

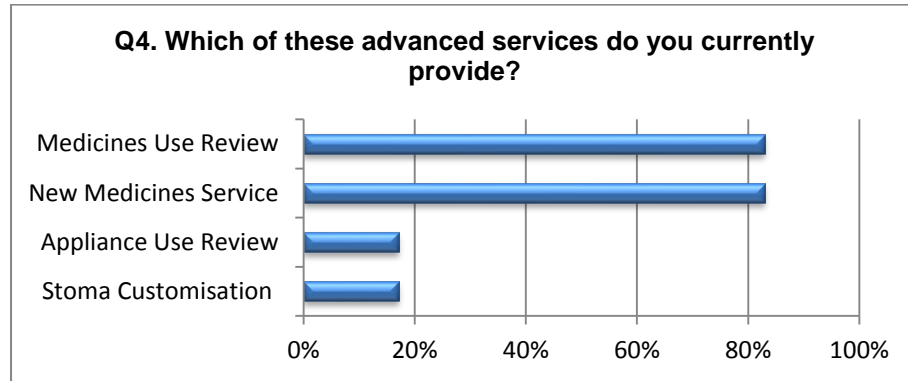
Appendix 5 – Pharmacy Survey

A survey was created and ran from the 7th April 2014 until the 25th May 2014 to gather information from pharmacies with regards to the services they provide to the public.

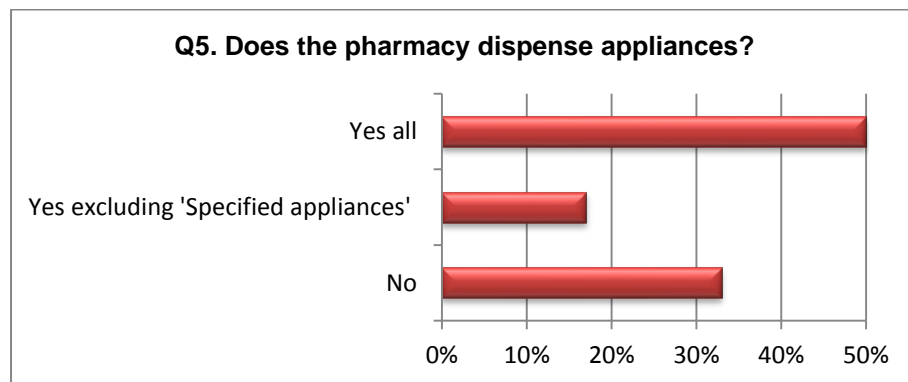
The survey received responses from 6 out of 39 community pharmacies in Bury.

Where analysis does not meet 6 responses, this is due to pharmacies omitting to answer certain questions.

The response to questions 1, 2 and 3 with regards to the pharmacy's contact details and opening hours have been incorporated in **appendix 8**.

