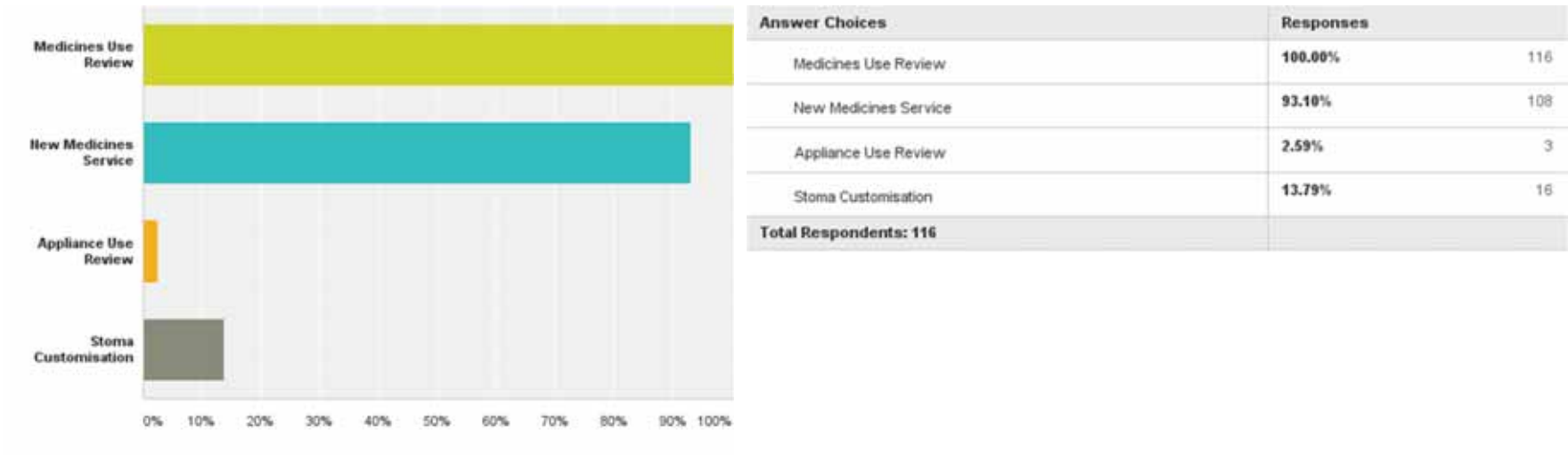


Appendix Four – Contractor Survey Results

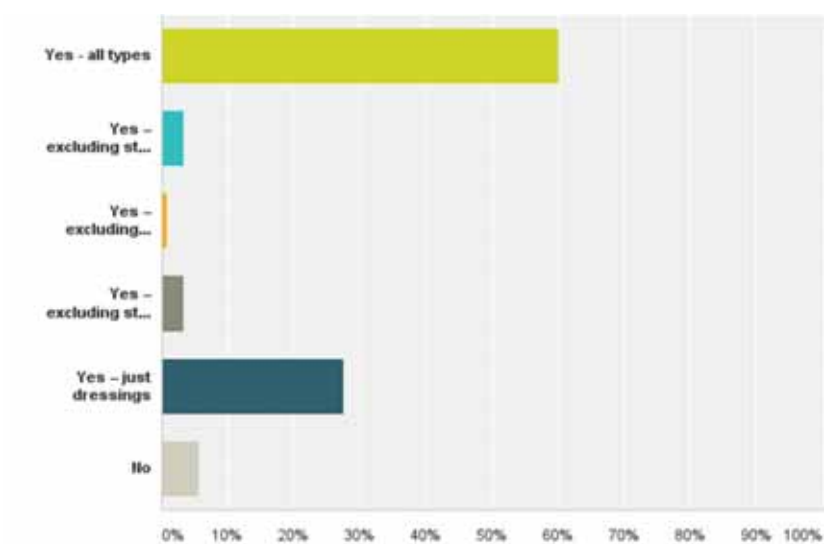
Q2: Which of these advanced services do you currently provide?

Answered: 116 Skipped: 8



Q3: Does the pharmacy dispense appliances?

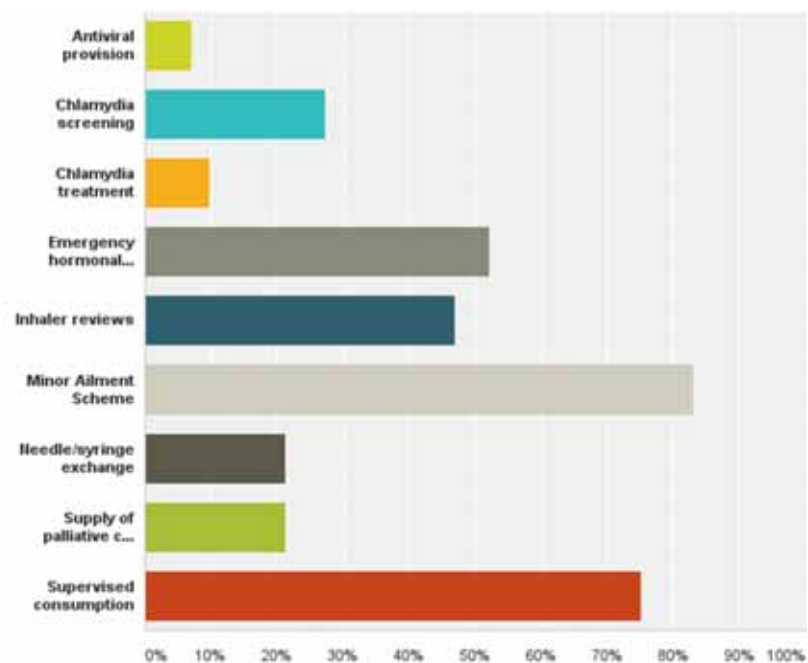
Answered: 123 Skipped: 1



Answer Choices	Responses	
Yes - all types	60.16%	74
Yes – excluding stoma appliances	3.25%	4
Yes – excluding incontinence appliances	0.81%	1
Yes – excluding stoma and incontinence appliances	3.25%	4
Yes – just dressings	27.64%	34
No	5.69%	7
Total Respondents: 123		

