your postcode?	
?	1
BL0	2
BL8	8
BL9	9
M24	1
M25	33
M26	4
M45	19
M7	1
M8	1



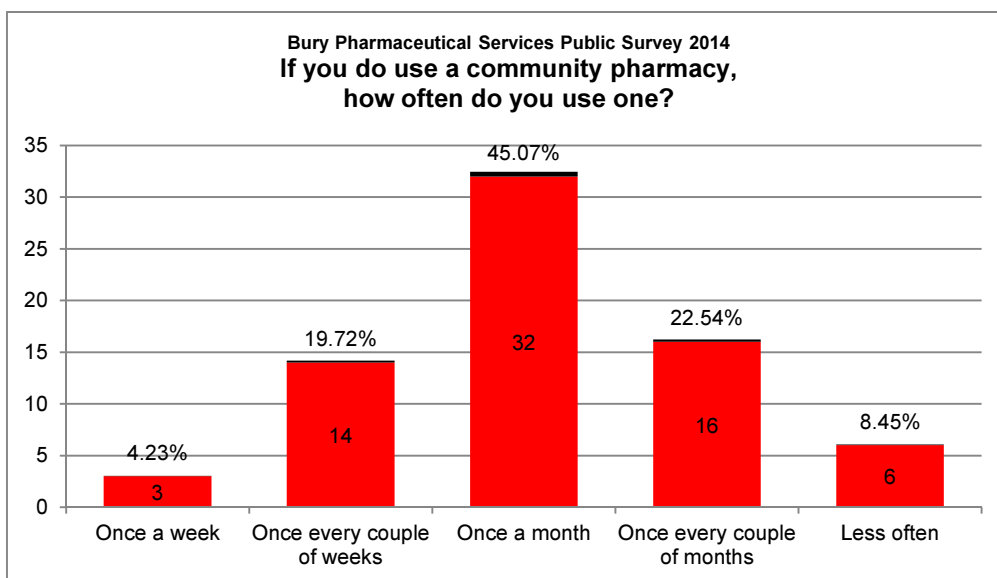
Do you use a community pharmacy?	Y	N
	72	6
	92.31%	7.69%
<b>Skipped 1</b>		



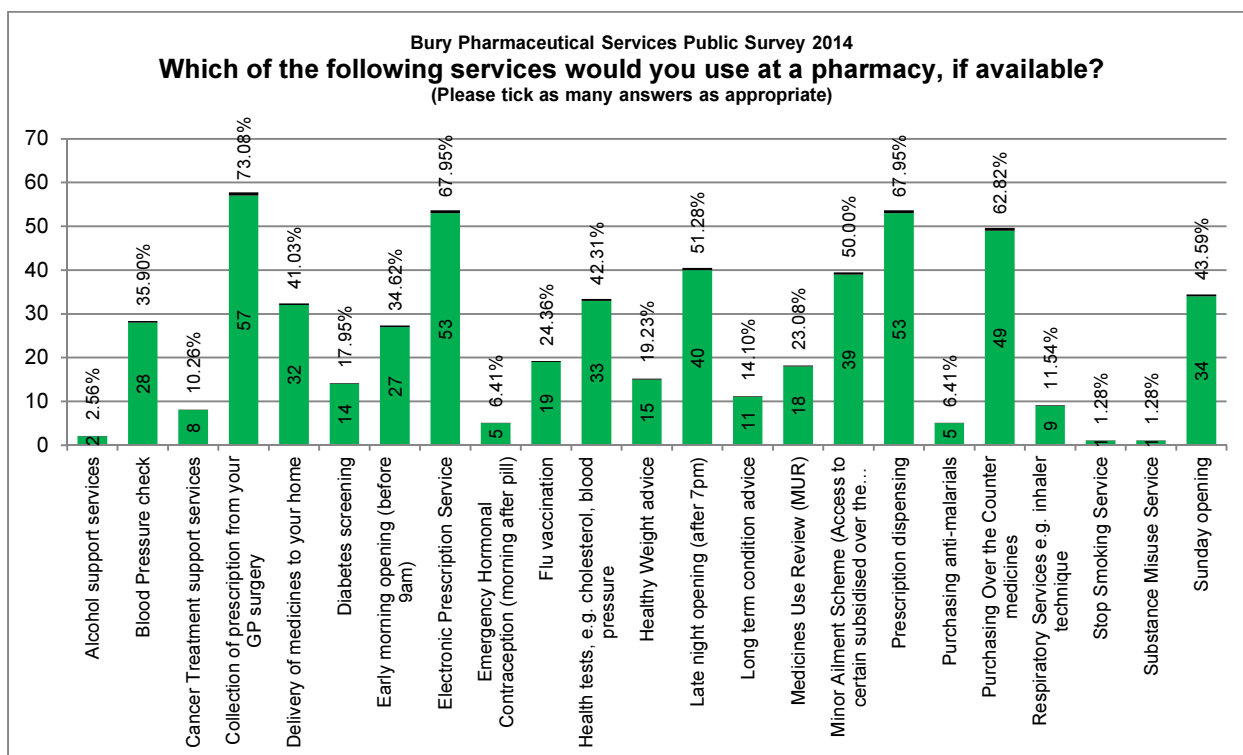
Do you use a medical appliance supplier (for items such as incontinence products or wound dressings)?	Y	N
	1	76
	1.30%	98.70%
<b>Skipped 2</b>		



Do you use an internet pharmacy (who do not have walk in premises)?	Y	N
	0	79
	0.00%	100.00%
<b>Skipped 0</b>		



If you do use a community pharmacy, how often would you say you used one?	Once a week	Once every couple of weeks	Once a month	Once every couple of months	Less often
	3	14	32	16	6
	4.23%	19.72%	45.07%	22.54%	8.45%



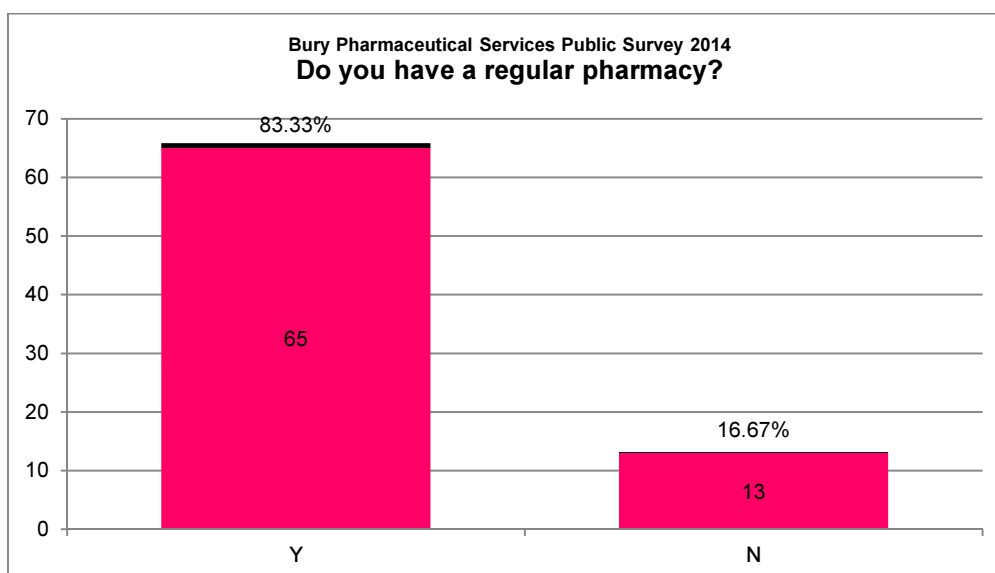
Which of the following services would you use at a pharmacy, if available? Please tick as many answers as appropriate		
Alcohol support services	2	2.56%
Blood Pressure check	28	35.90%
Cancer Treatment support services	8	10.26%
Collection of prescription from your GP surgery	57	73.08%
Delivery of medicines to your home	32	41.03%
Diabetes screening	14	17.95%
Early morning opening (before 9am)	27	34.62%
Electronic Prescription Service	53	67.95%
Emergency Hormonal Contraception (morning after pill)	5	6.41%
Flu vaccination	19	24.36%
Health tests, e.g. cholesterol, blood pressure	33	42.31%
Healthy Weight advice	15	19.23%
Late night opening (after 7pm)	40	51.28%
Long term condition advice	11	14.10%
Medicines Use Review (MUR)	18	23.08%
Minor Ailment Scheme (Access to certain subsidised over the counter medicines to avoid a GP visit)	39	50.00%
Prescription dispensing	53	67.95%
Purchasing anti-malarials	5	6.41%
Purchasing Over the Counter medicines	49	62.82%
Respiratory Services e.g. inhaler technique	9	11.54%
Stop Smoking Service	1	1.28%
Substance Misuse Service	1	1.28%
Sunday opening	34	43.59%
Skipped 1		

