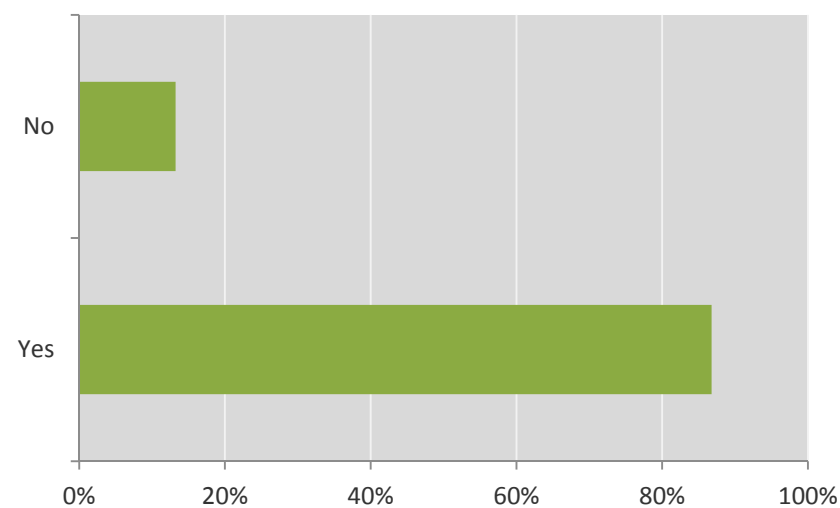


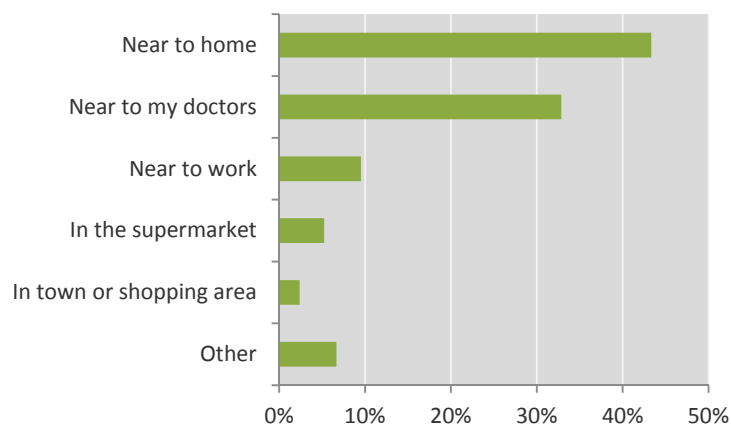
Appendix Three – Public Survey Results

Q2: Do you use one pharmacy regularly?



| Answer Choices | Responses | |
|-------------------|-----------|-----|
| Yes | 87% | 210 |
| No | 13% | 32 |
| Total Respondents | 242 | |

Q3: Why do you use this pharmacy?



| Answer choices | Responses | |
|--------------------------|-----------|-----|
| Near to home | 43% | 91 |
| Near to my doctors | 33% | 69 |
| Near to work | 10% | 20 |
| In the supermarket | 5% | 11 |
| In town or shopping area | 2% | 5 |
| Other | 7% | 14 |
| Total Respondents | | 210 |

It is also near my home and my doctor's and they collect prescriptions from the doctors so I don't have to make several trips out. between home and doctors

Recommended by Doctor surgery and very reliable service.

Convenience of location. Good advice from Pharmacist and large range of products to purchase.

on the way to train station where I commute to work

Close to home but also open longer hours than other chemists e.g. Boots

Late night openings

Monthly prescription

Closest to home. Very convenient. Have got to know staff. It's a Boots pharmacy. Excellent selection of everything I need including medicines. Items for 2 grand children, Baby food, items etc. Staff are excellent. Enjoy familiarity of staff I know. Often ask to see pharmacist for help and advice for myself, my children and grand children. Much more convenient than going to GP surgery or walk in centre.

Grove Village Pharmacy is open 7 days a week and till late every night.

Convenience

The are wheelchair accessible

I use the one at the doctors or if there is a cue I will use one near work so that I can fit a visit into my busy schedule

collect repeat prescriptions. Saves going to GP to collect them

opens till late & weekends & has a home delivery service.

Location, expert staff, always give good help and advice, can see them when cannot get a doctor's appointment. They always make the time. Can trust their advice.

It's near where I used to live, not too far away but not the closest. They've always been excellent and are independent as opposed to Boots.

open late and at weekends including Sundays

Accept sharps bins

At train station - convenient

The service is quick - in some pharmacies they take ages!

Near to work, home, doctors and in City Centre

I have my repeat prescriptions done here

Where my son is based

They will manage the whole prescription collection process and let me know when it is ready for collection at their shop.

Preference, open counter, no screens and good welcoming staff

also it delivers my sons regular prescriptions

Cloe to work

near to the doctors and regular consistent staff

Very friendly staff who know me and know the difficulties I face due to my illnesses.

it is next to the doctors

Also it is the nearest one to where I can park my car. As I live in a busy town.

It takes electronic requests from my GP. It is open until 10pm every night

A little further away from home, but gets my prescription right and delivers to my house. Can also get through on the telephone

Their long opening hours and demonstrated competence with handling my family's complex needs.

Reliable and friendly

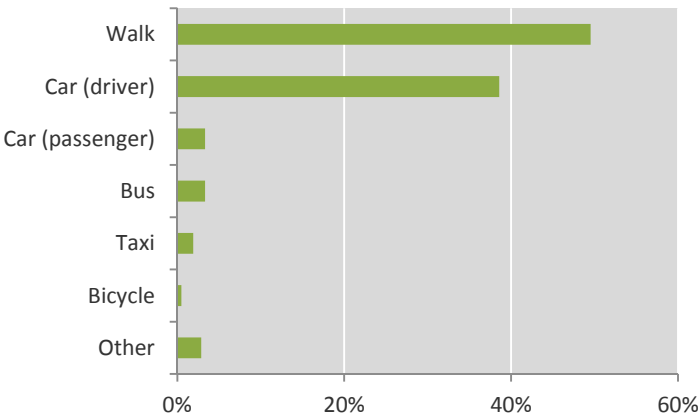
I have a repeat prescription and this is sent to the pharmacy next door electronically.

It is close to Doctors/home/work

Friendly and helpful staff, especially good with dealing with people with long-term conditions.

I never have to wait for my medication

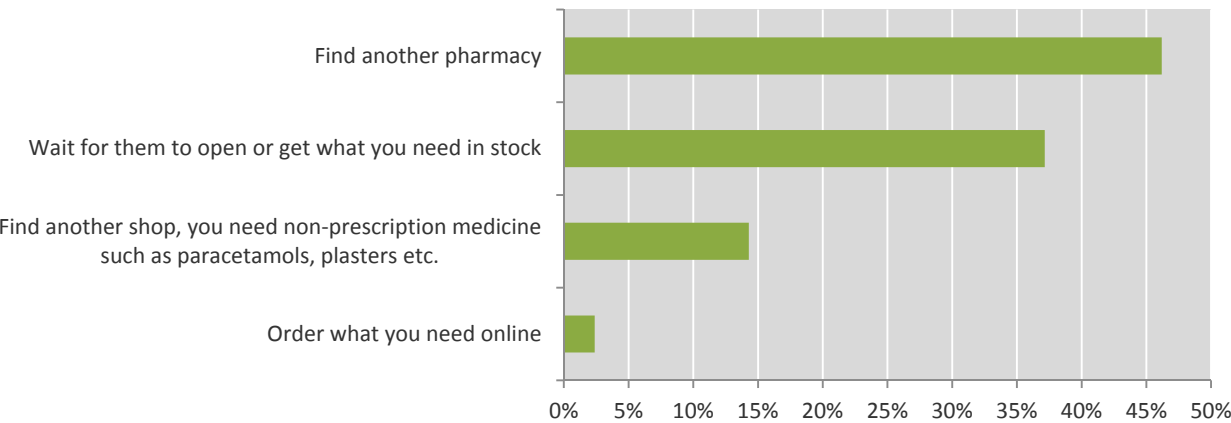
Q4: How do you get to this pharmacy?