Q4: Which of these locally commissioned services do you CURRENTLY provide?

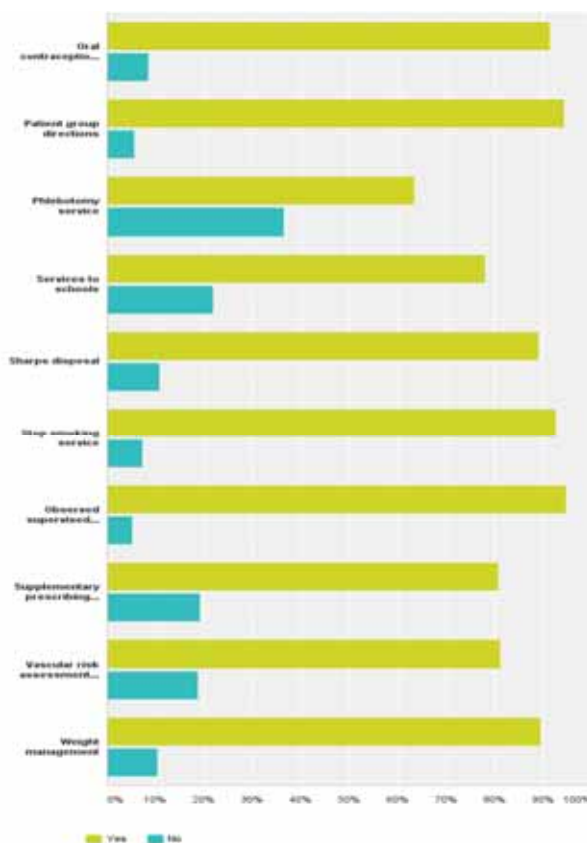
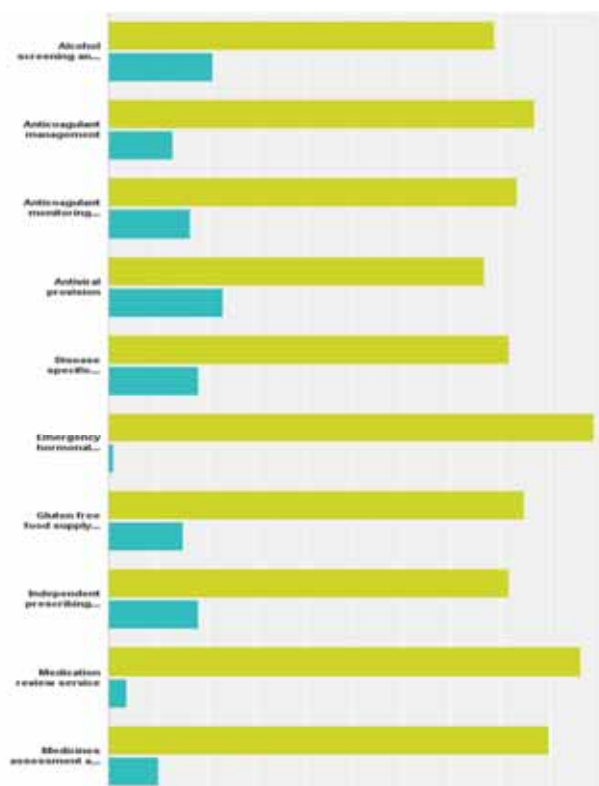
Answered: 113 Skipped: 11



Answer Choices	Responses
Antiviral provision	7.08% 8
Chlamydia screening	27.43% 31
Chlamydia treatment	9.73% 11
Emergency hormonal contraception	52.21% 59
Inhaler reviews	46.90% 53
Minor Ailment Scheme	83.19% 94
Needle/syringe exchange	21.24% 24
Supply of palliative care medicines	21.24% 24
Supervised consumption	75.22% 85
Total Respondents: 113	

Q5: Which services would you want to provide if commissioned to do so?