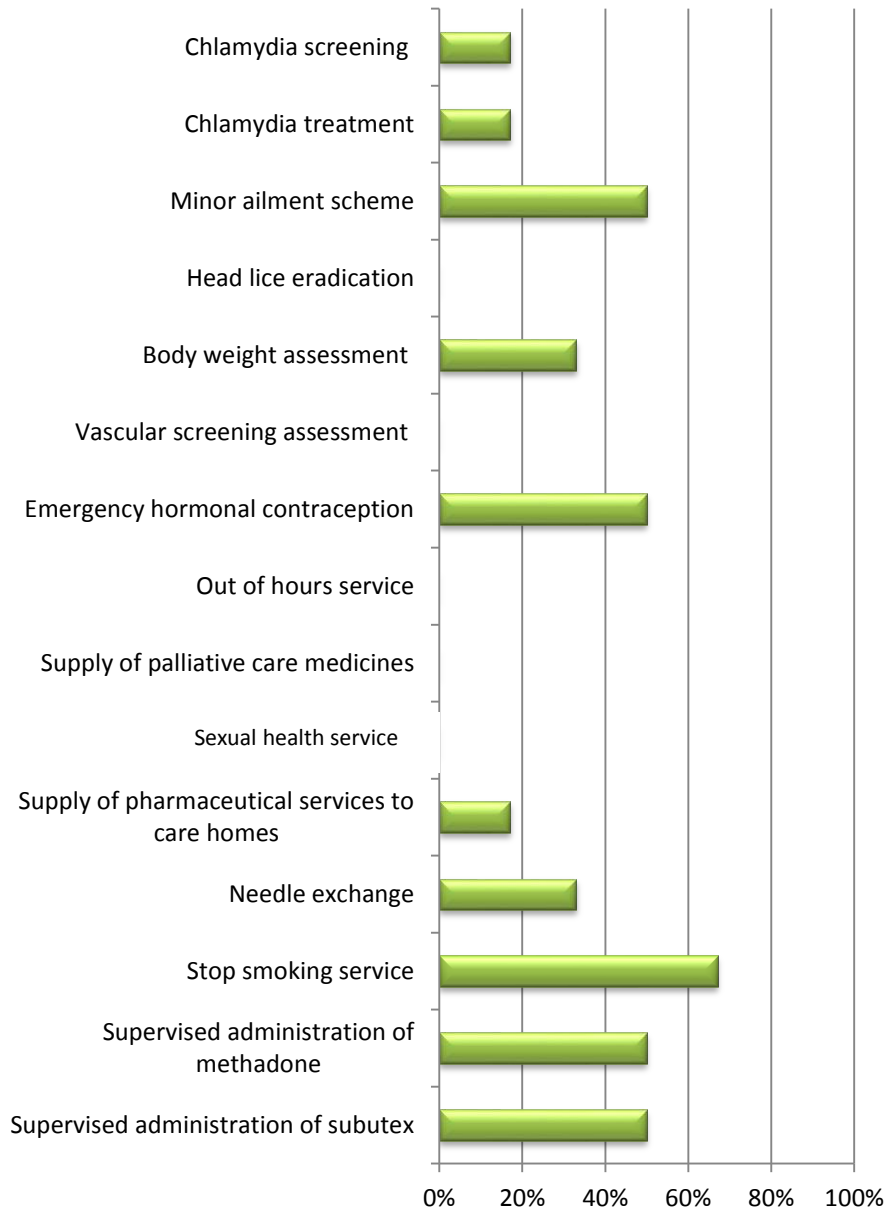


Which of these advanced services do you currently provide?		
Stoma Customisation	17%	1
Appliance Use Review	17%	1
New Medicines Service	83%	5
Medicines Use Review	83%	5

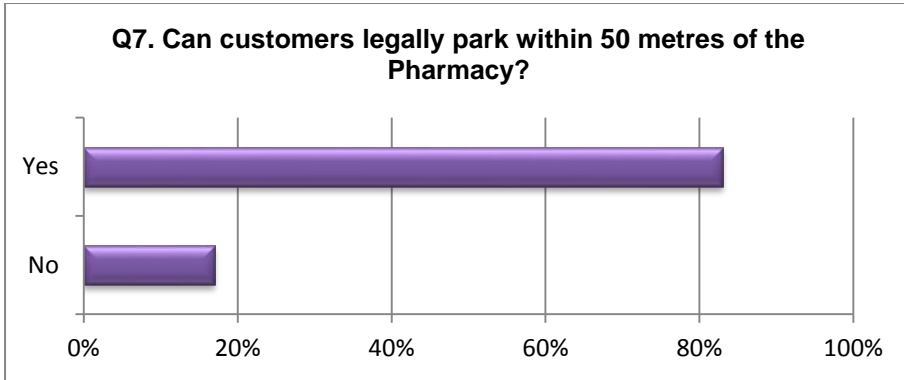


Does the pharmacy dispense appliances?		
No	33%	2
Yes excluding 'Specified appliances'	17%	1
Yes all	50%	3

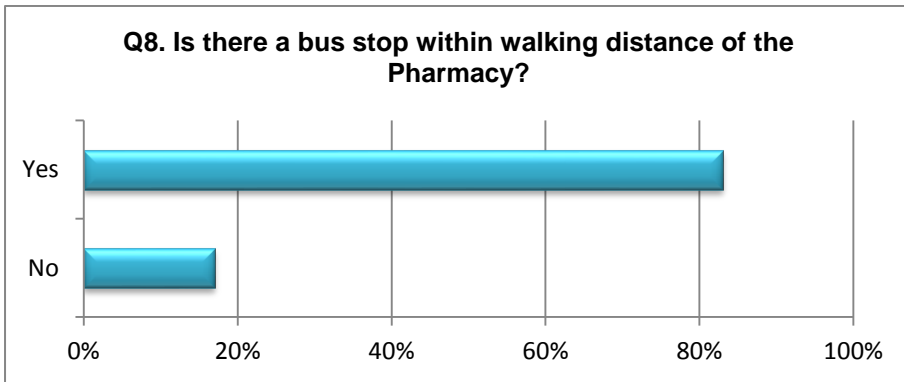
Q6. Which of these locally commissioned services do you currently provide?



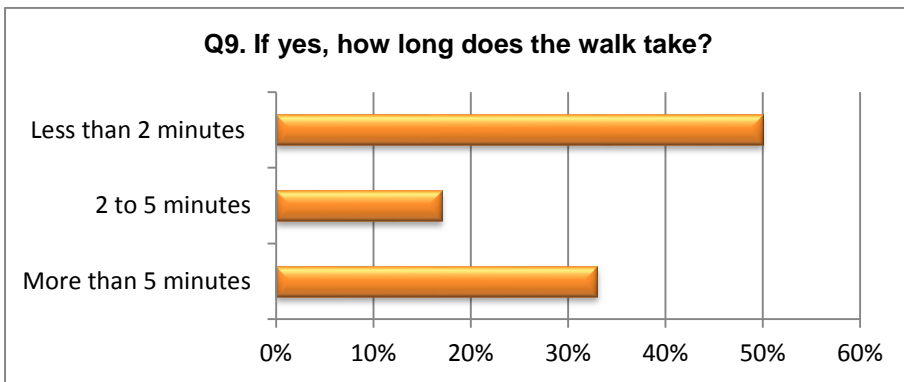
Which of these locally commissioned services do you currently provide?		
Supervised administration of subutex	50%	3
Supervised administration of methadone	50%	3
Stop smoking service	67%	4
Needle exchange	33%	2
Supply of pharmaceutical services to care homes	17%	1
Sexual health service including supply of contraception under patient group direction	0%	0
Supply of palliative care medicines	0%	0
Out of hours service	0%	0
Emergency hormonal contraception	50%	3
Vascular screening assessment	0%	0
Body weight assessment	33%	2
Head lice eradication	0%	0
Minor ailment scheme	50%	3
Chlamydia treatment	17%	1
Chlamydia screening	17%	1