| Answer choices | Responses | |
|-------------------|-----------|-----|
| Walk | 50% | 104 |
| Car (driver) | 39% | 81 |
| Car (passenger) | 3% | 7 |
| Bus | 3% | 7 |
| Taxi | 2% | 4 |
| Bicycle | 0% | 1 |
| Other | 3% | 6 |
| Total Respondents | | 210 |

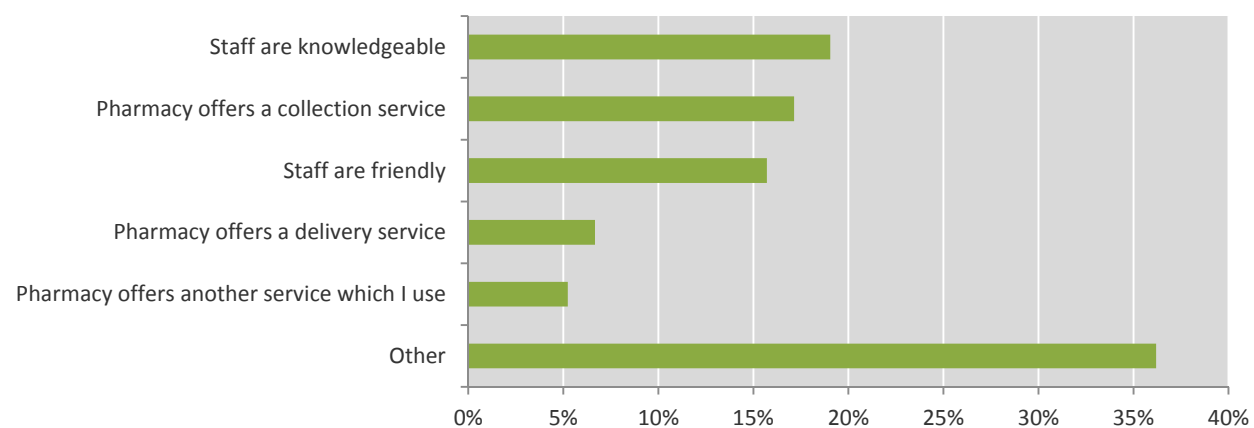
I drive to work and go on my lunch
Get off the bus a few stops past my house
Train
Pharmacy deliver.
I sometimes drive and sometimes walk.
Used to walk, recently moved
I walk as well
Usually get my son to pick it up for me
Tram
It also delivers
Also walk from the doctors
Its an absolute nightmare, because XXX is the only one near the car park but it closes at 6pm and at XXX you have to park on double yellows outside the chemist but it the only one open after work in the evening
Don't often go to the shop as they deliver to me

Q5: If this pharmacy isn't open you would...



| Answer choices | Responses | |
|---|-----------|-----|
| Find another pharmacy | 46% | 97 |
| Wait for them to open or get what you need in stock | 37% | 78 |
| Find another shop, you need non-prescription medicine such as paracetamols, plasters etc. | 14% | 30 |
| Order what you need online | 2% | 5 |
| Total Respondents | | 210 |

Q6: What is it about this pharmacy that makes you choose it?



| Answer choices | Responses | |
|---|-----------|-----|
| Staff are knowledgeable | 19% | 40 |
| Pharmacy offers a collection service | 17% | 36 |
| Staff are friendly | 16% | 33 |
| Pharmacy offers a delivery service | 7% | 14 |
| Pharmacy offers another service which I use | 5% | 11 |
| Other | 36% | 76 |
| Total Respondents | | 210 |

The pharmacy is close to my GP surgery and my home. The staff are friendly and it is a local pharmacy rather than a big chain store so it feels more private when I need to discuss medical issues. I would also rather give money to a small, local business than a national chain store. Finally, my GP does electronic prescriptions to that particular pharmacy, which is convenient, quick and environmentally friendly.

Because this pharmacy is inside of Asda and I do shopping in my waiting time

staf are friendly aswell

repeat prescription

brand name

The one near home don't have the named medication my husband needs

convenient

They don't just sell you meds etc. I find it easy to explain to them what's going on and I feel confident with their response

They stock the drugs my GP prescribes in the right dosage. Not all pharmacies have the drugs GPs provide leaving it to the patient to trawl any pharmacies they can who can meet their needs. GPs do not do this for patients, Convenient

they are very community aware & really go out of their way to ensure a good service is provided, they will show you several options available of products you wish to buy, not just the dearest.

Its very accessible from home and work

It is easy on my way to work

It's close to my house

it is close to home and opposite the Doctor's surgery

Close to home

Convenience of location

The pharmacy is close to home

near to surgery.

IT IS CLOSEST TO MY HOME, AND ADJACENT TO MY DOCTORS PRACTICE

I wish to answer Questions 1,2 4 & 5 in the positive but the system only allows one answer

Nearest to Home

Easy

Speed of service.

The pharmacy utilises the e-prescription service therefore I have no need to attend the doctors in person to collect a signed repeat prescription.

It is next door to my Doctors

it is the easiest option

Its near to my home and the doctors

It is next door to the Doctors Surgery

Large and tends to have good stock

Closest to Doctors surgery

its next to my doctors

For advice

Close to work, open long hours

They request my repeat prescriptions and text me when prescription is ready

close to home

I had to chose a pharmacy when I registered at the GP Practice (which is in Manchester)

It is in a Tesco Supermarket, so it is handy to collect a prescription at the same time as doing the shopping

Convenient

all of the above

Am able to use their private prescription facility as they are based in my GP practice. Cheaper prescriptions for regular long term medication that I am on.

Convenience, friendly, if prescription not ready they will text me when it is. Staff work with customers to provide the best service.

Attached to doctors

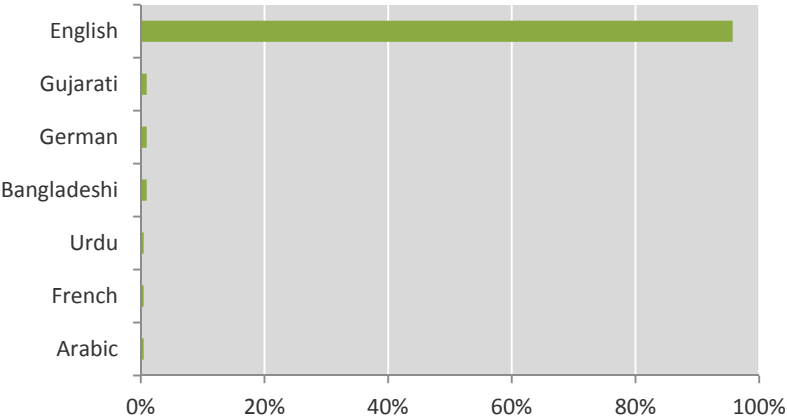
no choice it is next to doctors

The staff are also friendly

The staff speak English

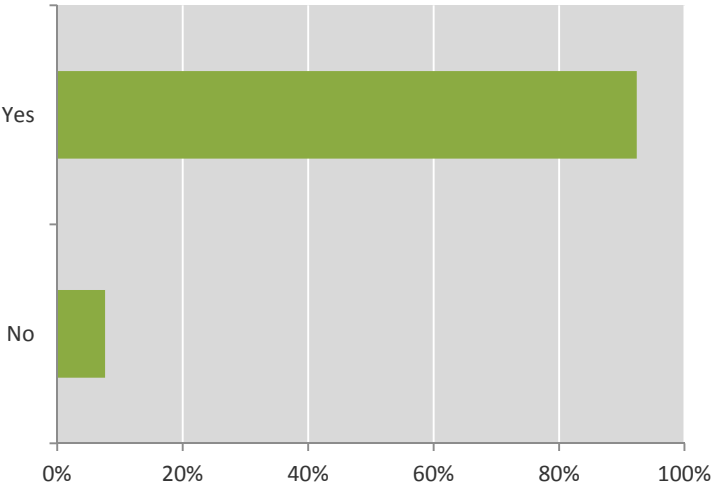
COMMUNICATING IS EASY AS THEY SPEAK OTHER LANGUAGE SO SUITS MY FAMILY

Q7: What is your first language?