#### Other (please specify) 4

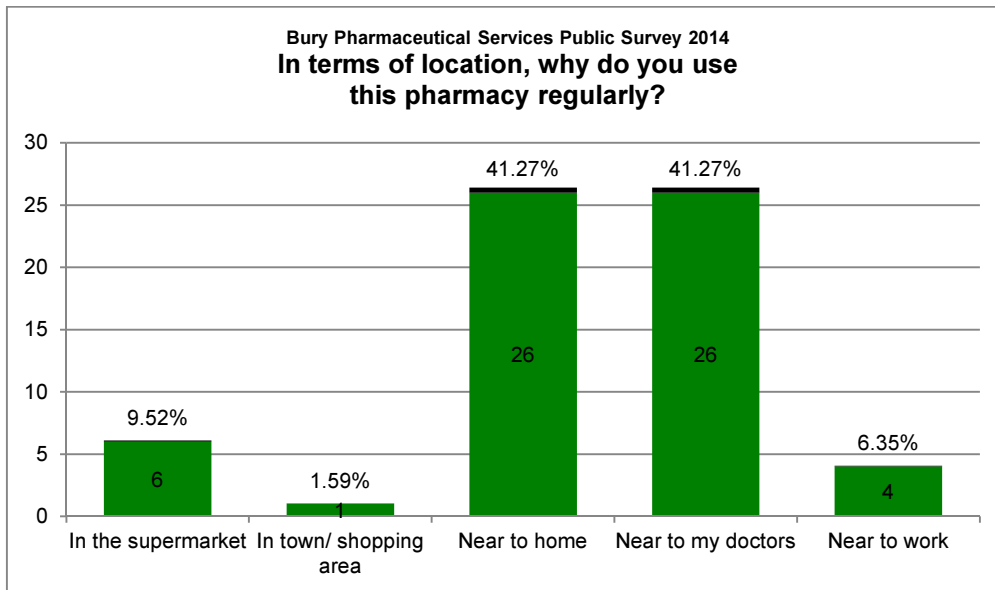
##### Advice on health issues

Cancer Treatment support services would be particularly welcomed as physically accessing cancer care at Christies (e.g. counselling) has been difficult (problems parking in particular as counselling sessions run at the same time as chemo sessions so it's always difficult to park which I found quite distressing when I was struggling with my diagnosis).

Drop in clinics for Dementia awareness advice like Purple Angel scheme 1st in UK started in Torbay this week. Mental health drop ins using health service community based staff. Carer support advice. I do not want a pharmacist to replace a doctor. I do not have confidence in a pharmacist to diagnose. Also there is a privacy issue. I assume a doctor is qualified and there is some sort of register I can refer to. In a chemist how can I verify the integrity or competence of the person dealing with me. Also data security.

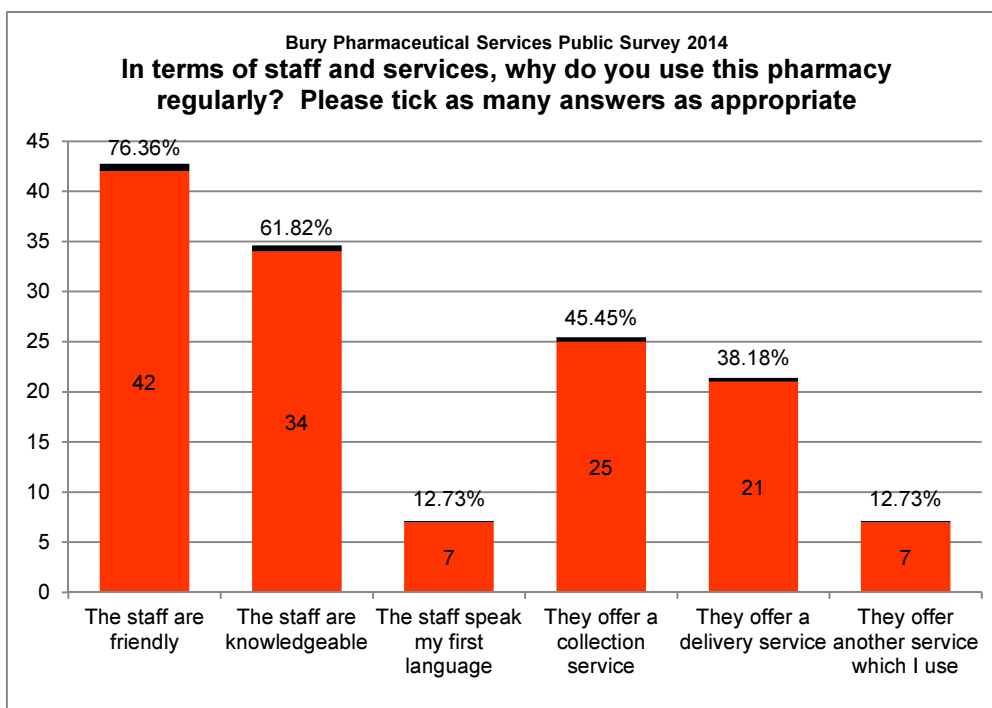


Do you have a regular pharmacy? Please tick one box only.	Y	N
	65	13
	83.33%	16.67%
Skipped 1		



In terms of location, why do you use this pharmacy regularly? Please tick one box only.	In the supermarket	In town/ shopping area	Near to home	Near to my doctors	Near to work
	6	1	26	26	4
	9.52%	1.59%	41.27%	41.27%	6.35%
Skipped 16					

<b>Others</b>
<b>Electronic prescription</b>
<b>And near to my home</b>
<b>Free parking available!</b>
<b>excellent service</b>
<b>Opening hours and speed of service</b>
I use the pharmacy within Tesco Prestwich; 99% of the time my medication is available, or they will order for next day collection. even on a Sunday.
I use more than one pharmacy according to convenience of location or need. I am mainly well and therefore I am a frequent user of a pharmacy.
<b>Parking close-by</b>



In terms of staff and services, why do you use this pharmacy regularly? Please tick as many answers as appropriate.	The staff are friendly	The staff are knowledgeable	The staff speak my first language	They offer a collection service	They offer a delivery service	They offer another service which I use
	42	34	7	25	21	7
	76.36%	61.82%	12.73%	45.45%	38.18%	12.73%
Skipped 24						

**Other (please specify)**

order repeat prescriptions online and collect from pharmacy

See above

They always have my medication in stock.

Prescriptions go direct from the GP so if I have a telephone appointment, I only need to make one trip to collect the prescription.

No convenient pharmacy

they know if I am compromised with asthma they deliver.

They get my prescriptions electronically from the doctor

They don't close early like the one in the village

They are rubbish but I have to get a prescription from somewhere and all the others I have tried are just as bad.

Prescriptions go straight to the pharmacy from the surgery

They offer a very poor service but are close to the GP surgery and home therefore convenient.

I just use a pharmacy to obtain prescription drugs from the doctor or to buy the odd medical cure/plaster etc. I sometimes ask about minor symptoms or seek advice about child symptoms.