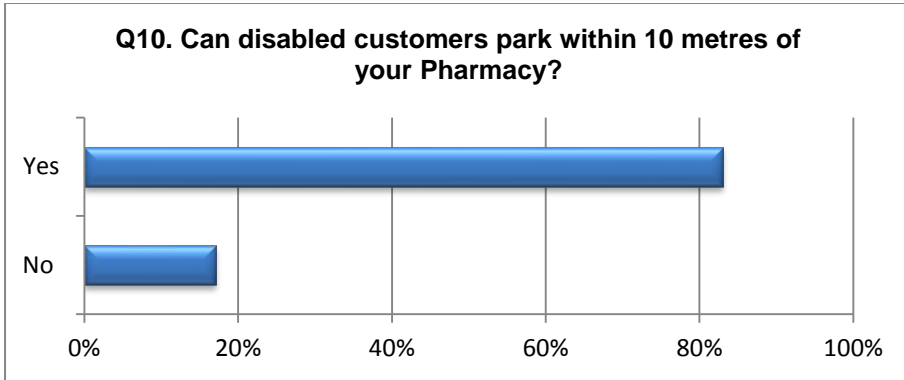
Can customers legally park within 50 metres of the Pharmacy?		
No	17%	1
Yes	83%	5



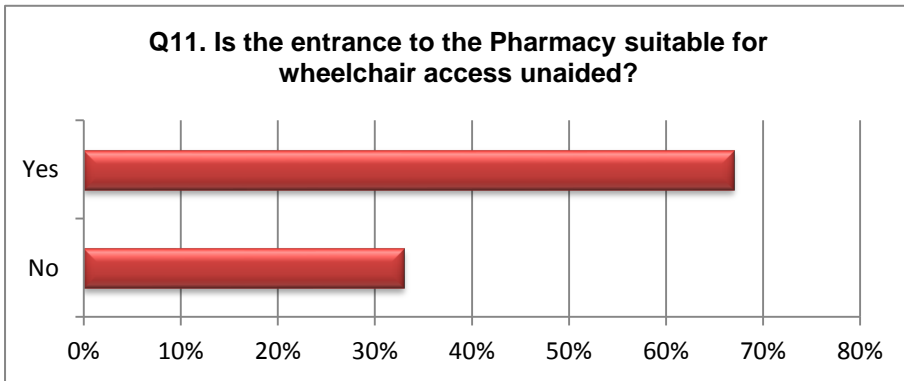
Is there a bus stop within walking distance of the Pharmacy?		
No	17%	1
Yes	83%	5



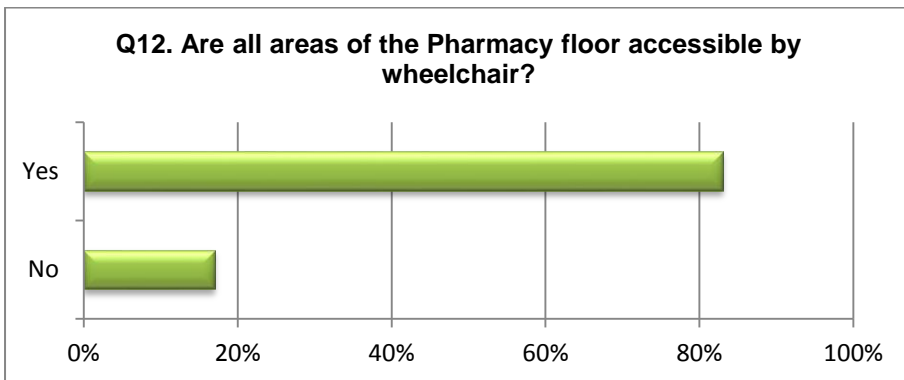
If yes, how long does the walk take?		
More than 5 minutes	33%	2
2 to 5 minutes	17%	1
Less than 2 minutes	50%	3



Can disabled customers park within 10 metres of your Pharmacy?		
No	17%	1
Yes	83%	5