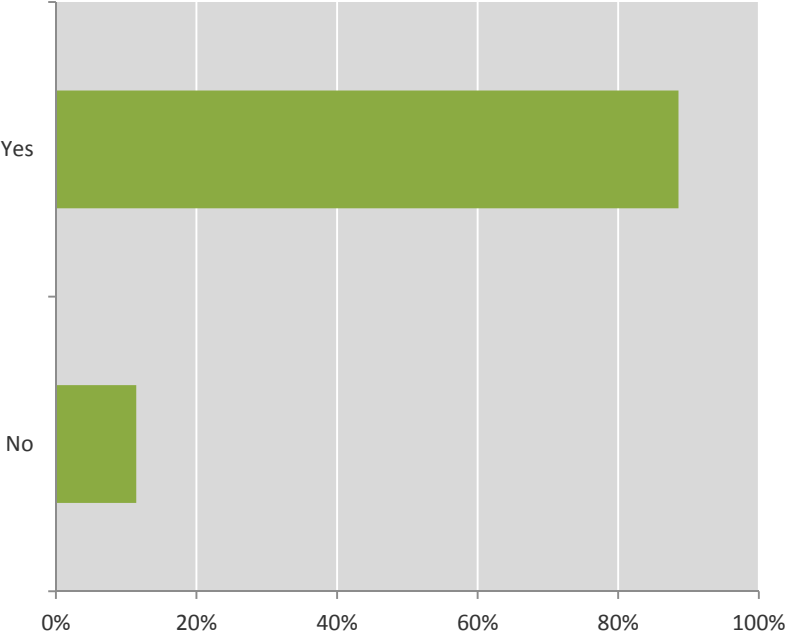
| Answer choices | Responses | |
|-------------------|-----------|-----|
| English | 96% | 201 |
| Bangladeshi | 1% | 2 |
| German | 1% | 2 |
| Gujarati | 1% | 2 |
| Arabic | 0% | 1 |
| French | 0% | 1 |
| Urdu | 0% | 1 |
| Total Respondents | | 210 |

Q8: Did you know staff could provide advice of treating minor ailments?



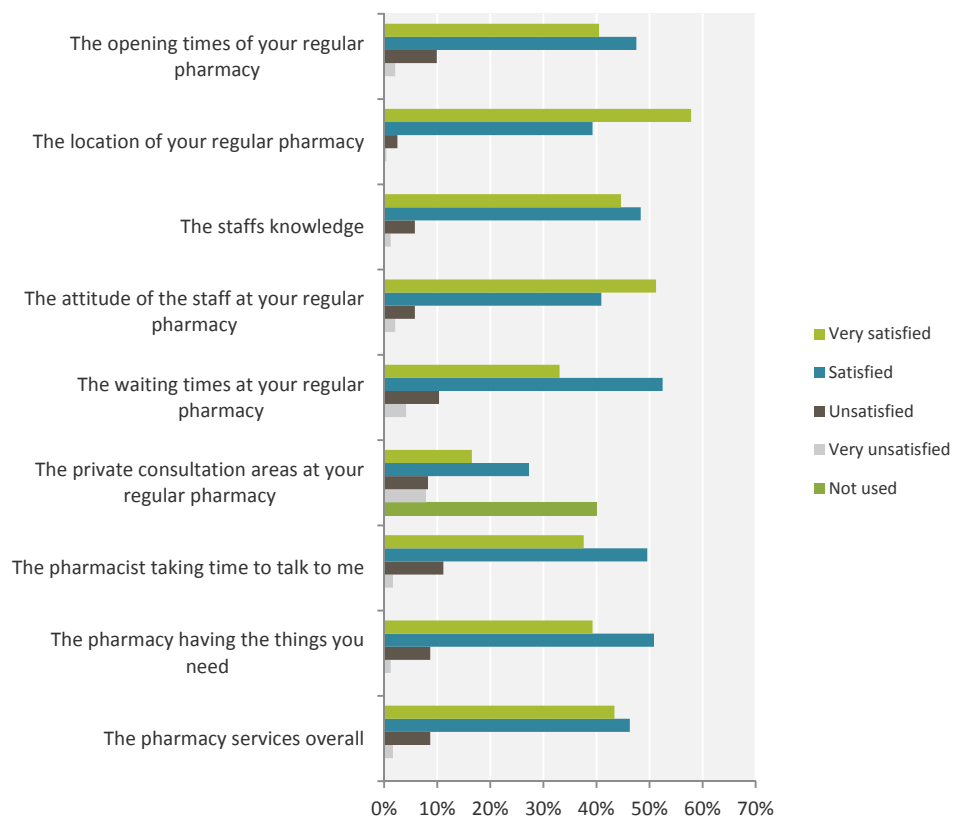
| Answer Choices | Responses | |
|-------------------|-----------|-----|
| Yes | 92% | 194 |
| No | 8% | 16 |
| Total Respondents | | 210 |

Q9: Are you provide with sufficient information about your medication?



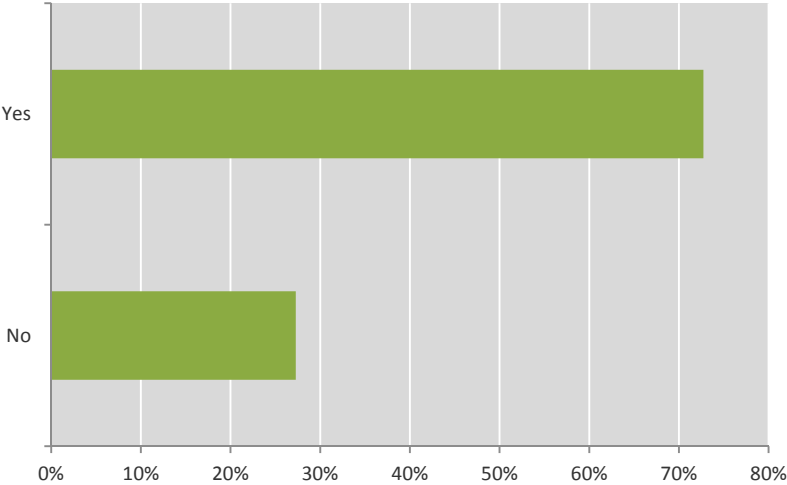
| Answer Choices | Responses | |
|-------------------|-----------|-----|
| Yes | 89% | 186 |
| No | 11% | 24 |
| Total Respondents | | 210 |

Q10: How satisfied are you with....



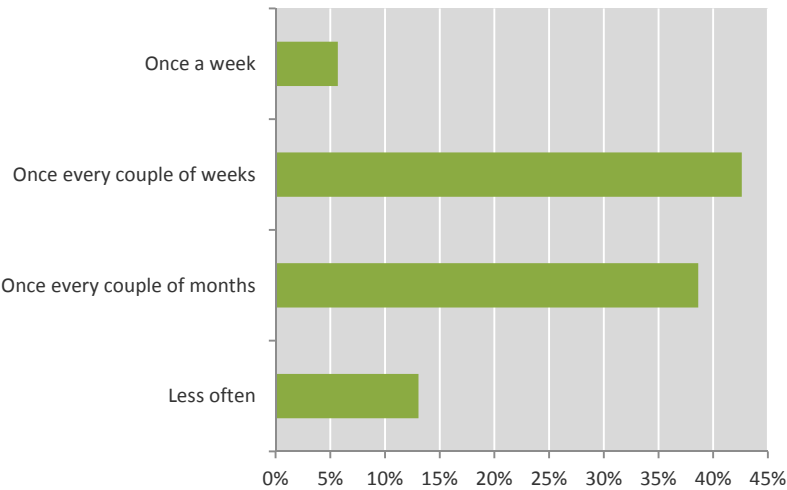
| Answer Choices | Very satisfied | Satisfied | Unsatisfied | Very unsatisfied | Not used |
|---|----------------|-----------|-------------|------------------|----------|
| The opening times of your regular pharmacy | 40% | 48% | 10% | 2% | 0% |
| The location of your regular pharmacy | 58% | 39% | 2% | 0% | 0% |
| The staffs knowledge | 45% | 48% | 6% | 1% | 0% |
| The attitude of the staff at your regular pharmacy | 51% | 41% | 6% | 2% | 0% |
| The waiting times at your regular pharmacy | 33% | 52% | 10% | 4% | 0% |
| The private consultation areas at your regular pharmacy | 17% | 27% | 8% | 8% | 40% |
| The pharmacist taking time to talk to me | 38% | 50% | 11% | 2% | 0% |
| The pharmacy having the things you need | 39% | 51% | 9% | 1% | 0% |
| The pharmacy services overall | 43% | 46% | 9% | 2% | 0% |

Q11: Do you use any pharmacy?