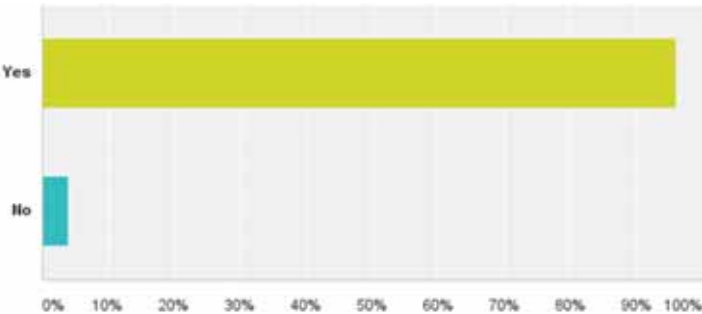
Answered: 122 Skipped: 2



	Yes	No	Total Respondents
Alcohol screening and brief intervention	78.82% 91	21.18% 23	109
Anticoagulant management	86.79% 92	13.21% 14	108
Anticoagulant monitoring service	83.33% 95	16.67% 17	102
Antisocial provision	76.68% 72	23.32% 22	94
Disease specific medicines management	81.63% 90	18.37% 19	98
Emergency hormonal contraception	95.83% 102	4.17% 4	103
Gluten free food supply service	86.79% 89	13.21% 14	103
Independent prescribing service	81.63% 90	18.37% 19	98
Medication review service	86.79% 101	13.21% 14	103
Medicine assessment and compliance support	85.89% 88	14.11% 15	98
Oral contraception service	91.63% 96	8.37% 9	103
Patient group discussions	86.29% 89	13.71% 14	103
Phlebotomy service	63.61% 62	36.39% 36	82
Services to schools	78.13% 75	21.88% 21	96
Sharps disposal	85.11% 90	14.89% 15	101
Stop smoking service	92.73% 102	7.27% 8	110
Observed supervised consumption of methadone	86.79% 94	13.21% 14	98
Supplementary prescribing service	85.89% 76	14.11% 15	94
Vascular risk assessment service	81.13% 90	18.87% 20	108
Weight management	85.62% 90	14.38% 15	108

Q6: Can customers legally park within 50 metres of the Pharmacy?

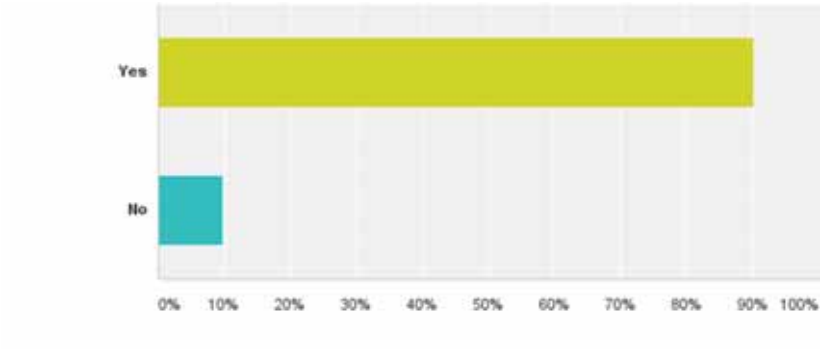
Answered: 124 Skipped: 0



Answer Choices	Responses	
Yes	95.97%	119
No	4.03%	5
Total		124

Q7: Can disabled customers park within 10 metres of your Pharmacy? (with a 'blue badge')

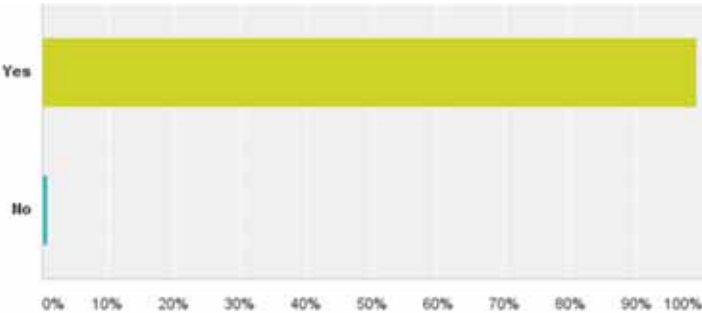
Answered: 123 Skipped: 1



Answer Choices	Responses
Yes	90.24%111
No	9.76%12
Total	123

Q8: Is there a bus stop within walking distance of the Pharmacy?

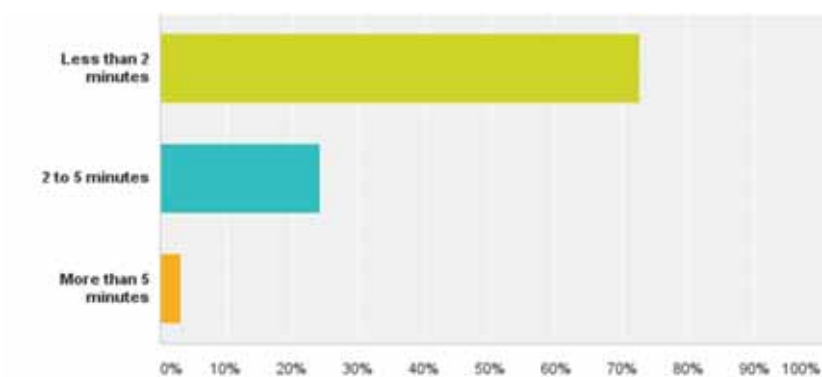
Answered: 124 Skipped: 0



Answer Choices	Responses
Yes	99.19%123
No	0.81%1
Total	124

Q9: If yes, how long does the walk take?

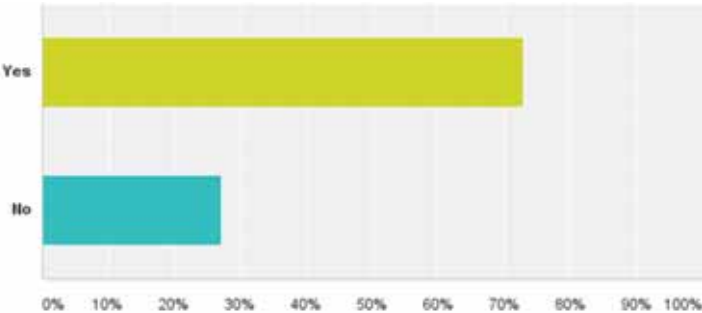
Answered: 124 Skipped: 0



Answer Choices	Responses
Less than 2 minutes	72.58% 90
2 to 5 minutes	24.19% 30
More than 5 minutes	3.23% 4
Total	124

Q10: Is the entrance to the pharmacy suitable for wheelchair access unaided?