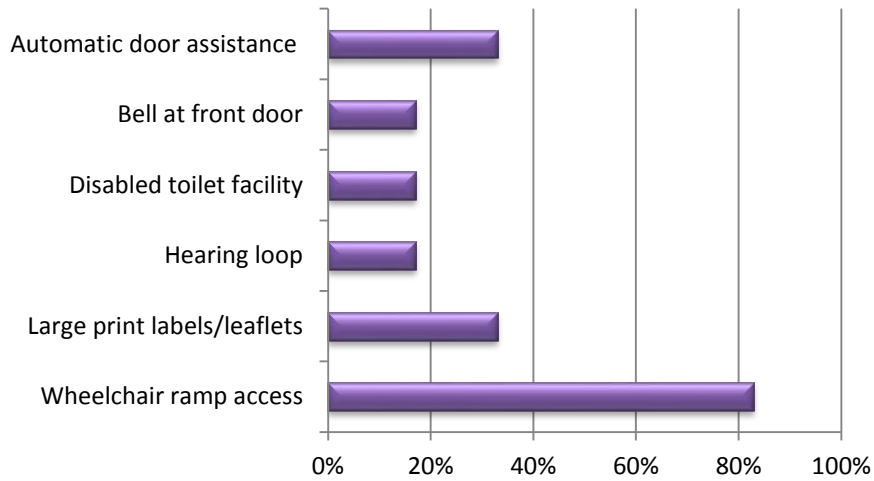


Is the entrance to the Pharmacy suitable for wheelchair access unaided?		
No	33%	2
Yes	67%	4



Are all areas of the Pharmacy floor accessible by wheelchair?		
No	17%	1
Yes	83%	5

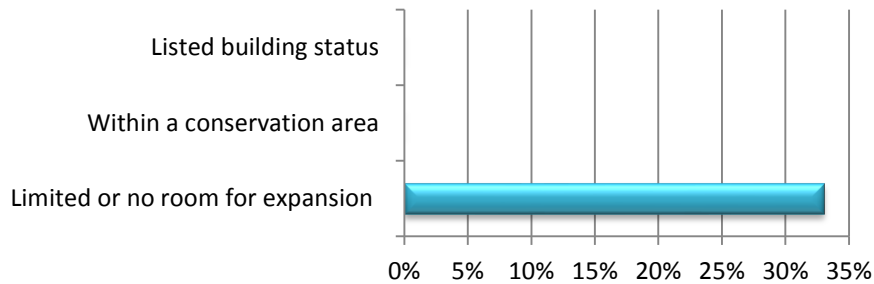
Q13. Do you have other facilities in the pharmacy aimed at helping disabled people access your services?



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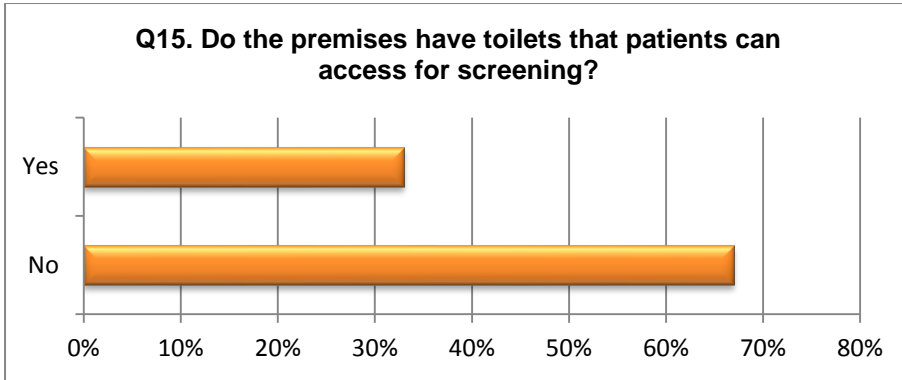
Wheelchair ramp access	83%	5
Large print labels/leaflets	33%	2
Hearing loop	17%	1
Disabled toilet facility	17%	1
Bell at front door	17%	1
Automatic door assistance	33%	2

Q14. Are the premises subject to any of the following development constraints?