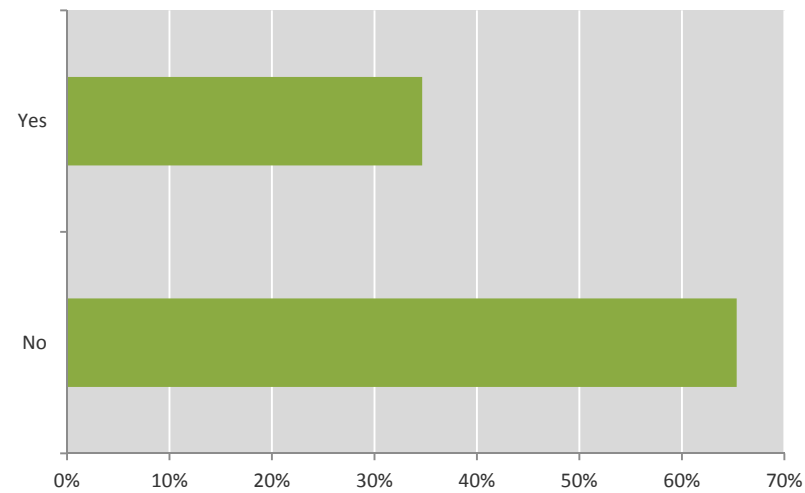
| Answer Choices | Responses | |
|-------------------|-----------|-----|
| Yes | 73% | 176 |
| No | 27% | 66 |
| Total Respondents | | 242 |

Q12: How often do you use any pharmacy?



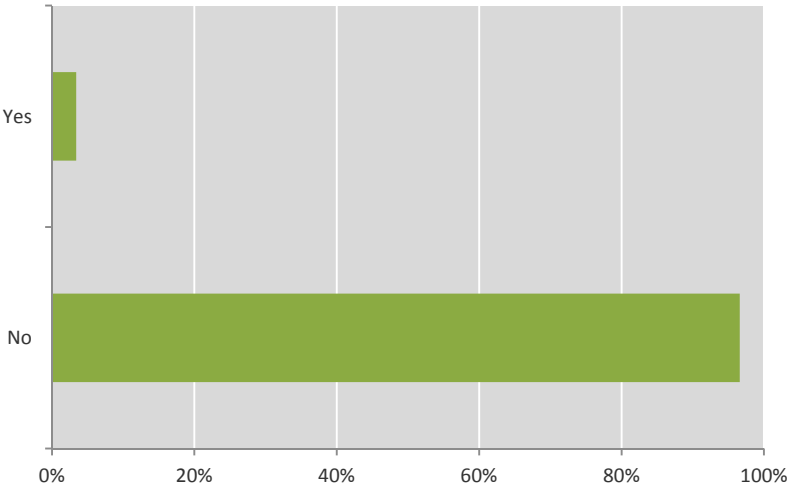
| Answer choices | | Responses | |
|-----------------------------|-----|-----------|-----|
| Once a week | 6% | 10 | |
| Once every couple of weeks | 43% | 75 | |
| Once every couple of months | 39% | 68 | |
| Less often | 13% | 23 | |
| Total Respondents | | | 176 |

Q13: Do you order on the internet, by mail or by phone?



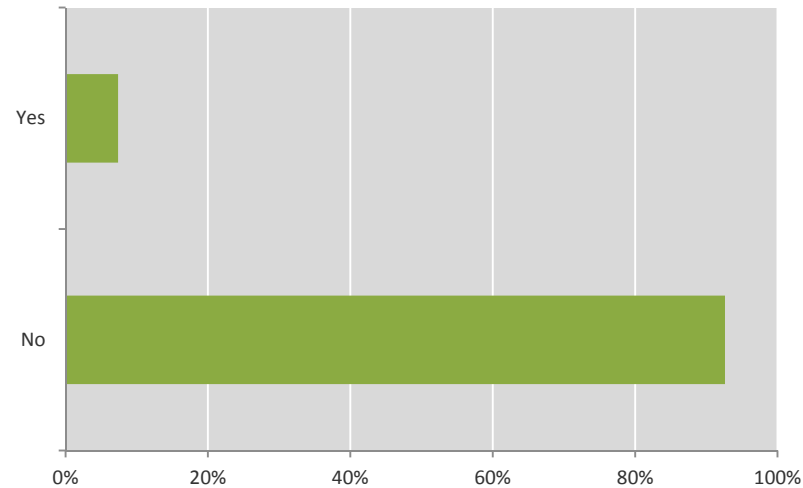
| Answer Choices | Responses | |
|-------------------|-----------|-----|
| Yes | 35% | 61 |
| No | 65% | 115 |
| Total Respondents | | 176 |

Q14: Do you use a medical supplier?



| Answer Choices | Responses | |
|-------------------|-----------|-----|
| Yes | 3% | 6 |
| No | 97% | 170 |
| Total Respondents | 176 | |

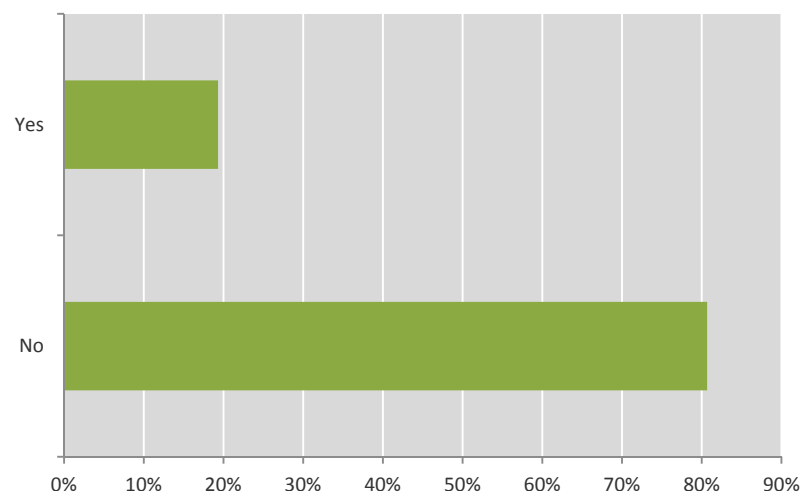
Q15: Does the location of pharmacies near you cause you problems?



| Answer Choices | Responses | |
|-------------------|-----------|-----|
| Yes | 7% | 13 |
| No | 93% | 163 |
| Total Respondents | | 176 |

I can't park easily
There isn't a pharmacy close by
low stock levels
Difficult to access without a car.
Distance and opening hours
I work full time and often can't get to my local pharmacy during opening hrs as it is in the opposite direction and would have to go out of my way on the way to my work place.
too far to walk
no parking nearby
Other pharmacies near me are in Central Chorlton which has limited and difficult parking .
Luckily I am very mobile and can walk to collect items but anyone elderly would struggle to get there on foot.
Parking is a very big issue. So there might be one near to me , but you can't park anywhere near it. The store delivery service only available at XXX not at XXX, and when I used it for my son, after he had surgery and they never turned up. I waited in all day. When I went to them, they made an excuse and said we wasn't in. Which is why I will only use XXX, because they have a reliable delivery service.
No parking
If I didn't drive, I would need to get a bus or taxi to get there. As the very local pharmacies do not open up to midnight or later