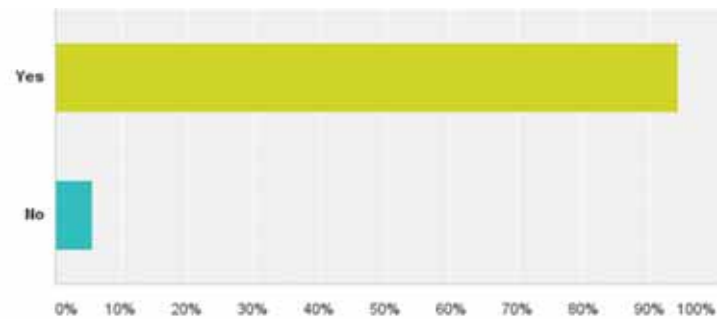
Answered: 122 Skipped: 2



Answer Choices	Responses	
Yes	72.95%	89
No	27.05%	33
Total		122

Q11: Are all areas of the pharmacy floor accessible by wheelchair?

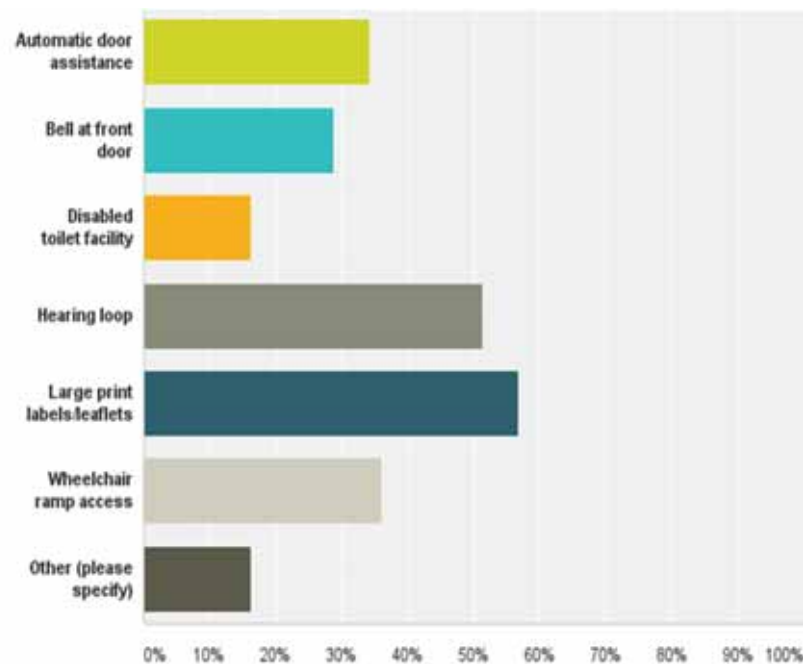
Answered: 122 Skipped: 2



Answer Choices	Responses
Yes	94.26%115
No	5.74%7
Total	122

Q12: Do you have other facilities in the pharmacy aimed at helping disabled people access your services? If yes, tick as many as appropriate

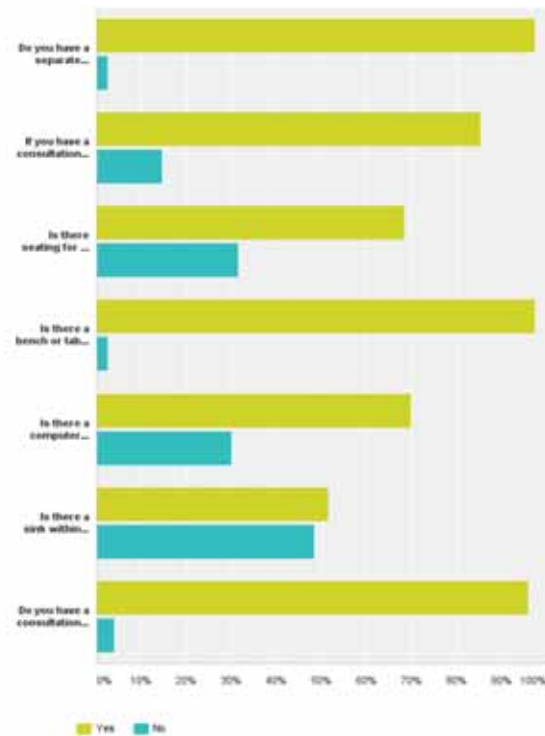
Answered: 111 Skipped: 13



Answer Choices	Responses
Automatic door assistance	34.23% 38
Bell at front door	28.83% 32
Disabled toilet facility	16.22% 18
Hearing loop	51.35% 57
Large print labels/leaflets	56.76% 63
Wheelchair ramp access	36.04% 40
Other (please specify)	16.22% 18
Total Respondents: 111	