Near to the doctors

Electronic prescription

close to home not the best service but for convenience

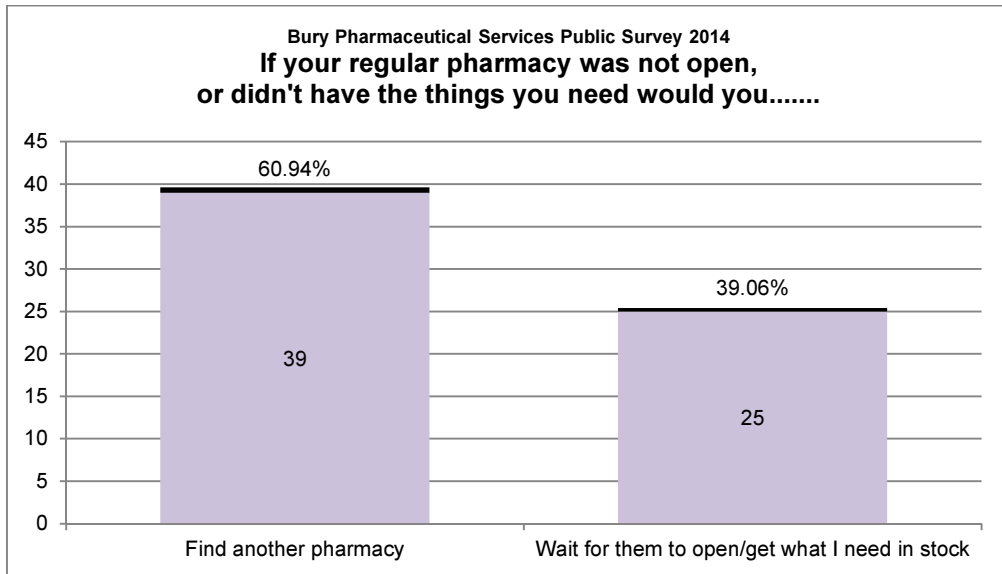
Electronic PS

It's near to my doctors.

Languages (please specify)

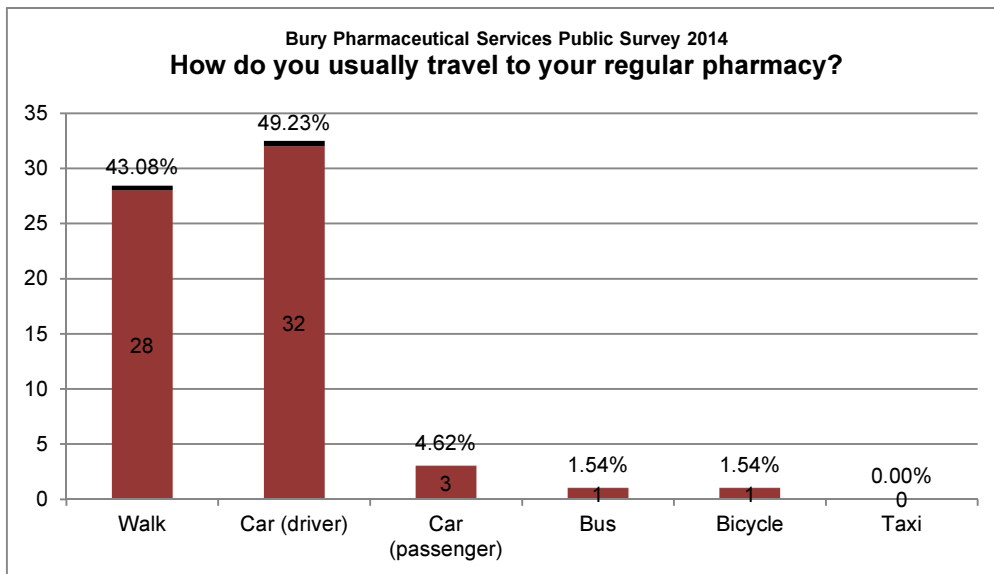
English

My first language is English



If your regular pharmacy was not open, or didn't have the things you need would you... Please tick one box only.	Find another pharmacy	Wait for them to open/get what I need in stock
	39	25
	60.94%	39.06%
Skipped 15		





How do you usually travel to your regular pharmacy? Please tick one box only.	Walk	Car (driver)	Car (passenger)	Bus	Bicycle	Taxi
	28	32	3	1	1	0
	43.08%	49.23%	4.62%	1.54%	1.54%	0.00%
Skipped 14						

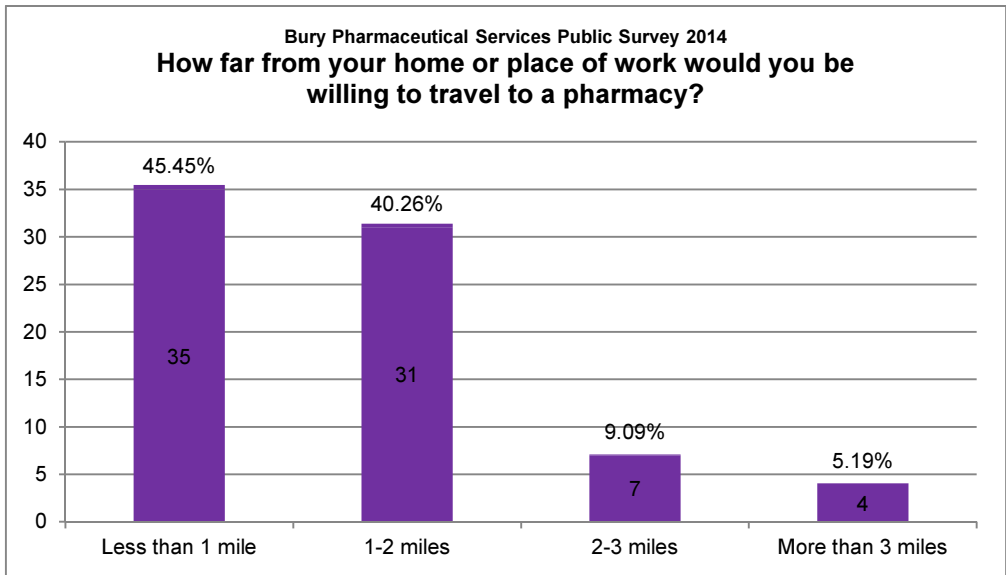
---

**Other**

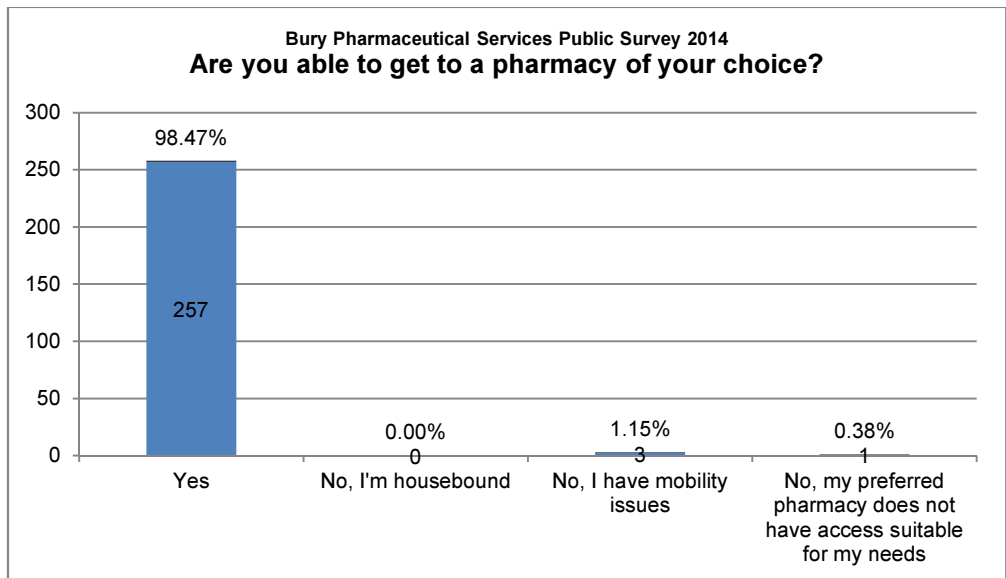
**as it is next door to our GP**

I mostly use the pharmacy near my doctor's but that is a car ride away. Also it is only open when the doctor's is open. It is not really convenient, so I tend to go to other pharmacies when I am out and about.

