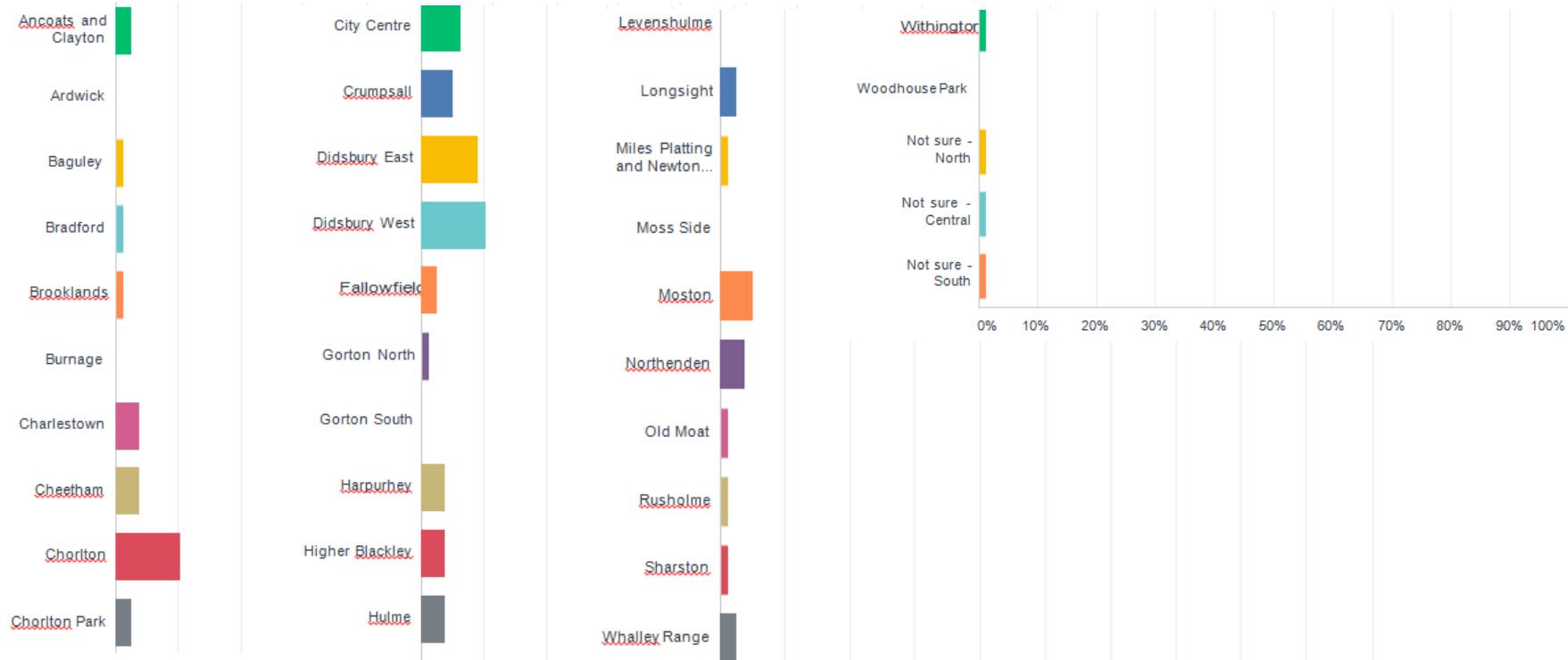


Appendix 3: Public Survey Results 2020

Q1: Where in Manchester do you live/work?

Answered: 76 Skipped: 1

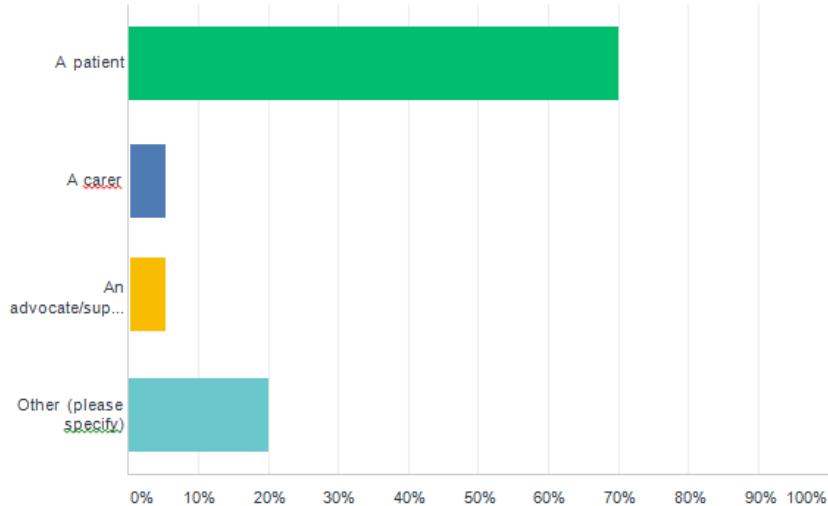


Q1: Where in Manchester do you live/work? (Continued)