Q13: Please tell us about your consultation areas

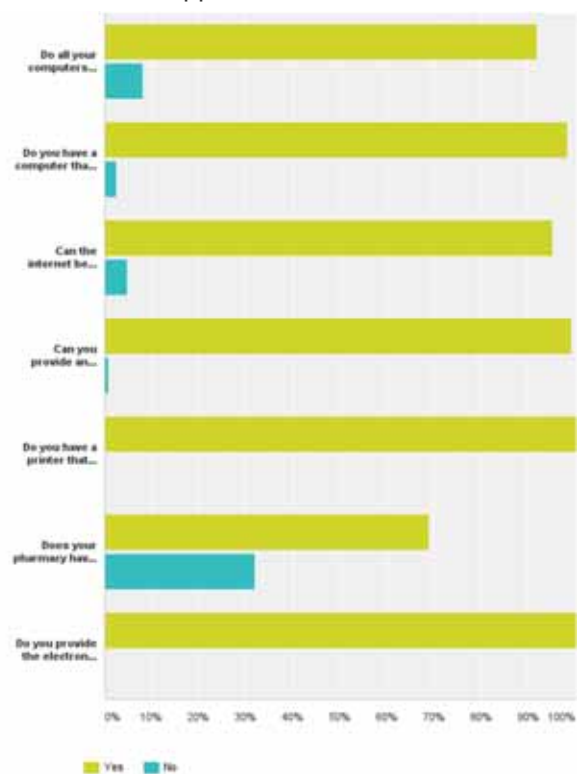
Answered: 124 Skipped: 0



	Yes	No	Total
Do you have a separate arearoom suitable for advanced services for consultations with customers?	97.58% 121	2.42% 3	124
If you have a consultation area, is this accessible by wheelchair?	85.37% 105	14.63% 18	123
Is there seating for 3 people?	68.55% 85	31.45% 39	124
Is there a bench or table suitable for writing or examining medicines/products?	97.58% 121	2.42% 3	124
Is there a computer terminal within the area to access patient's records or complete audit data?	69.92% 86	30.08% 37	123
Is there a sink within this area?	51.61% 64	48.39% 60	124
Do you have a consultation point/area for private discussions?	95.97% 119	4.03% 5	124

Q14: Please tell us about your information technology

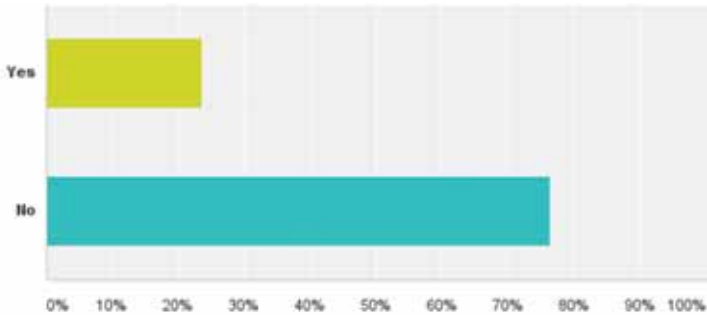
Answered: 123 Skipped: 1



	Yes	No	Total Respondents
Do all your computers within a pharmacy access your dispensary software?	91.87% 113	8.13% 10	123
Do you have a computer that can access the internet?	98.37% 121	2.44% 3	123
Can the internet be accessed whilst the PMR system is running?	95.12% 117	4.88% 6	123
Can you provide an email address that can be used for official communications? (Please detail below)	99.18% 121	0.82% 1	122
Do you have a printer that will print A4 size of paper?	100.00% 123	0.00% 0	123
Does your pharmacy have a website? (Please detail below)	68.91% 82	31.93% 38	119
Do you provide the electronic prescription service?	100.00% 122	0.00% 0	122

Q15: Does the pharmacy normally have two pharmacists on duty at any time during the week?

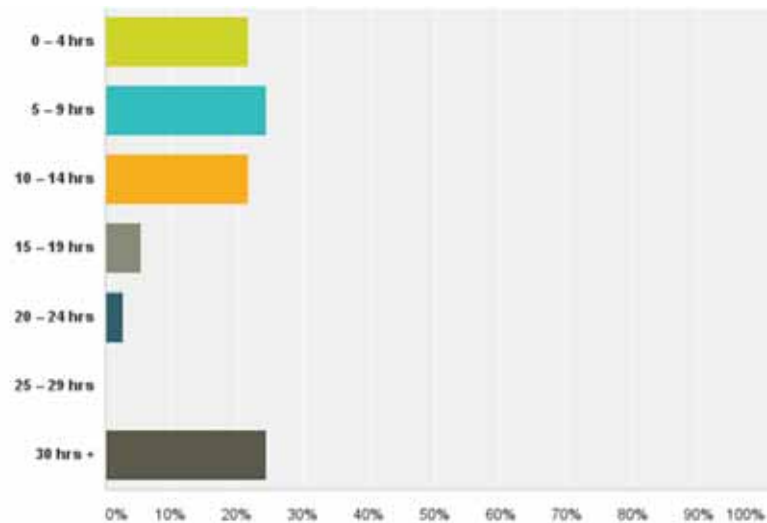
Answered: 123 Skipped: 1



Answer Choices	Responses
Yes	23.58% 29
No	76.42% 94
Total	123

Q16: If yes, then for how many hours per week are two pharmacists working?