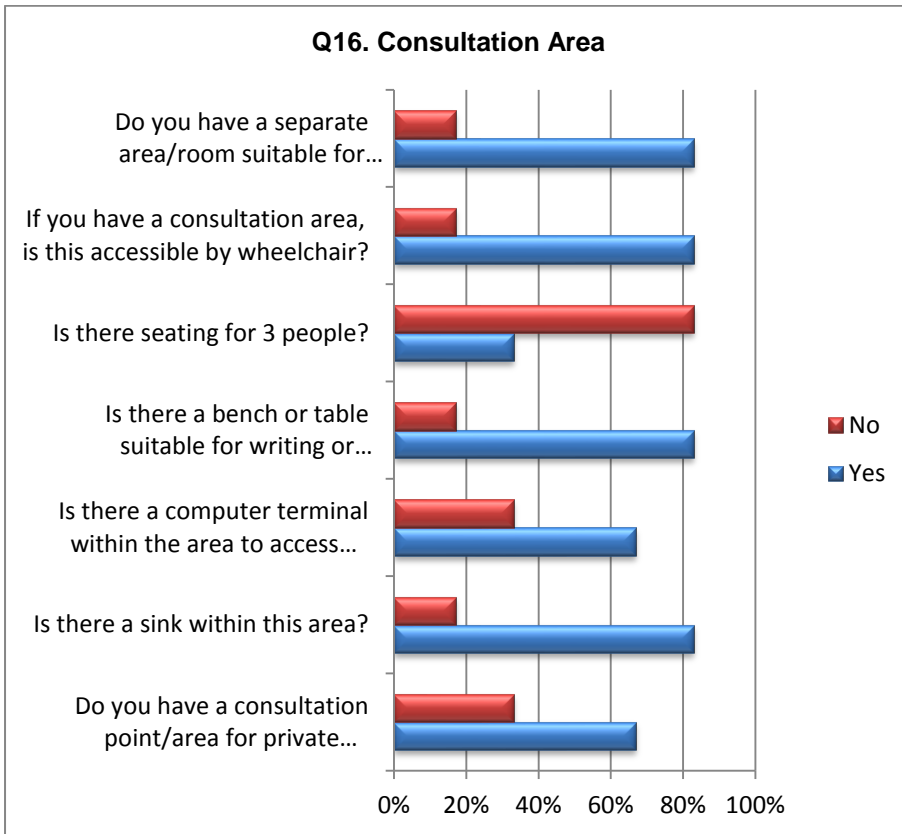


Are the premises subject to any of the following development constraints?

Limited or no room for expansion	33%	2
Within a conservation area	0%	0
Listed building status	0%	0

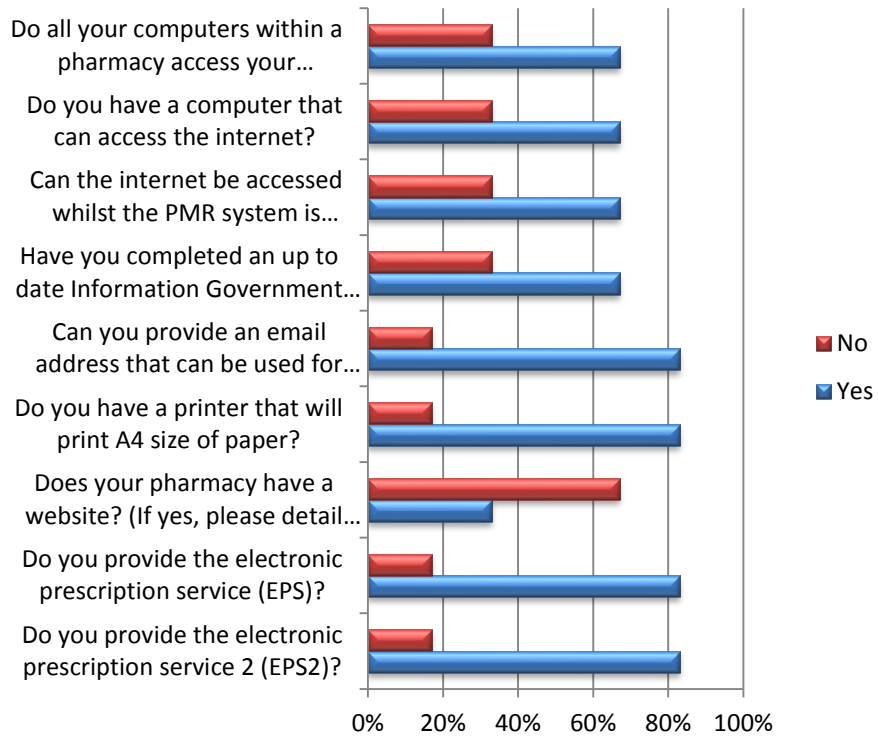


Do the premises have toilets that patients can access for screening?		
No	67%	4
Yes	33%	2



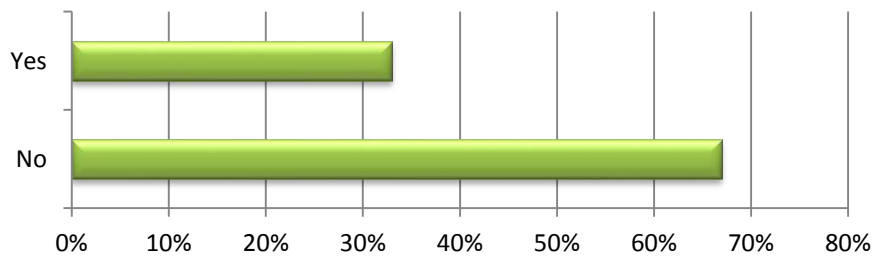
Consultation Area		
	Yes	No
Do you have a consultation point/area for private discussions?	67%	33%
Is there a sink within this area?	83%	17%
Is there a computer terminal within the area to access patient's records or complete audit data?	67%	33%
Is there a bench or table suitable for writing or examining medicines/products?	83%	17%
Is there seating for 3 people?	33%	83%
If you have a consultation area, is this accessible by wheelchair?	83%	17%
Do you have a separate area/room suitable for advanced services for consultations with customers?	83%	17%