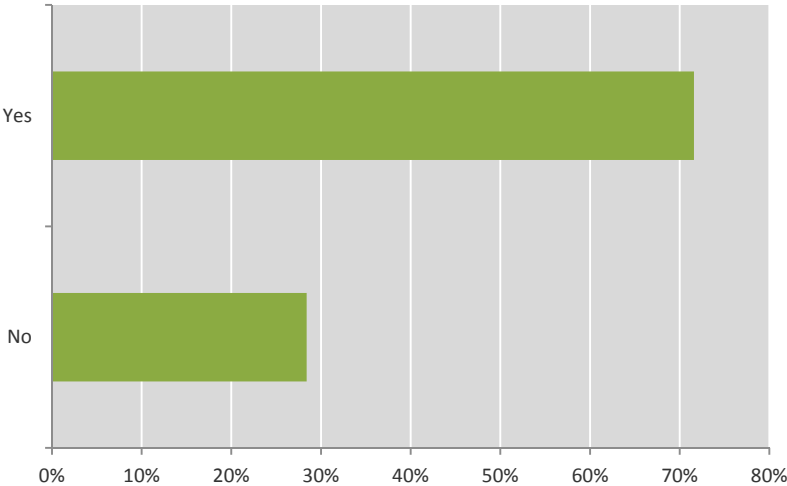
Q16: Are the opening hours of pharmacies



| Answer Choices | Responses | |
|-------------------|-----------|-----|
| Yes | 19% | 34 |
| No | 81% | 142 |
| Total Respondents | | 176 |

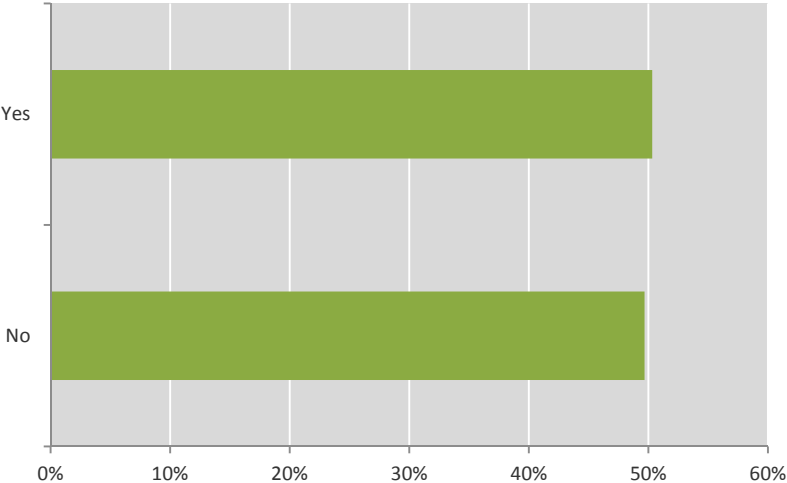
Doesn't open on a Saturday
 I work full time so find it difficult to get there outside of my working hours
 Not long enough
 They don't open late on any weekday evenings, which can cause a problem with my working hours.
 Our nearest pharmacy and the one that works with our GP practice is only open the same hours as the GP this means the clinical advice or services when the GP is closed which is not ideal We can travel to the Pharmacy at Tesco but this is not ideal if we are sick or in pain.
 if you work, then there is a problem getting to the chemist- so end up having to use/find a chemist near work
 open at 9 but the doctors is open from 8.30 so you cannot get your prescription. they close lunch times and Wednesday means have to wait until evening, making it difficult
 Usually the pharmacy is open 9-6 pm, the hours I am at work. And it closes at noon on Saturdays and not open Sunday.
 Closed on Saturday
 Myself and my wife both work in Manchester city centre through the week and our local pharmacies are only open when we are home
 Difficult to get to after work
 would like them to be open at weekends
 I don't use pharmacies near my home
 they are closed on Sundays
 I work full time and often can't get to a pharmacy during opening hours
 Not open late, not open weekends
 no evening or weekend service.
 the one closest to GP closes on Saturdays and Sundays
 Does not open on a Saturday
 Pharmacy not open after 6.30 in the evenings
 Doesn't always open on time. Closed for an hour at lunchtime.
 They don't work longer hours to cater for working people
 closest to my home only open 9 to 5 and not Saturday
 docs open at 8.30 and they open 9 and then you have to wait ages for your medicine, making you late for work
 never open after work
 The problem is that there is no late opening night and I work full time. My son needs regular medication, due to a condition, his age, I have to pick up the medicine. So it's an absolute nightmare. There is no mail order option in Chorlton. We are on prescription, but that doesn't really help.
 Does not open late enough in the evening so that I can collect a prescription after work.
 Never open late which is an issue if you work.
 During the week no problems but can have difficulties on the weekend particularly on Sunday's
 It's basically only office hours.
 Our pharmacy is only open 8am-6pm Monday to Friday.
 no 24 hr pharmacy
 They are open when I'm at work and not when I'm at home i.e. evenings and weekends
 Only the town centre is open until 12 midnight and there prices are excessive to say the least. Especially for over the counter

Q17: Did you know about extended hours?



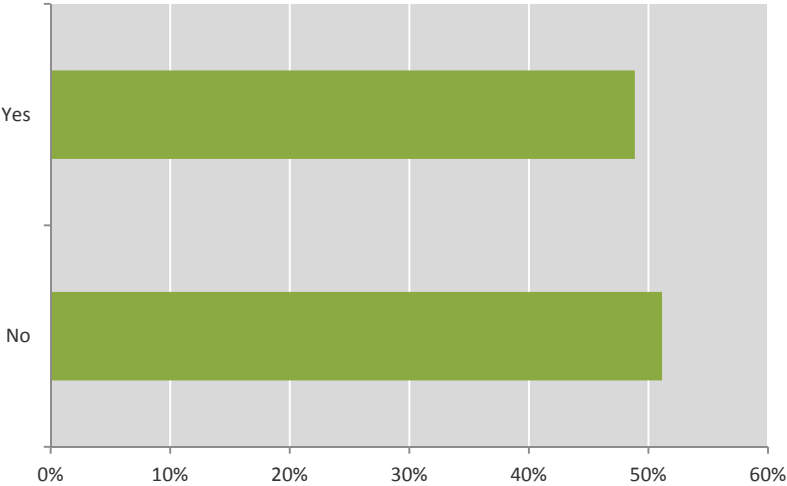
| Answer Choices | Responses | |
|-------------------|-----------|-----|
| Yes | 72% | 126 |
| No | 28% | 50 |
| Total Respondents | | 176 |

Q18: Do you know where these pharmacies are?



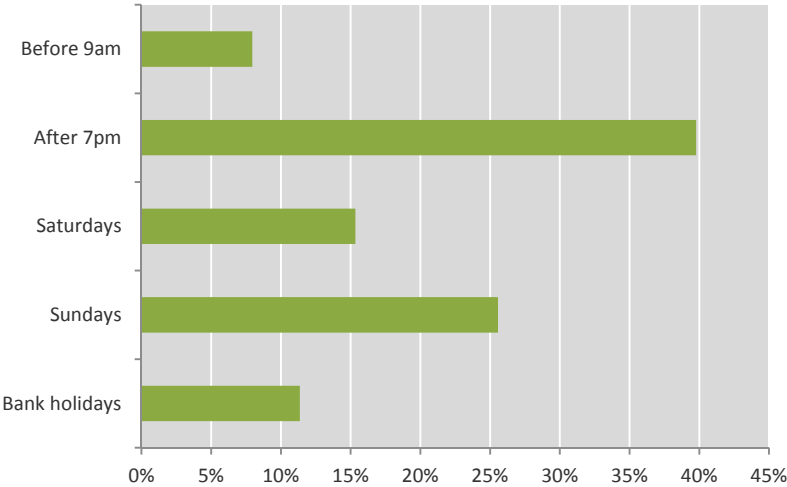
| Answer Choices | Responses | |
|-------------------|-----------|-----|
| Yes | 50% | 78 |
| No | 50% | 77 |
| Total Respondents | | 155 |

Q19: Have you used a pharmacy during extended hours?