ANSWER CHOICES	RESPONSES	
Ancoats and Clayton	2.63%	2
Ardwick	0.00%	0
Baguley	1.32%	1
Bradford	1.32%	1
Brooklands	1.32%	1
Burnage	0.00%	0
Charlestown	3.95%	3
Chestham	3.95%	3
Chorlton	10.53%	8
Chorlton Park	2.63%	2
City Centre	6.58%	5
Crumpsall	5.26%	4
Didsbury East	9.21%	7
Didsbury West	10.53%	8
Fallowfield	2.63%	2
Gorton North	1.32%	1
Gorton South	0.00%	0
Harrowby	3.95%	3
Higher Blackley	3.95%	3
Hulme	3.95%	3
Levenshulme	0.00%	0
Longsight	2.63%	2
Miles Platting and Newton Heath	1.32%	1
Moss Side	0.00%	0
Moston	5.26%	4
Northenden	3.95%	3
Old Moat	1.32%	1
Rusholme	1.32%	1
Sharston	1.32%	1
Whalley Range	2.63%	2
Withington	1.32%	1
Woodhouse Park	0.00%	0
Not sure - North	1.32%	1
Not sure - Central	1.32%	1
Not sure - South	1.32%	1
TOTAL		76

Q2: Are you?

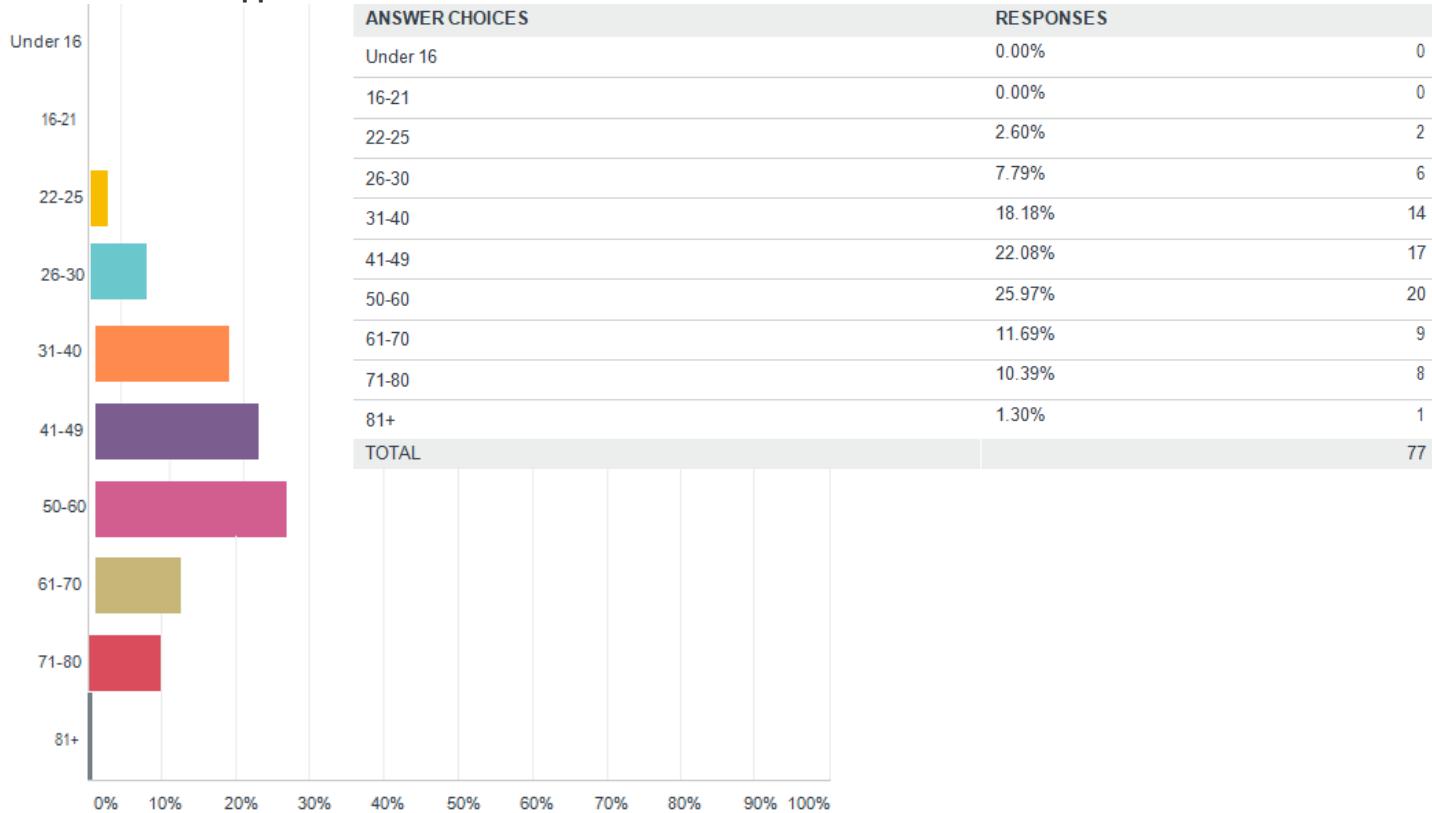
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
A patient	70.13%	54
A carer	5.19%	4
An advocate/support worker	5.19%	4
Other (please specify)	19.48%	15
TOTAL		77