Q17. Information Technology



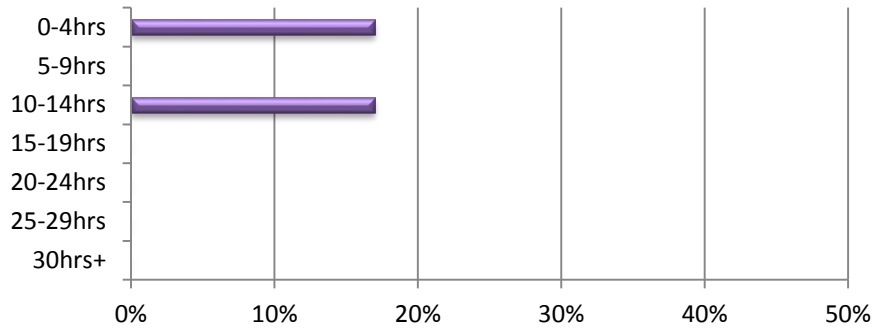
Information Technology		
	Yes	No
Do you provide the electronic prescription service 2 (EPS2)?	83%	17%
Do you provide the electronic prescription service (EPS)?	83%	17%
Does your pharmacy have a website? (If yes, please detail below)	33%	67%
Do you have a printer that will print A4 size of paper?	83%	17%
Can you provide an email address that can be used for official communications? (If yes, please detail below)	83%	17%
Have you completed an up to date Information Government assessment?	67%	33%
Can the internet be accessed whilst the PMR system is running?	67%	33%
Do you have a computer that can access the internet?	67%	33%
Do all your computers within a pharmacy access your dispensary software?	67%	33%

Q18. Does the pharmacy normally have two pharmacists on duty at any time during the week?



Does the pharmacy normally have two pharmacists on duty at any time during the week?		
No	67%	4
Yes	33%	2

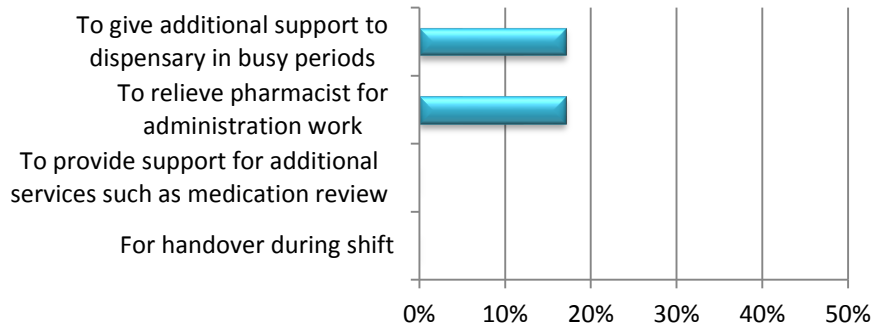
Q19. If yes, then for how many hours per week are two pharmacists working?



If yes, then for how many hours per week are two pharmacists working?

Hours per week	Percentage	Count
30hrs+	0%	0
25-29hrs	0%	0
20-24hrs	0%	0
15-19hrs	0%	0
10-14hrs	17%	1
5-9hrs	0%	0
0-4hrs	17%	1

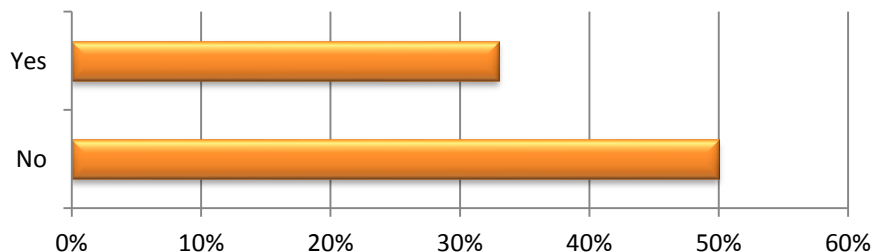
Q20. If you have a second pharmacist, is the pharmacist there for a specific reason?



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

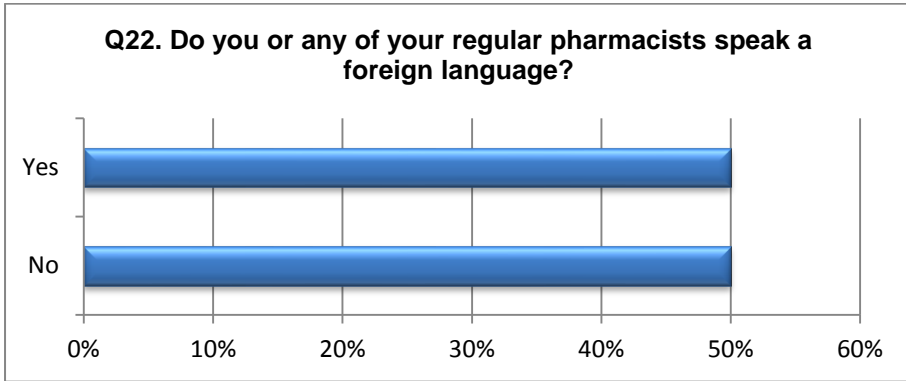
Reason	Percentage	Count
For handover during shift	0%	0
To provide support for additional services such as medication review	0%	0
To relieve pharmacist for administration work	17%	1
To give additional support to dispensary in busy periods	17%	1

Q21. Are any of the above pharmacists with special interests?