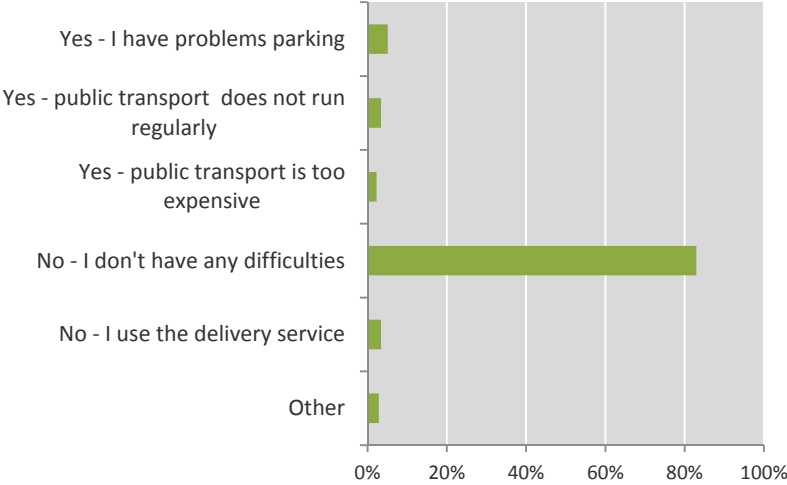
| Answer Choices | Responses | |
|-------------------|-----------|-----|
| Yes | 49% | 86 |
| No | 51% | 90 |
| Total Respondents | | 176 |

Q20: When would you or did you find a pharmacy with extended hours useful?



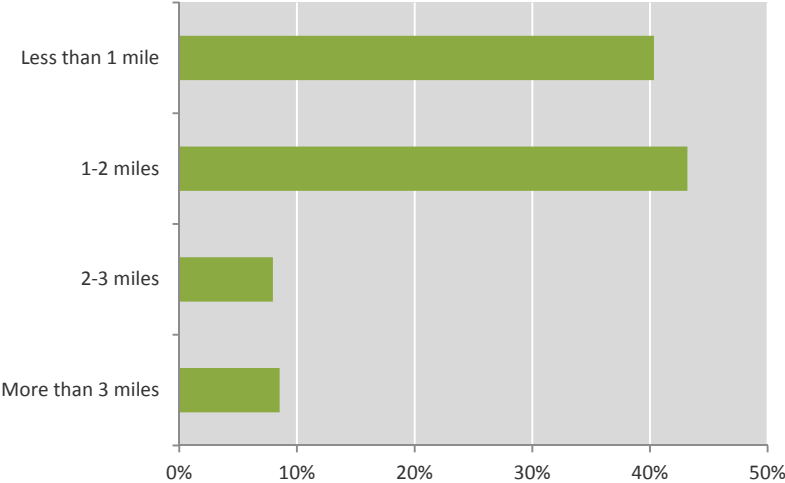
| Answer choices | Responses | |
|-------------------|-----------|-----|
| Before 9am | 8% | 14 |
| After 7pm | 40% | 70 |
| Saturdays | 15% | 27 |
| Sundays | 26% | 45 |
| Bank holidays | 11% | 20 |
| Total Respondents | | 176 |

Q21: Do you have any difficulties travelling to pharmacies near you?



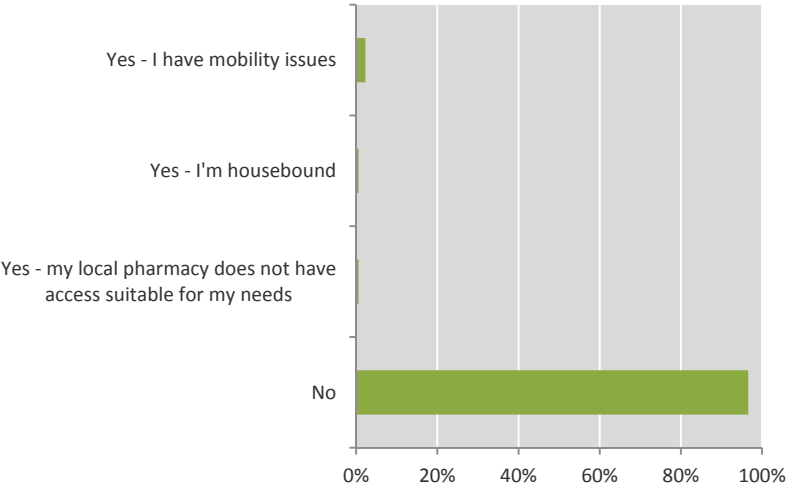
| Answer choices | Responses | |
|---|-----------|-----|
| Yes - I have problems parking | 5% | 9 |
| Yes - public transport does not run regularly | 3% | 6 |
| Yes - public transport is too expensive | 2% | 4 |
| No - I don't have any difficulties | 83% | 146 |
| No - I use the delivery service | 3% | 6 |
| Other | 3% | 5 |
| Total Respondents | | 210 |

Q22: How far would you be willing to travel to a pharmacy?



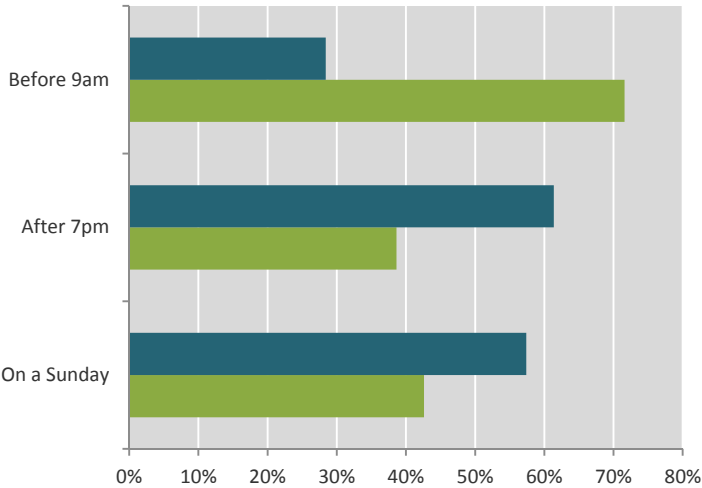
| Answer choices | Responses | |
|-------------------|-----------|-----|
| Less than 1 mile | 40% | 71 |
| 1-2 miles | 43% | 76 |
| 2-3 miles | 8% | 14 |
| More than 3 miles | 9% | 15 |
| Less than 1 mile | 40% | 71 |
| Total Respondents | | 176 |

Q23: Do you have any difficulties accessing pharmacies near you?