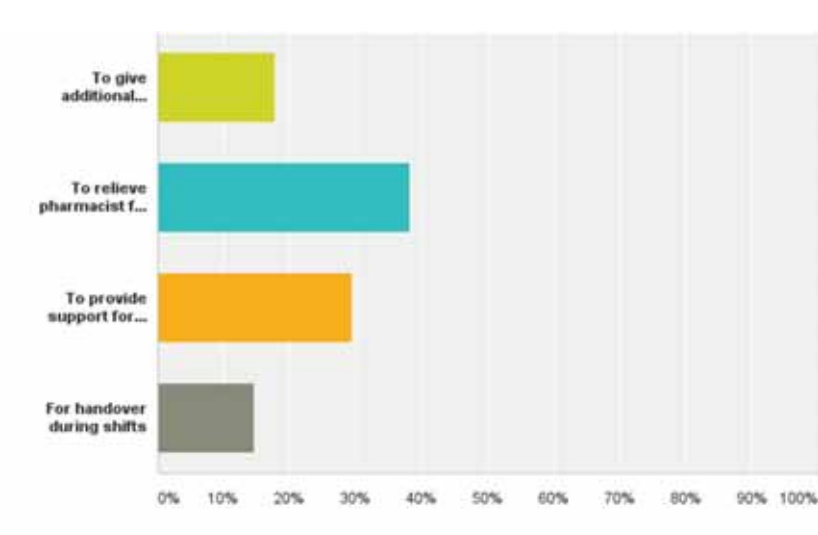
Answered: 37 Skipped: 87



Answer Choices	Responses
0 – 4 hrs	21.62%8
5 – 9 hrs	24.32%9
10 – 14 hrs	21.62%8
15 – 19 hrs	5.41%2
20 – 24 hrs	2.70%1
25 – 29 hrs	0.00%0
30 hrs +	24.32%9
Total	37

Q17: If you have a second pharmacist, is the pharmacist there for a specific reason?

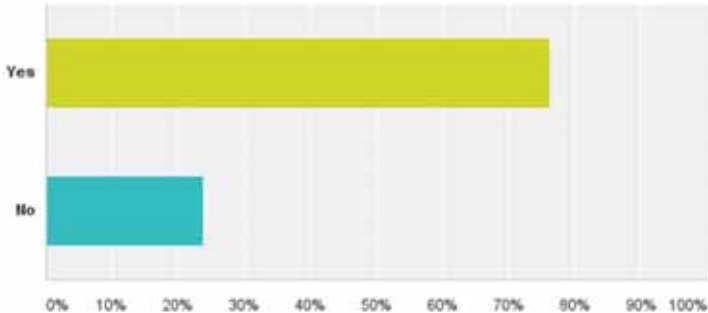
Answered: 34 Skipped: 90



Answer Choices	Responses	
To give additional support to dispensary in busy periods	17.65%	6
To relieve pharmacist for administration work	38.24%	13
To provide support for additional services such as medication review	29.41%	10
For handover during shifts	14.71%	5
Total		34

Q18: Do any of your regular pharmacists speak a foreign language?

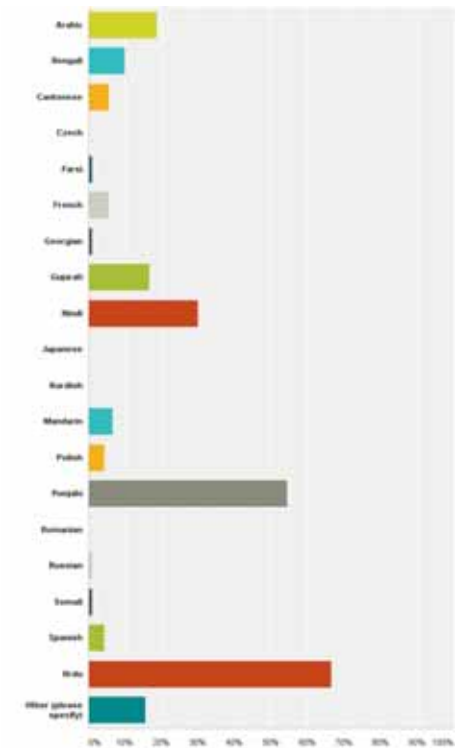
Answered: 122 Skipped: 2



Answer Choices	Responses	
Yes	76.23%	93
No	23.77%	29
Total		122

Q19: If yes, which languages are spoken?

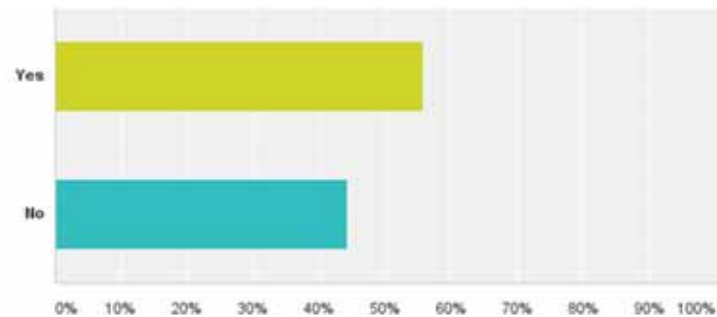
Answered: 90 Skipped: 34



Answer Choices	Responses
Arabic	18.89% 17
Bengali	10.00% 9
Cantonese	5.56% 5
Czech	0.00% 0
Farsi	1.11% 1
French	5.56% 5
Georgian	1.11% 1
Gujarati	16.67% 15
Hindi	30.00% 27
Japanese	0.00% 0
Kurdish	0.00% 0
Mandarin	6.67% 6
Polish	4.44% 4
Punjabi	54.44% 49
Romanian	0.00% 0
Russian	1.11% 1
Somali	1.11% 1
Spanish	4.44% 4
Urdu	66.67% 60
Other (please specify)	15.56% 14
Total Respondents: 90	

Q20: Do any of your regular pharmacy staff speak a foreign language?