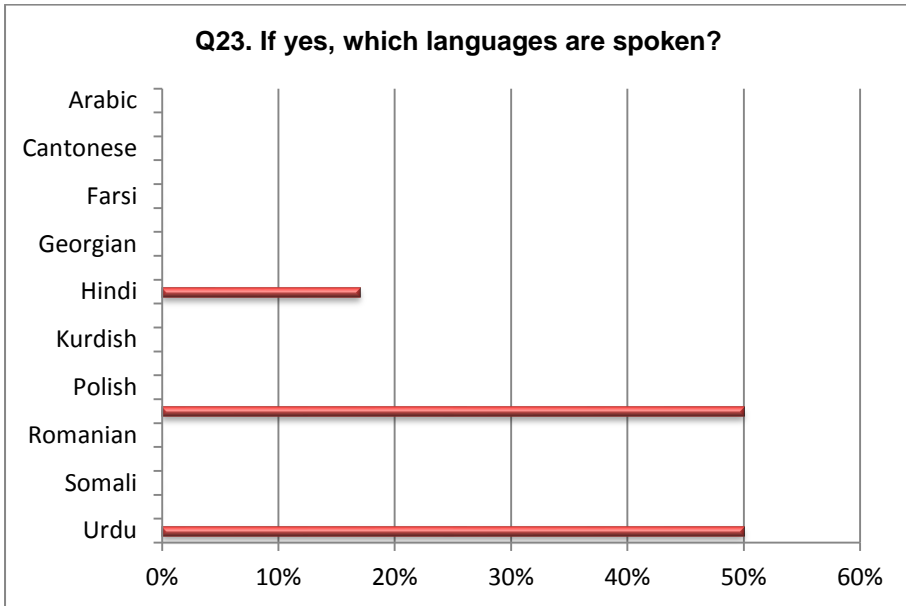


Are any of the above pharmacists with special interests?

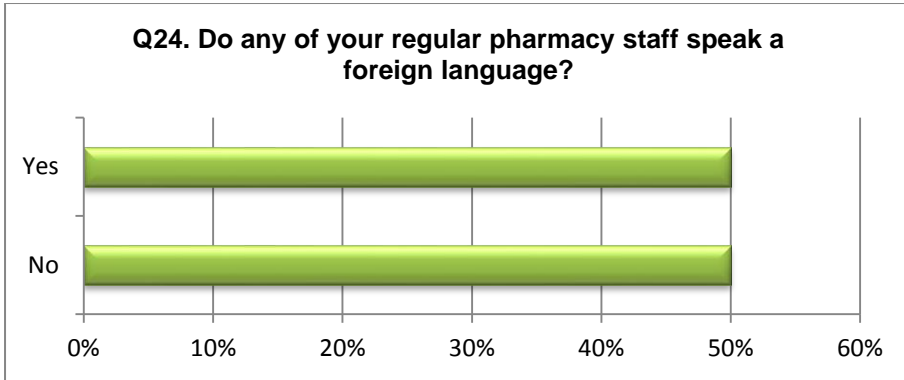
Response	Percentage	Count
No	50%	3
Yes	33%	2



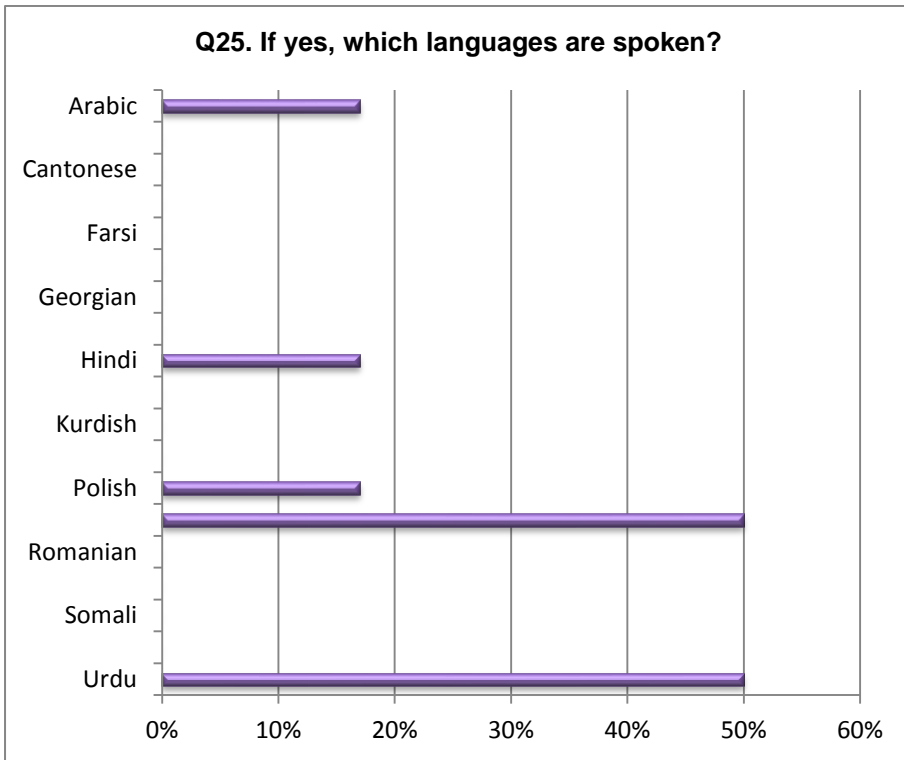
Do you or any of your regular pharmacists speak a foreign language?		
No	50%	3
Yes	50%	3