---

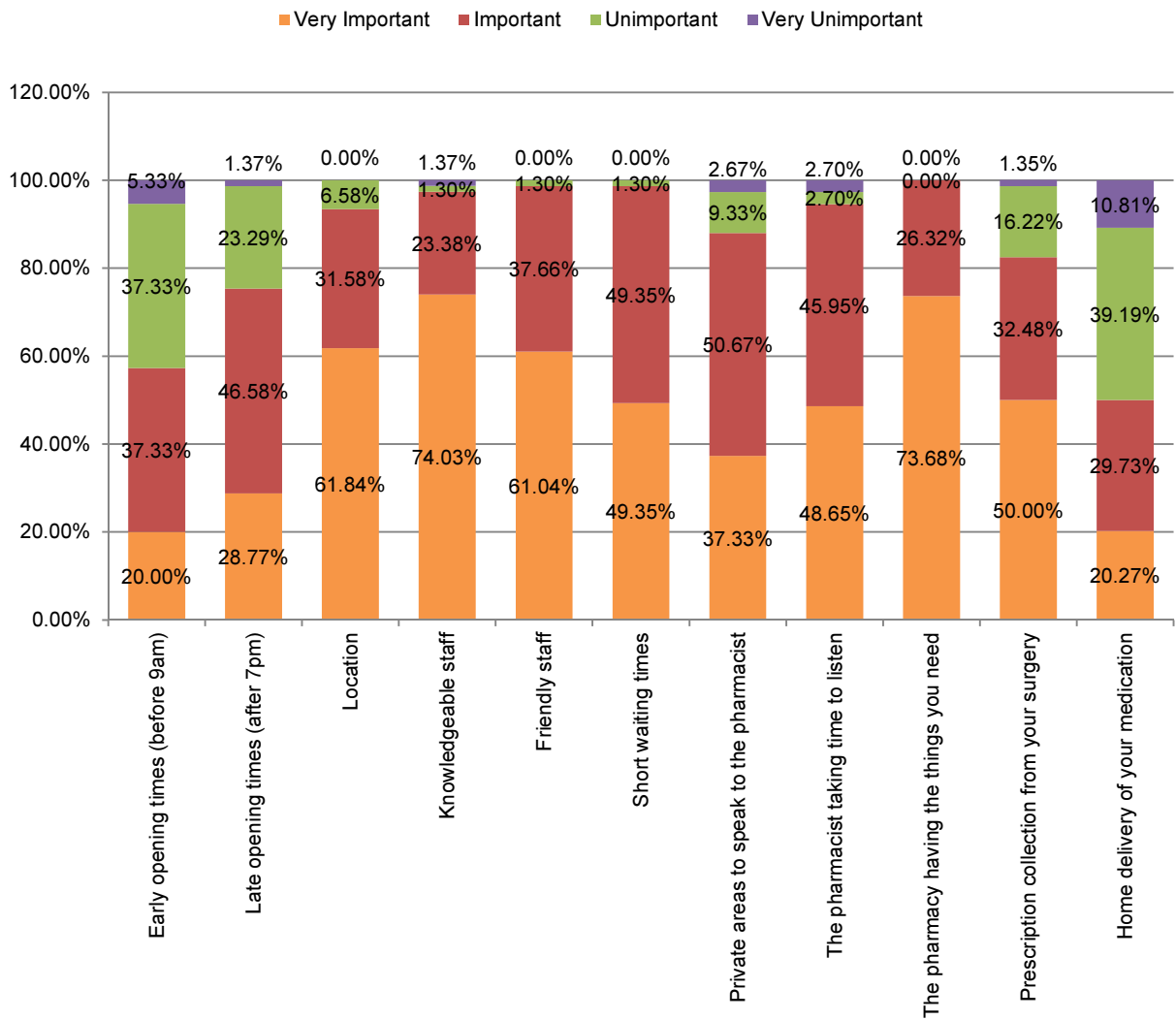


How far from your home or place of work would you be willing to travel to a pharmacy? Please tick one box only.	Less than 1 mile	1-2 miles	2-3 miles	More than 3 miles
	35	31	7	4
	45.45%	40.26%	9.09%	5.19%
Skipped 2				



Are you able to get to a pharmacy of your choice? Please tick one box only.	Yes	No, I'm housebound	No, I have mobility issues	No, my preferred pharmacy does not have access suitable for my needs
	257	0	3	1
	98.47%	0.00%	1.15%	0.38%
Skipped 2				

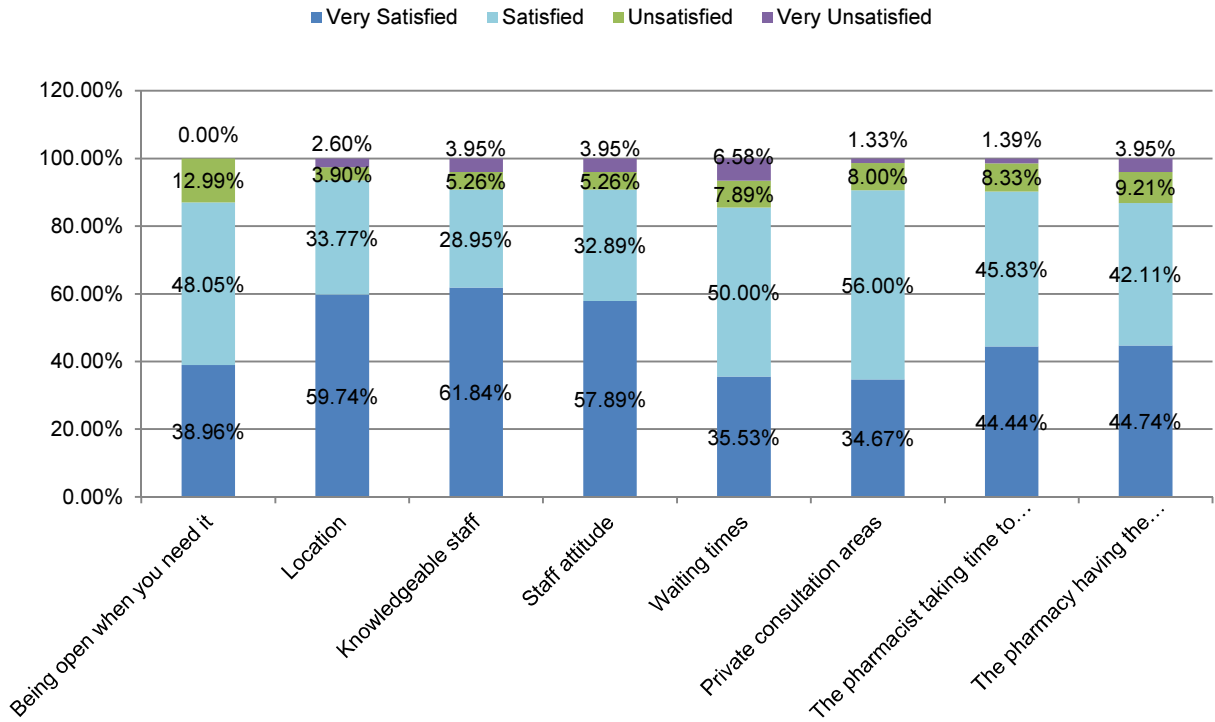
**Bury Pharmaceutical Services Public Survey 2014**  
**How important are the following aspects of pharmacy services?**