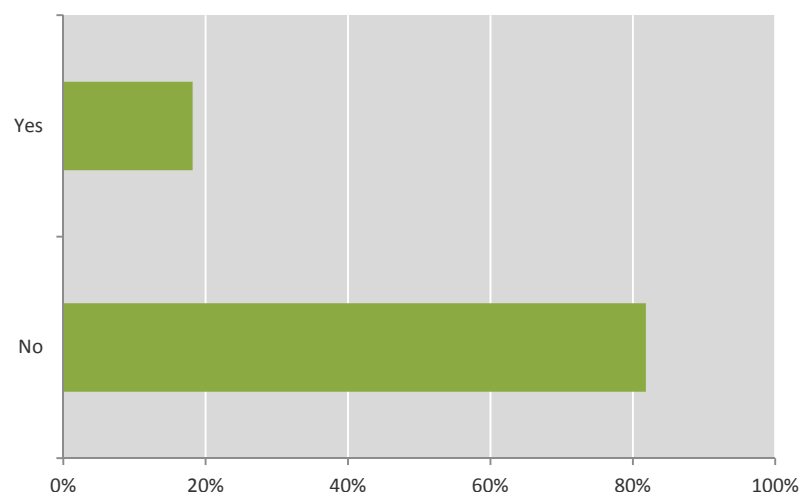
| Answer choices | Responses | |
|--|-----------|-----|
| Yes - I have mobility issues | 2% | 4 |
| Yes - my local pharmacy does not have access suitable for my needs | 1% | 1 |
| Yes - I'm housebound | 1% | 1 |
| No | 97% | 170 |
| Total Respondents | | 176 |

Q24: Have you ever used a pharmacy during the following times?



| Answer Choices | Yes | | No | |
|----------------|-----|-----|-----|-----|
| Before 9am | 28% | 50 | 72% | 126 |
| After 7pm | 61% | 108 | 39% | 68 |
| On a Sunday | 57% | 101 | 43% | 75 |

Q25: Are there any other service you would like a pharmacy to provide?



| Answer Choices | Responses | |
|-------------------|-----------|-----|
| Yes | 18% | 32 |
| No | 82% | 144 |
| Total Respondents | | 176 |

Providing stop-gap contraception for free if you have forgotten yours and are away from home - in some areas they make you go to only one pharmacy, in some you have to pay prescription charges.

NHS flu vaccinations - sometimes it is easier to pop into the pharmacist for this, rather than have to try and make an appointment at the GP surgery if you were unable to get to the flu vaccination open session (my surgery only provides one session - and if you miss it; you miss it; there are no alternatives!)

Vaccinations

To be quicker when processing repeat prescriptions. Takes my GP x48 working hrs to process but then pharmacy usually takes 10 - 14 days after this to process.

Vaccinations

, travel health advice

The big 24 hr pharmacies should have Advanced Nurse Practitioners on site to provide advice, treatments and care. Community Pharmacists often advice people to go to WIC, call 111 or go to A&E - this has happened to us on three occasions.

late night opening - would be good to have a list of chemists open across manchester

Health advice that people currently go to get from a doctor, in a similar way that they do it in France.

Minor Injury service

Weigh in machines, self service.

I would like them to tell you straight away if the item on prescription is missing or short rather than wait and then be told.

Blood tests. Blood pressure. Urine sample testing. Minor ailments

I would like my pharmacy to provide a home delivery service.

More health MOT services - avoid taking minor worries to GP (and waiting for an out of work hours appointment)

Services and supplies for hearing aids, more availability of the minor ailment schemes

Not sure. I get what I want from them when/if needed as it is

They should be able to prescribe drugs.

treatment for sprains etc

minor ailment scheme

All pharmacies should accept used sharps bins

checking blood pressure and blood sugar levels

a regular health check such as BP, heart, blood sugars etc as I had about 4 years ago funded by the British heart foundation at another local pharmacy.

flu jab

health checks

Have at least one late opening night for people who work at an English speaking pharmacy. A private consultation room if you need it. There aren't any in any of the pharmacies in Chorlton. Better parking access. Boots could offer an online post/delivery service for under 16's not just elderly patients who need regular medication. So long as there was someone over 16 at home to sign for it.

Prestwich have ear and foot clinics which would be good to see.

Am aware you can approach pharmacist for advice before going to GP however, hesitant to use this as know and trust GP don't have such relationship with pharmacist

If pharmacists could view a shared medical record then they could provide advice and replace missing medication. My sons turbo inhaler broke recently but because the pharmacy we usually order it through was closed (weekend) the late night pharmacy near us couldn't help as they'd never dispensed it for him before (even though we had the broken one with us). So we had to get an out of hours appointment at UHSM to get a script to go back to the pharmacy to get the inhaler. Lots of NHS time wasted (call to 111, call back from GTD, appointment booking at GTD, OoH GP appointment)

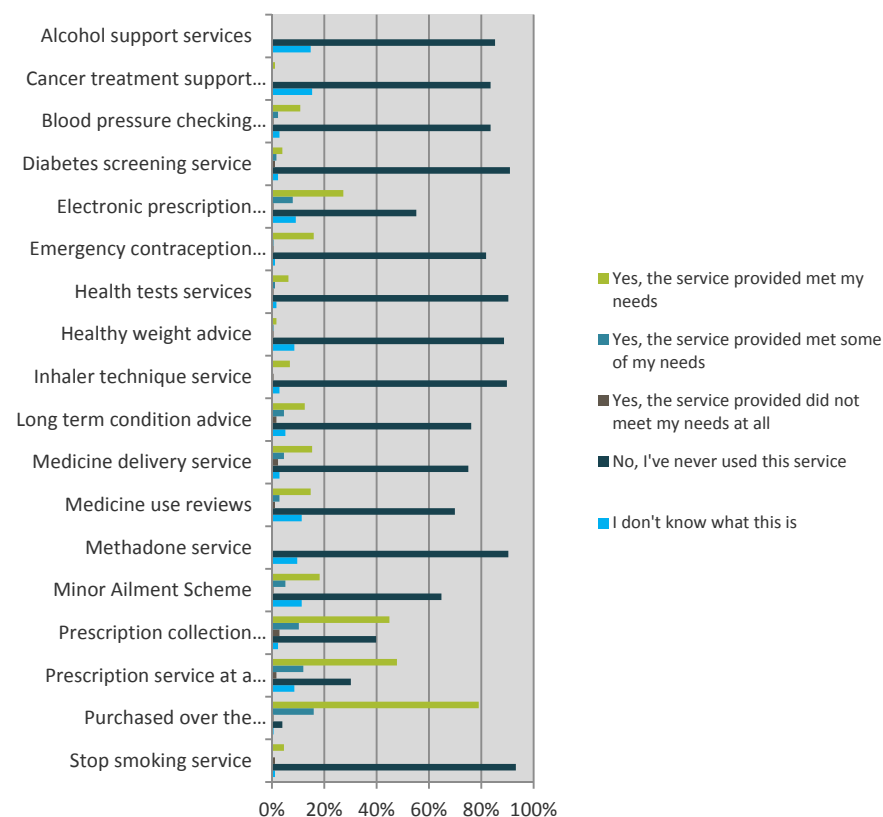
24 hr pharmacy

blood pressure monitoring

I think ALL pharmacies should provide free emergency contraception. I had a recent encounter where I needed to get this and my local branch did not supply it for free and wanted to charge me £25, however another branch 2 miles away did it for free. As I do not drive, and the provider did provide this service for free elsewhere, I do not see why people should be discriminated against based on their location. (Both branches were under the same local authority).

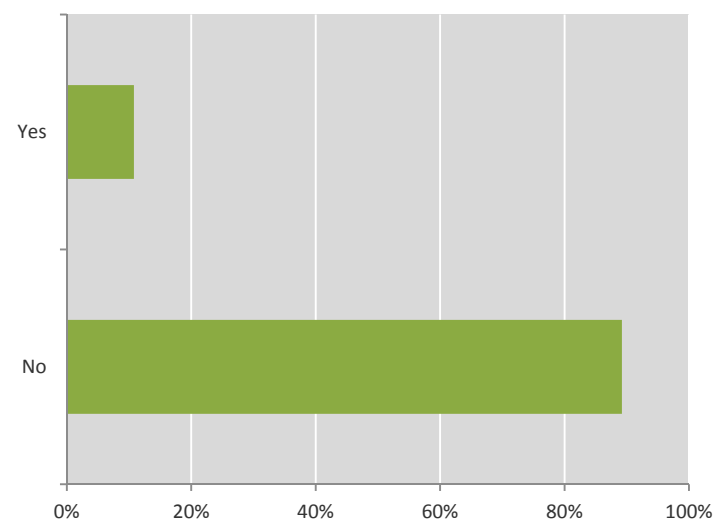
A locum doctor for a few hours now that would be great.