If yes, which languages are spoken?		
Urdu	50%	3
Spanish	0%	0
Somali	0%	0
Russian	0%	0
Romanian	0%	0
Punjabi	50%	3
Polish	0%	0
Mandarin	0%	0
Kurdish	0%	0
Japanese	0%	0
Hindi	17%	1
Gujarati	0%	0
Georgian	0%	0
French	0%	0
Farsi	0%	0
Czech	0%	0
Cantonese	0%	0
Bengali	0%	0
Arabic	0%	0

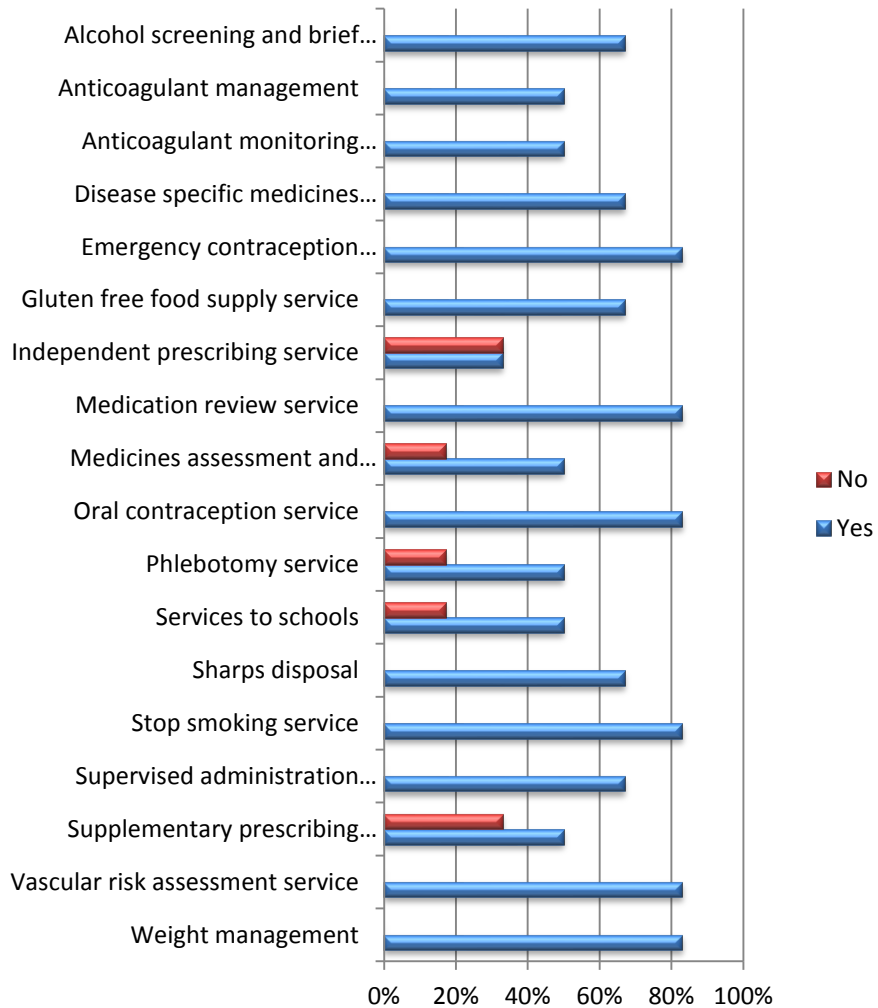


Do any of your regular pharmacy staff speak a foreign language?		
No	50%	3
Yes	50%	3



If yes, which languages are spoken?		
Urdu	50%	3
Spanish	0%	0
Somali	0%	0
Russian	0%	0
Romanian	0%	0
Punjabi	50%	3
Polish	17%	1
Mandarin	0%	0
Kurdish	0%	0
Japanese	0%	0
Hindi	17%	1
Gujarati	0%	0
Georgian	0%	0
French	0%	0
Farsi	0%	0
Czech	0%	0
Cantonese	0%	0
Bengali	0%	0
Arabic	17%	1

Q26. Which services would you want to provide if commissioned to do so?



Which services would you want to provide if commissioned to do so?		
	Yes	No
Weight management	83%	0%
Vascular risk assessment service	83%	0%
Supplementary prescribing service	50%	33%
Supervised administration service	67%	0%
Stop smoking service	83%	0%
Sharps disposal	67%	0%
Services to schools	50%	17%
Phlebotomy service	50%	17%
Oral contraception service	83%	0%
Medicines assessment and compliance support	50%	17%
Medication review service	83%	0%
Independent prescribing service	33%	33%
Gluten free food supply service	67%	0%
Emergency contraception service	83%	0%
Disease specific medicines management	67%	0%
Anticoagulant monitoring service	50%	0%
Anticoagulant management	50%	0%
Alcohol screening and brief intervention	67%	0%

Other

The flu vaccination service

Q27. 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.

Smoking cessation.
 EHC as we have 2 colleges nearby and also stop smoking service
 Seating space and comfort.
 None