How important are the following aspects of pharmacy services?	Very Important	Important	Unimportant	Very Unimportant
Early opening times (before 9am)	20.00%	37.33%	37.33%	5.33%
Late opening times (after 7pm)	28.77%	46.58%	23.29%	1.37%
Location	61.84%	31.58%	6.58%	0.00%
Knowledgeable staff	74.03%	23.38%	1.30%	1.37%
Friendly staff	61.04%	37.66%	1.30%	0.00%
Short waiting times	49.35%	49.35%	1.30%	0.00%
Private areas to speak to the pharmacist	37.33%	50.67%	9.33%	2.67%
The pharmacist taking time to listen	48.65%	45.95%	2.70%	2.70%
The pharmacy having the things you need	73.68%	26.32%	0.00%	0.00%
Prescription collection from your surgery	50.00%	32.48%	16.22%	1.35%
Home delivery of your medication	20.27%	29.73%	39.19%	10.81%
Skipped 22				

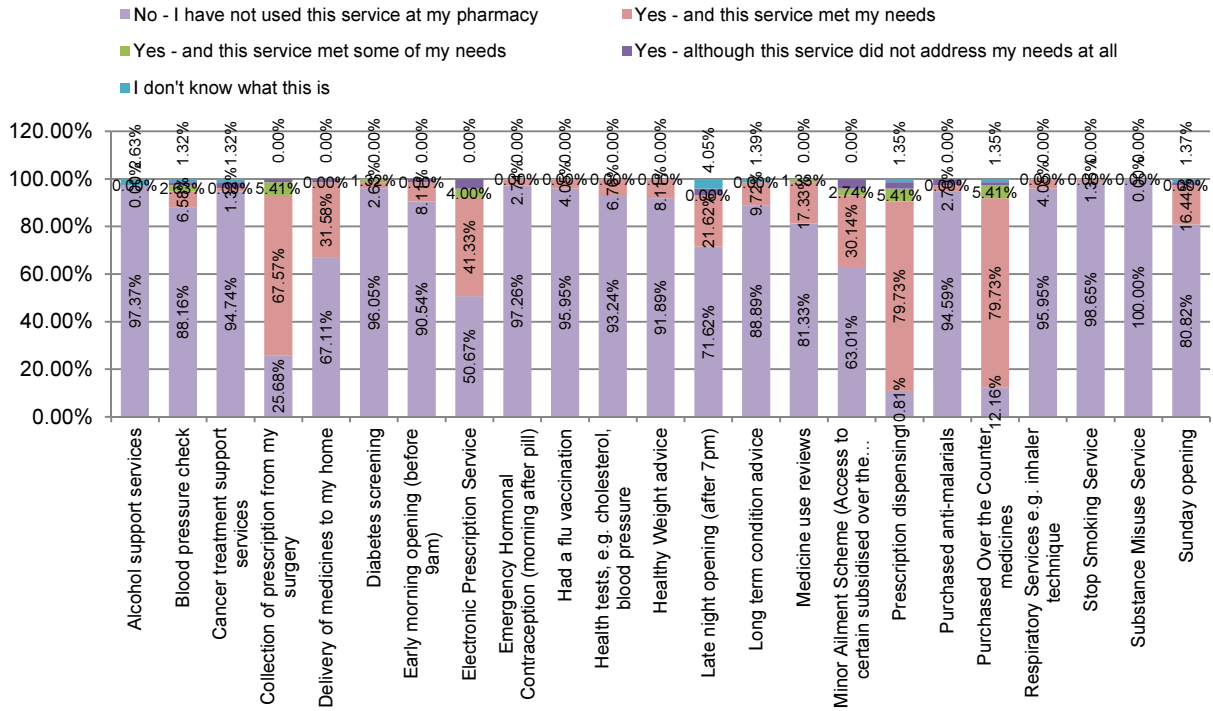
Bury Pharmaceutical Services Public Survey 2014

How satisfied were you with the following aspects of service at your pharmacy?



How satisfied were you with the following aspects of service at your pharmacy?	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
Being open when you need it	38.96%	48.05%	12.99%	0.00%
Location	59.74%	33.77%	3.90%	2.60%
Knowledgeable staff	61.84%	28.95%	5.26%	3.95%
Staff attitude	57.89%	32.89%	5.26%	3.95%
Waiting times	35.53%	50.00%	7.89%	6.58%
Private consultation areas	34.67%	56.00%	8.00%	1.33%
The pharmacist taking time to talk to you	44.44%	45.83%	8.33%	1.39%
The pharmacy having the things you need	44.74%	42.11%	9.21%	3.95%

**Bury Pharmaceutical Services Public Survey 2014**  
**Have you ever bought or used any of the following services from your pharmacy?**



Have you ever bought or used any of the following services from your pharmacy?	No - I have not used this service at my 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	I don't know what this is	Total
Alcohol support services	97.37%	0.00%	0.00%	0.00%	2.63%	76
Blood pressure check	88.16%	6.58%	2.63%	1.32%	1.32%	76
Cancer treatment support services	94.74%	1.32%	0.00%	2.63%	1.32%	76
Collection of prescription from my surgery	25.68%	67.57%	5.41%	1.35%	0.00%	74
Delivery of medicines to my home	67.11%	31.58%	0.00%	1.32%	0.00%	76
Diabetes screening	96.05%	2.63%	1.32%	0.00%	0.00%	76
Early morning opening (before 9am)	90.54%	8.11%	0.00%	1.35%	0.00%	74
Electronic Prescription Service	50.67%	41.33%	4.00%	4.00%	0.00%	75
Emergency Hormonal Contraception (morning after pill)	97.26%	2.74%	0.00%	0.00%	0.00%	73
Had a flu vaccination	95.95%	4.05%	0.00%	0.00%	0.00%	74

Health tests, e.g. cholesterol, blood pressure	93.24%	6.76%	0.00%	0.00%	0.00%	74
Healthy Weight advice	91.89%	8.11%	0.00%	0.00%	0.00%	74
Late night opening (after 7pm)	71.62%	21.62%	0.00%	2.70%	4.05%	74
Long term condition advice	88.89%	9.72%	0.00%	0.00%	1.39%	72
Medicine use reviews	81.33%	17.33%	1.33%	0.00%	0.00%	75
Minor Ailment Scheme (Access to certain subsidised over the counter medicines to avoid a GP visits)	63.01%	30.14%	2.74%	4.11%	0.00%	73
Prescription dispensing	10.81%	79.73%	5.41%	2.70%	1.35%	74
Purchased anti-malarials	94.59%	2.70%	0.00%	2.70%	0.00%	74
Purchased Over the Counter medicines	12.16%	79.73%	5.41%	1.35%	1.35%	74
Respiratory Services e.g. inhaler technique	95.95%	4.05%	0.00%	0.00%	0.00%	74
Stop Smoking Service	98.65%	1.35%	0.00%	0.00%	0.00%	74
Substance Misuse Service	100.00%	0.00%	0.00%	0.00%	0.00%	73
Sunday opening	80.82%	16.44%	0.00%	1.37%	1.37%	73

Other (please specify)

I'd get a flu vax at the chemist's to avoid having to go to the drop-in at the GP. If you work, a dropin isn't much use

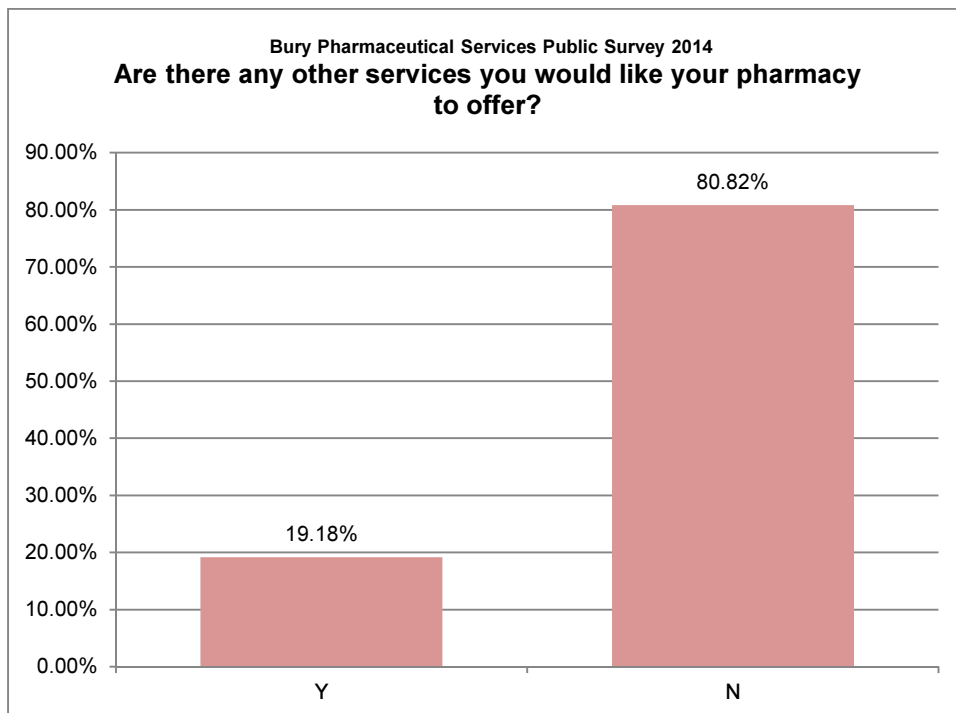
A more efficient electronic prescription service to avoid having to visit the doctors, then the pharmacy and then having to come back later for the medicine when you've got a sick child with you