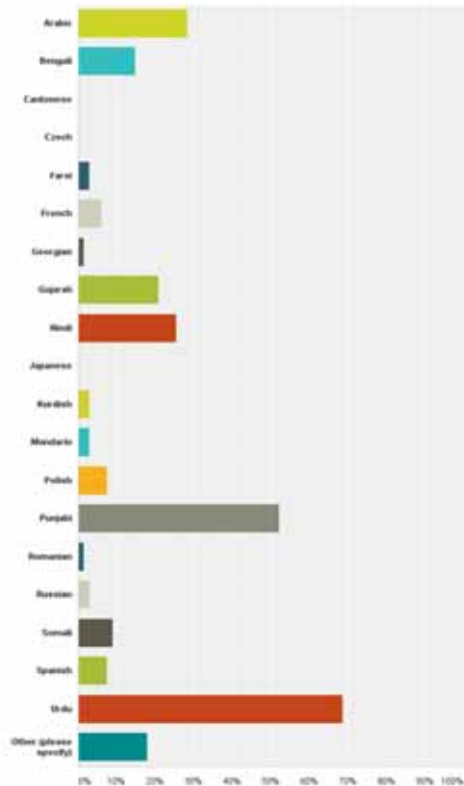
Answered: 122 Skipped: 2



Answer Choices	Responses
Yes	55.74% 68
No	44.26% 54
Total	122

Q21: If yes, which languages are spoken?

Answered: 67 Skipped: 57



Answer Choices	Responses
Arabic	28.36% 19
Bengali	14.93% 10
Cantonese	8.00% 0
Czech	8.00% 0
Farsi	2.99% 2
French	5.97% 4
Georgian	1.49% 1
Gujarati	20.90% 14
Hindi	25.37% 17
Japanese	8.00% 0
Kurdish	2.99% 2
Mandarin	2.99% 2
Polish	7.46% 5
Punjabi	52.24% 35
Romanian	1.49% 1
Russian	2.99% 2
Somali	8.96% 6
Spanish	7.46% 5
Urdu	68.66% 46
Other (please specify)	17.91% 12
Total Respondents: 67	

Q22: 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.

- To provide better Healthy living advice Better signposting of private area
 - Less waiting time for prescriptions
 - Patients were happy with service overall, some requested improvements to our delivery service so that it was more accessible to all patients (who live further away). A needle exchange service is also an area many patients have mentioned they would benefit from using. Providing a smoking cessation service was also a request.
 - Cleanliness and tidiness of pharmacy
 - Comfort of waiting area and was the pharmacy clean
 - More chairs in the waiting area. This was actioned and now 3 chairs available
 - Smoking cessation
 - Patients would like to see the return of the smoking cessation service and an extended minor ailments service. There were no specific comments around improvements
 - In progress for this year.
 - Waiting times
 - Increase staff hours, Improve sittings on the waiting area and provide delivery services
 - Healthy lifestyle choices, improvements in store environment, reminding procedures for disposing of medicines
 - Provision of extra services is minimal
 - Services
 - Services, advice on services or information available elsewhere
 - Waiting times and improved seating area
 - Additional services
 - Space in waiting area
 - Time it took to provide prescriptions and the comfort and convenience of the waiting areas.
 - Delivery service
 - Prescription collection and delivery seems to be a popular request
 - Advice on current problem or longer term condition, the comfort and convenience of waiting areas, General advice on leading a healthy lifestyle and time it took to provide prescription.
 - As a result of our pharmacy questionnaire we added another telephone line as requested by patients.
 - Increase seating area to allow people to sit down while waiting. Good/ excellent service with friendly staff and atmosphere.
 - Having in stock the medicines/appliance you need
 - Usually more seating in the waiting area but we don't have the room for it
 - Improve comfort and convenience of the waiting areas, having somewhere available so as to speak without being overheard and interest in a larger store has been noted - possible extension of pharmacy may be underway soon
-

Q22: Continued

- Not had results
 - Cleanliness of the pharmacy and waiting time improvement.
 - Better waiting area, improved availability of stocks and reduced waiting times
 - Smoking Cessation service provision and needle/syringe exchange service provision
 - We are working to improve the cleanliness and tidiness of our pharmacy, we review ways in which we can improve your experience, we are continually working with our pharmacy team to make sure you get your prescriptions as quickly as possible.
 - Just to give more detailed health / lifestyle advice
 - Disposal of medicines - 75% score and general healthy lifestyle advice - 75%
 - Areas highlighted in the survey which identify where improvements can be made tend to focus on the role of the pharmacy providing advice to patients on current health problems or longer-term health conditions. Improvements in this area could be achieved by staff routinely asking patients if they have any queries with regards to their medication when handing the dispensed medicines to them. This could lead to advice being given, or referral to the pharmacist, or if appropriate, the patients being directed to specialist health care providers. Similarly, more should be done to take advantage of opportunities where healthier lifestyles can be promoted to patients, in particular with regards to advice on healthy eating, smoking cessation, diet, and exercise
 - 98%
 - Patients usually ask for more services - including pregnancy testing, travel clinics (be able to purchase malaria tablets), simple sexual health screens.
 - In general - pharmacies to provide more services as they are open longer than doctors. Free EHC to be provided.
 - Additional services - free EHC - most popular request, free chlamydia and gonorrhoea service, inr clinics at the pharmacy instead, needle exchange service, improvement - in certain patient groups, they would like the pharmacy not to call them when ordering the medication as they believe they have signed up to an automatic ordering service.
 - Action plan: we are continually working towards improving the cleanliness and tidiness of our pharmacy, we are reviewing ways in which we can improve the customers experience, we are continually working with our pharmacy team to make sure you get your prescriptions as quickly as possible
 - Smoking cessation, needle exchange
 - Weekly blister pack as an compliance aid to manage their medicines themselves. These requests often come from family or carers from various agencies.
 - Review seating area, provide additional information on heath and having somewhere to speak without being overhead
 - Providing an efficient service; Promoting the Electronic Prescription Service
 - Providing an efficient service
 - Blood pressure screening, cholesterol
 - Blood Pressure Measurement and access to the Pharmacy by a ramp
 - Drugs being out of stock. Not under pharmacy control.
-