Q26: Have you ever used the following services?



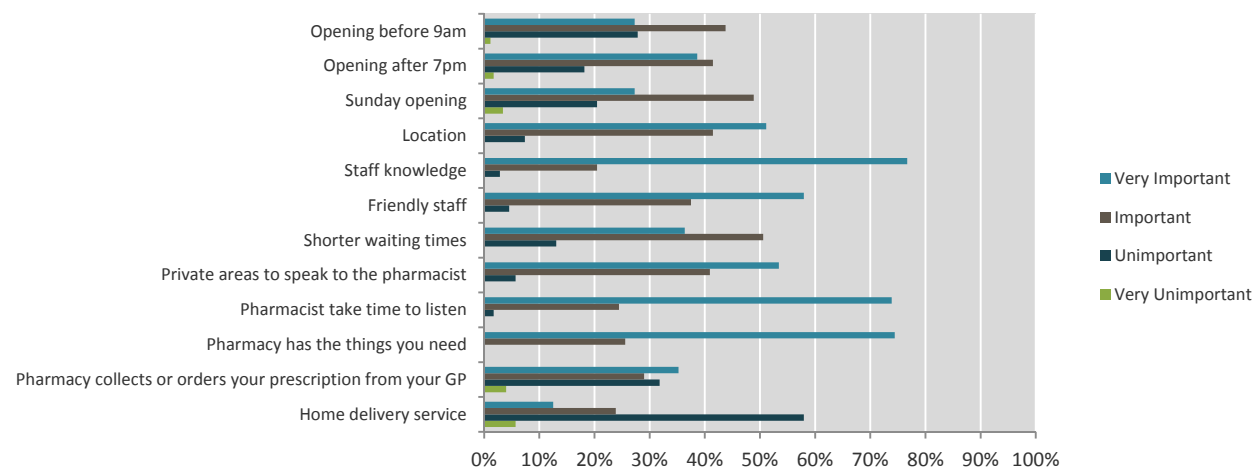
| Answer choices | Yes, the service provided met my needs | Yes, the service provided met some of my needs | Yes, the service provided did not meet my needs at all | No, I've never used this service | I don't know what this is |
|--------------------------------------|--|--|--|----------------------------------|---------------------------|
| Alcohol support services | 0% | 0% | 0% | 85% | 15% |
| Blood pressure checking service | 11% | 2% | 1% | 84% | 3% |
| Cancer treatment support services | 1% | 0% | 0% | 84% | 15% |
| Diabetes screening service | 4% | 2% | 1% | 91% | 2% |
| Electronic prescription service | 27% | 8% | 1% | 55% | 9% |
| Emergency contraception service | 16% | 1% | 1% | 82% | 1% |
| Health tests services | 6% | 1% | 1% | 90% | 2% |
| Healthy weight advice | 2% | 1% | 1% | 89% | 9% |
| Inhaler technique service | 7% | 0% | 1% | 90% | 3% |
| Long term condition advice | 13% | 5% | 2% | 76% | 5% |
| Medicine delivery service | 15% | 5% | 2% | 75% | 3% |
| Medicine use reviews | 15% | 3% | 1% | 70% | 11% |
| Methadone service | 0% | 0% | 0% | 90% | 10% |
| Minor Ailment Scheme | 18% | 5% | 1% | 65% | 11% |
| Prescription collection service | 45% | 10% | 3% | 40% | 2% |
| Prescription service at a pharmacy | 48% | 12% | 2% | 30% | 9% |
| Purchased over the counter medicines | 79% | 16% | 1% | 4% | 1% |
| Stop smoking service | 5% | 0% | 1% | 93% | 1% |

Q27: Have you ever had a flu vaccination at a pharmacy?



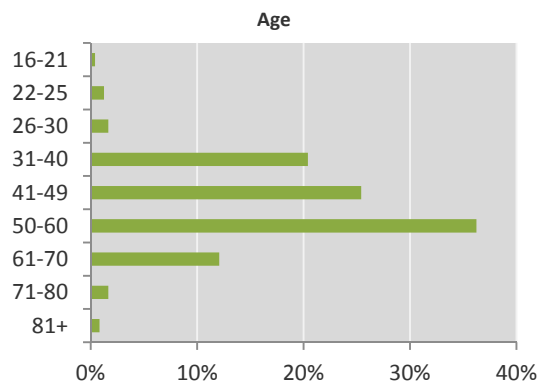
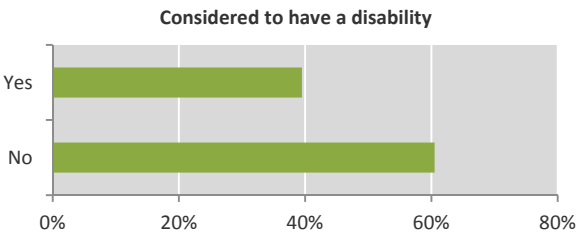
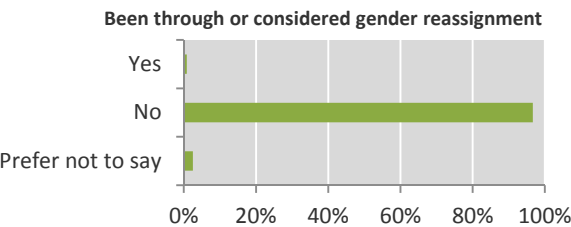
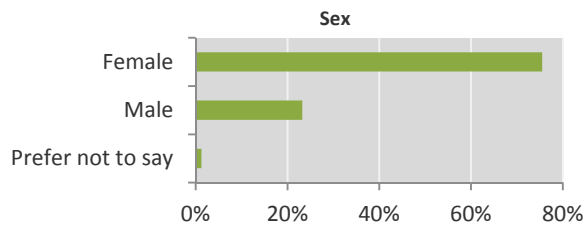
| Answer Choices | Responses | |
|-------------------|-----------|-----|
| Yes | 11% | 19 |
| No | 89% | 157 |
| Total Respondents | | 176 |

Q28: How important are the following aspects?

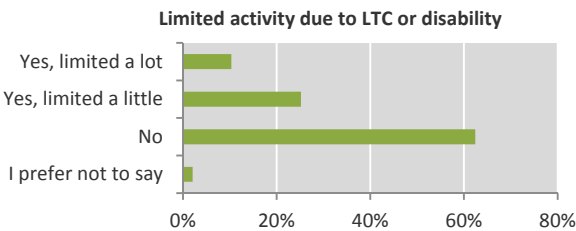


| Answer choices | Very Important | Important | Unimportant | Very Unimportant |
|--|----------------|-----------|-------------|------------------|
| Opening before 9am | 27% | 44% | 28% | 1% |
| Opening after 7pm | 39% | 41% | 18% | 2% |
| Sunday opening | 27% | 49% | 20% | 3% |
| Location | 51% | 41% | 7% | 0% |
| Staff knowledge | 77% | 20% | 3% | 0% |
| Friendly staff | 58% | 38% | 5% | 0% |
| Shorter waiting times | 36% | 51% | 13% | 0% |
| Private areas to speak to the pharmacist | 53% | 41% | 6% | 0% |
| Pharmacist take time to listen | 74% | 24% | 2% | 0% |
| Pharmacy has the things you need | 74% | 26% | 0% | 0% |
| Pharmacy collects or orders your prescription from your GP | 35% | 29% | 32% | 4% |
| Home delivery service | 13% | 24% | 58% | 6% |

Respondents Demographic Profile



| Disability indicated | |
|--|-----|
| Hearing (e.g. due to deafness or partial hearing) | 4 |
| I prefer not to say | 12 |
| Learning or concentrating or remembering | 2 |
| Mental Health | 12 |
| Mobility, such as difficulty walking short distances, climbing stairs, lifting or carrying objects | 28 |
| Other impairment | 32 |
| Stamina or breathing difficulty | 9 |
| Vision (e.g. due to blindness or partial sight) | 1 |
| Grand Total | 100 |



Respondents Demographic Profile