Please don't open on Sundays. It is damaging our community to have everything open all the time, we need a day of 'down time' a week for spiritual and family renewal. It's important for health.

Chemist does not open before 9am or stay open late or open on a Sunday

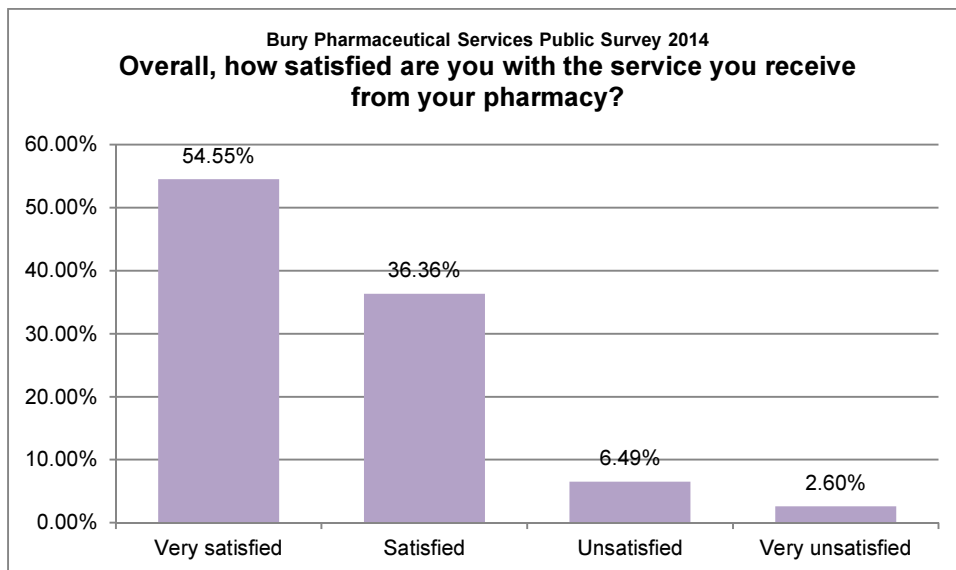
I would like some of these services but they are not available

I only use this pharmacy when I visit the doctor's

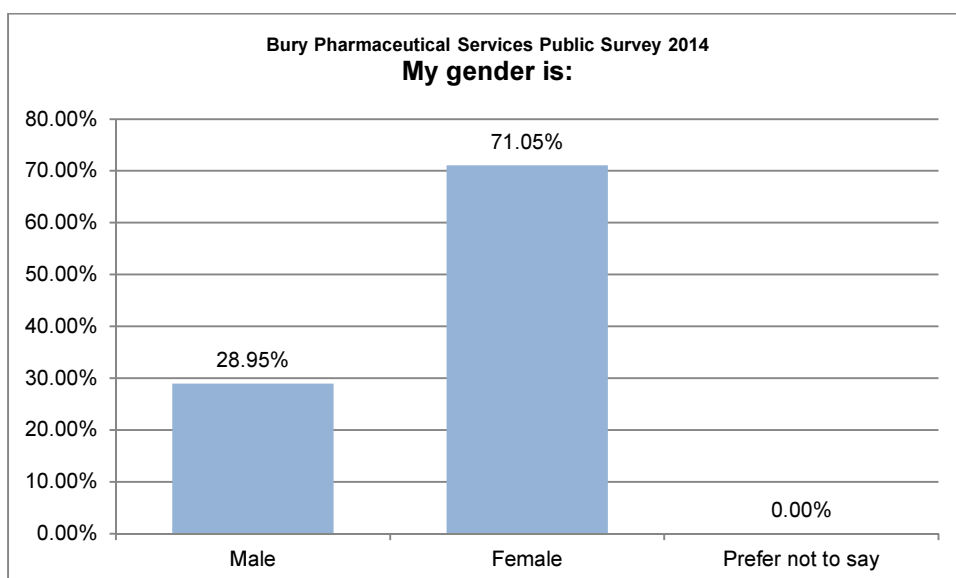


Are there any other services you would like your pharmacy to offer? Please tick one box only	Y	N
	19.18%	80.82%
Skipped 6		

Other
Sunday opening times
Helpful staff
Automated prescription ordering, dispensing and delivery of regular items without having to arrange via GP system electronic prescriptions
Stop smoking service
This is a hard question, because sometimes you don't know what you'd use until it's there. I'd really like shorter waiting times for on-the-spot dispensing. I also like that my local chemist in Prestwich is co-located with a photo shop. It's amazing how much I use them both because they're both there.
Sunday opening - within a health centre and closes at 6pm
to arrange particular drop in clinics with trained mental health staff re dementia, depression, anxiety management to those needing signposting etc
To provide the best products available
Automatic reordering of prescriptions
I'd like it to offer the health screening services detailed above - e.g. BP, diabetes, cholesterol, 'flu vaccs
I would like to know if there are any pharmacies which can prescribe some drugs
I've started using this service
Efficiency
Eczema advice and support for children

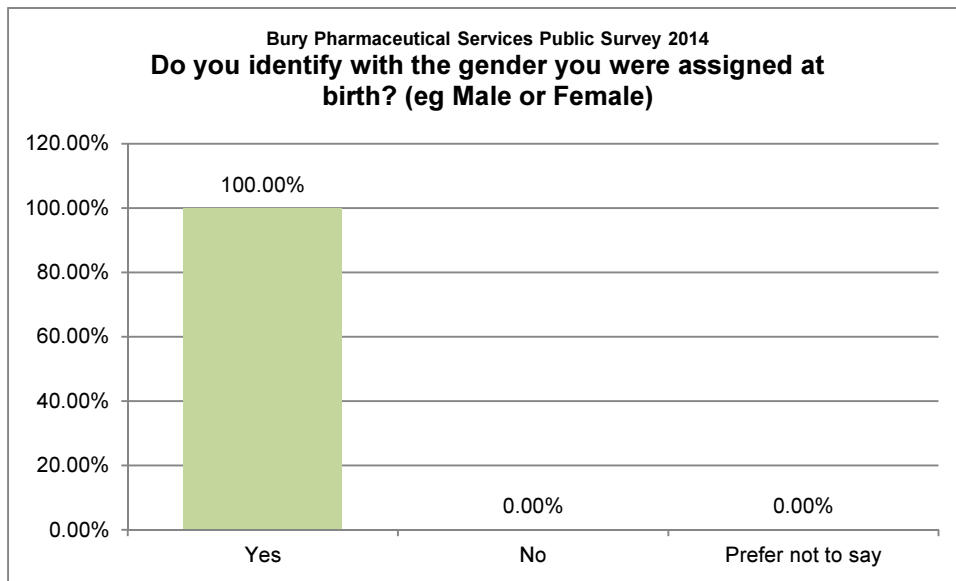


Overall, how satisfied are you with the service you receive from your pharmacy?	%	Number
Very satisfied	54.55%	42
Satisfied	36.36%	28
Unsatisfied	6.49%	5
Very unsatisfied	2.60%	2
Skipped 2		