Q22: Continued

- Stop smoking service
 - Having in stock the medicines/appliances you need (70.04%), the comfort and convenience of the waiting area (60.03%), provided advice on health services or information available elsewhere (40.17%)
 - To improve waiting area and better signposting of private area
 - Improve speed of service, more healthy living advice and poster to state private consultation area available
 - Providing a more efficient service e.g. through use of ETP
 - More seating required, would like air conditioning sometimes
 - To provide a more efficient service
 - To improve efficiency of branch, by offering EPS and collection and delivery services
 - Wider range of items to be made available on the minor ailments scheme, Sunday opening for collection of prescriptions, blood pressure and weight checks
 - Out of stocks, not under our control.
 - Patients would like the waiting area to be bigger
 - EHC is asked for on a regular basis by our patients
 - Stop smoking service
 - Time taken to get a prescription dispensed, delivery service
 - "Provide advice on stopping smoking"
 - More staff to dispense the queues to reduce wait times, cleaner pharmacy waiting area and comfortable pharmacy waiting area
 - Improve cleanliness and tidiness and the time to get there prescriptions
 - More sitting area. But due to limitation of the physical size of building. We are unable to improve.
 - More seating in the pharmacy when waiting for prescriptions. An addition of an 3 more chairs were put into the pharmacy. Provide more leaflets on smoking cessation, healthy eating and physical exercise. The leaflets from the consultation room were moved to the waiting area where they were more visible. Both these targets have been met.
 - To provide more advice & stock more products to help patients stop smoking.
 - The most requested improvement has been a ramp to assist the disabled and easier access for baby prams. The patients have requested smoking cessation service, supervised consumption as we are open long hours and the morning after pill .
 - The comfort and convenience of the waiting areas (e.g. seating or standing room) - the pharmacy has 5 seats available and at busy times there can be a lot of patients waiting stood up. Stopping smoking service - it appears that the staff are not actively giving advice out on healthy living. We do have advertising material as well as leaflets full out of healthy advice information. How long you have to wait to be served - we have been short staffed. The issue has now been resolved and are in the process of recruiting new counter staff.
-

Q22: Continued

- Having somewhere available where you could speak without being overheard, if you wanted to - some patients commented very poor or fairly poor for this question. Patients are always offered the opportunity to speak in private however there isn't a poster in the shop to advertise the consultation room. There is a private consultation room available. We will look to add posters in the shop highlighting that a private area is available. Providing general advice on leading a more healthy lifestyle - many patients have never been given healthy living advice from pharmacy staff. Although every patient is given this advice during an MUR and NMS we can look to target all patients who walk into the shop. Myself and the staff have recently undertaken training for to branch to become a healthy living pharmacy. We are hoping to action this as soon as possible so we can provide a better service to every patient who attends the pharmacy. Disposing of medicines you no longer need - it seems that a large number of patients are unaware that the pharmacy provides a waste disposal service. We will advertise this service better and inform local nursing homes etc of the facility which is available.
 - Providing general advice on leading a more healthy lifestyle - as many patients have ticked never used we are aiming to take part in more health campaigns to increase the amount of patients given advice and information on leading a healthy lifestyle. Providing advice on health services or information available elsewhere - many patients have never used the pharmacy to access advice on other health services available. We must make sure that all staff are aware of services available and where to signpost patients to access these services. Healthy eating - majority of patients not been given any advice on healthy eating so plan to run a healthy eating campaign to provide advice to a large number of patients.
 - The most frequent requests we have received from our CPPQ is to improve on our seating areas in the waiting area as we currently only have 2 chairs and sometimes when it gets busy a lot of patients would need to be standing. Some also mentioned in the CPPQ that we do not actively provide enough information about healthy living which we are currently working on as part of the Healthy Living Pharmacy scheme.
 - Advice about: physical exercise, stopping smoking and health eating
 - An area to speak without being overheard.
 - Privacy very open plan dispensary. Cleanliness of store and tidiness.
 - Most frequent although low was the seating/waiting times but all were still good or quite good
 - Minor Ailment scheme also to be allowed a higher quantity
 - Cleaner Pharmacy as it is an old building. No specific requests for certain services
 - More seating area, continuation of oral contraceptive service
 - Slower waiting times and automated services
 - Happy with current services. No additions or improvements requested.
 - More seating in the waiting area
 - Wider range of products to be available
 - More baby & children's products available
 - A more comfortable customer waiting area. More heating.
 - None requests specified (completed by 13 pharmacies).
-