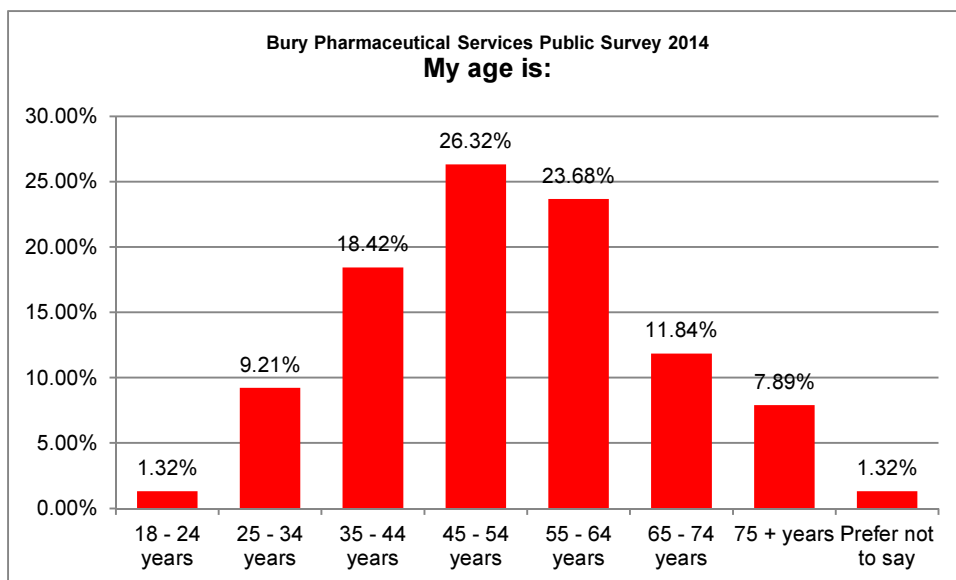


My gender is:	%	Number
Male	28.95%	22
Female	71.05%	54
Prefer not to say	0.00%	0
Skipped 3		



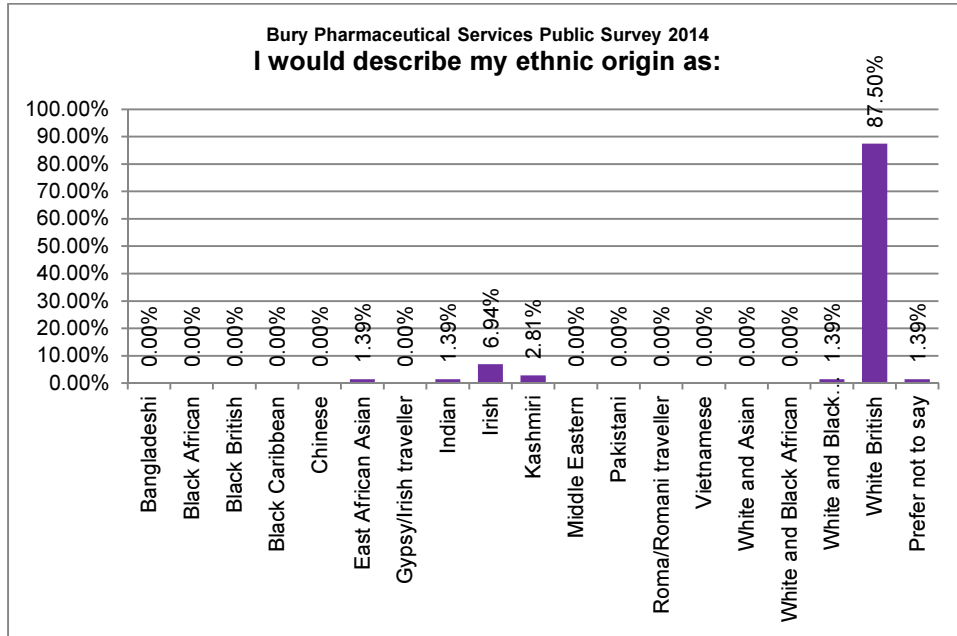


Do you identify with the gender you were assigned at birth? (eg Male or Female)	%	Number
Yes	100.00%	75
No	0.00%	0
Prefer not to say	0.00%	0
Skipped 4		

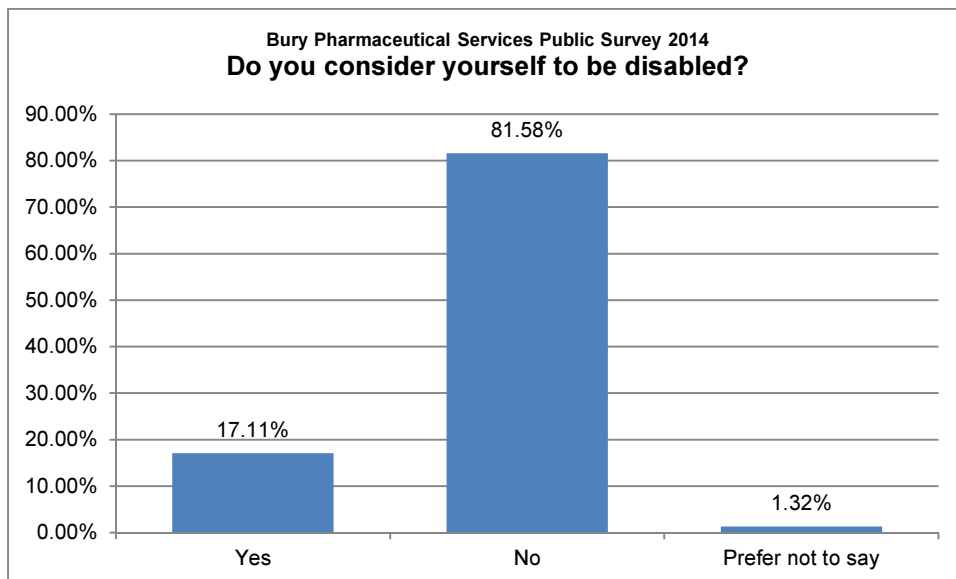


My age is:	%	Number
18 - 24 years	1.32%	1
25 - 34 years	9.21%	7
35 - 44 years	18.42%	14
45 - 54 years	26.32%	20
55 - 64 years	23.68%	18
65 - 74 years	11.84%	9
75 + years	7.89%	6
Prefer not to say	1.32%	1

Skipped 3		
-----------	--	--

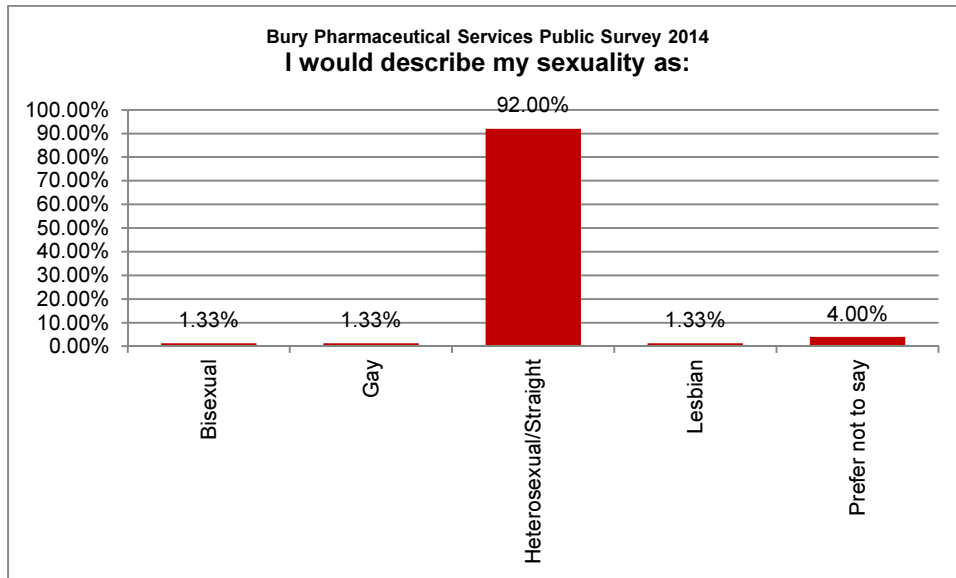


I would describe my ethnic origin as:	%	Number
Bangladeshi	0.00%	0
Black African	0.00%	0
Black British	0.00%	0
Black Caribbean	0.00%	0
Chinese	0.00%	0
East African Asian	1.39%	1
Gypsy/Irish traveller	0.00%	0
Indian	1.39%	1
Irish	6.94%	5
Kashmiri	2.81%	7
Middle Eastern	0.00%	0
Pakistani	0.00%	0
Roma/Romani traveller	0.00%	0
Vietnamese	0.00%	0
White and Asian	0.00%	0
White and Black African	0.00%	0
White and Black Caribbean	1.39%	1
White British	87.50%	63
Prefer not to say	1.39%	1
Skipped 7		

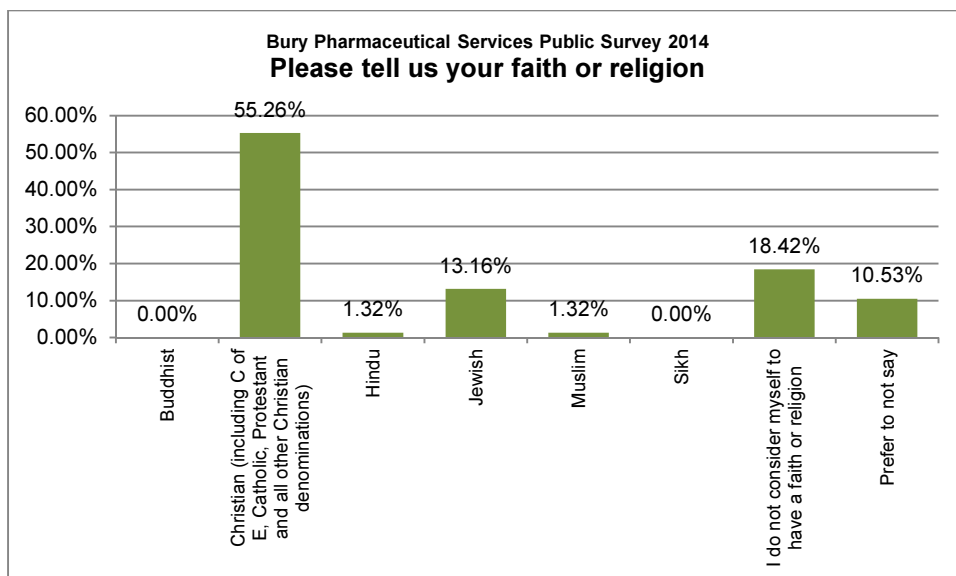


Do you consider yourself to be disabled?	%	Number
Yes	17.11%	13
No	81.58%	62
Prefer not to say	1.32%	1
Skipped 3		

Would like to give more information?
ushers syndrome
only in past few years but yes.
Long term neck/back injury



I would describe my sexuality as:	%	Number
Bisexual	1.33%	1
Gay	1.33%	1
Heterosexual/Straight	92.00%	69
Lesbian	1.33%	1
Prefer not to say	4.00%	3
Skipped 4		

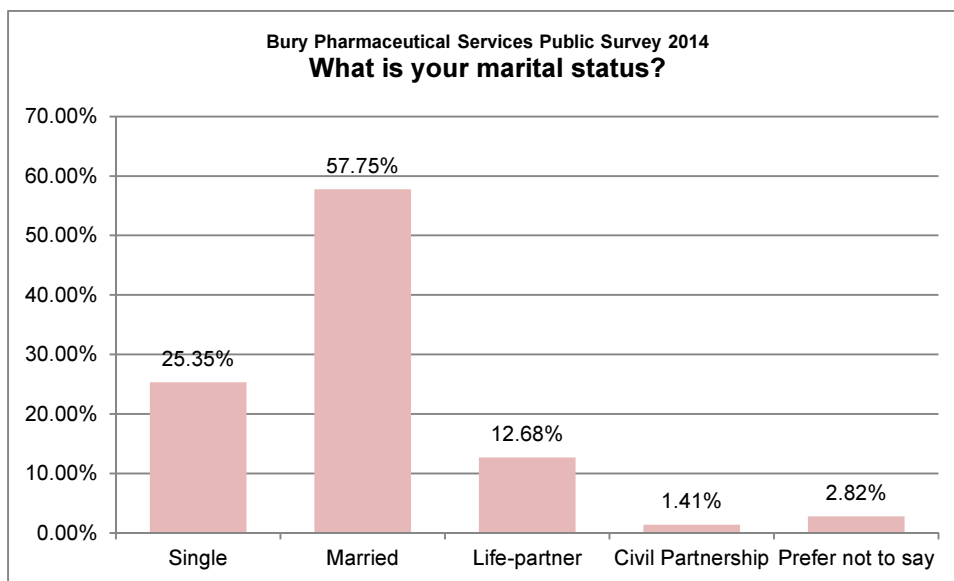


Please tell us your faith or religion	%	Number
Buddhist	0.00%	0
Christian (including C of E, Catholic, Protestant and all other Christian denominations)	55.26%	42
Hindu	1.32%	1
Jewish	13.16%	10
Muslim	1.32%	1

Sikh	0.00%	0
I do not consider myself to have a faith or religion	18.42%	14
Prefer to not say	10.53%	8
Skipped 3		

Others

Atheist



What is your marital status?	%	Number
Single	25.35%	18
Married	57.75%	41
Life-partner	12.68%	9
Civil Partnership	1.41%	1
Prefer not to say	2.82%	2
Skipped 8		

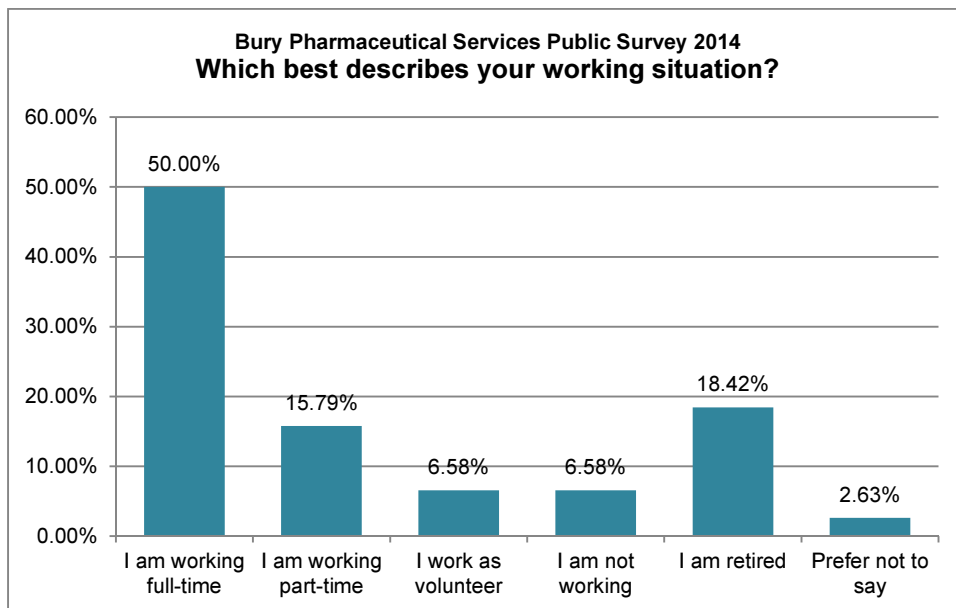
Others

Widowed

Divorced

Separated

Divorced



Which of the following best describes your working situation?	%	Number
I am working full-time	50.00%	38
I am working part-time	15.79%	12
I work as volunteer	6.58%	5
I am not working	6.58%	5
I am retired	18.42%	14
Prefer not to say	2.63%	2