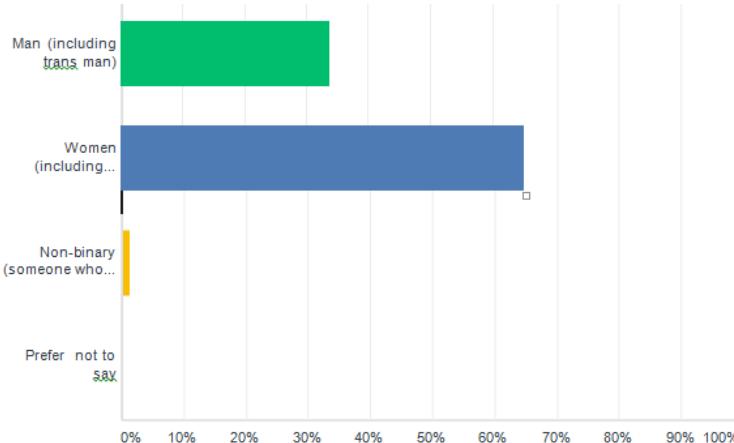
Q3: Why do you use this pharmacy?

Answered: 77 Skipped: 0



Q4: What is your sex?

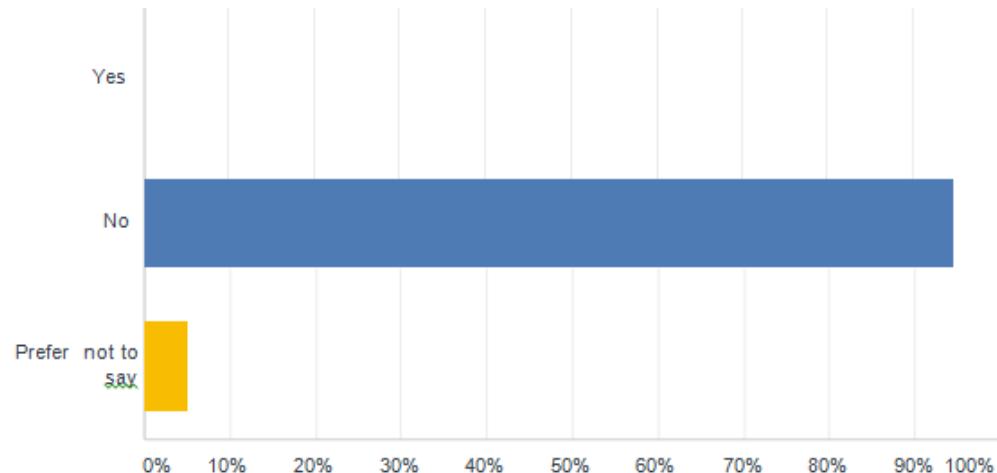
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
Man (including trans man)	33.77%	26
Women (including trans women)	64.94%	50
Non-binary (someone who identifies as neither man nor a woman)	1.30%	1
Prefer not to say	0.00%	0
TOTAL		77

Q5: Have you gone through any part of a process, or do you intend to (including thoughts and actions) to bring your physical sex appearance, and/or your gender role, more in line with your gender identity? (This could include changing your name, your appearance, and the way you dress, taking hormones or having gender confirming surgery)

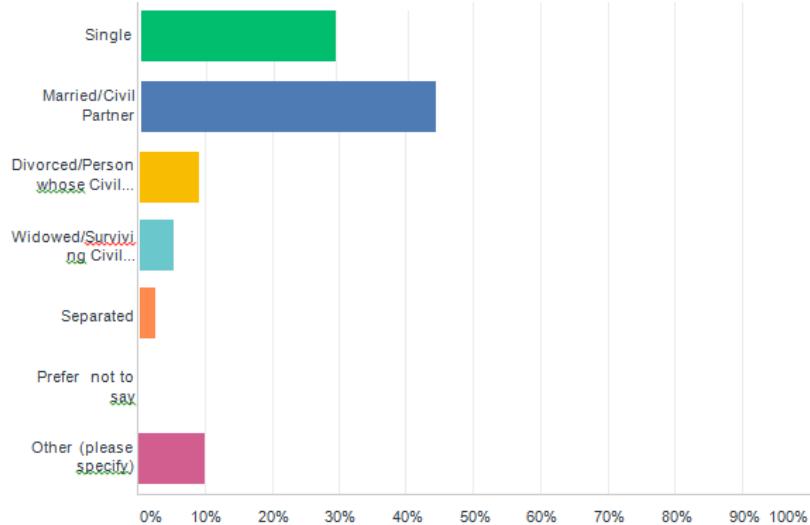
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	94.81%	73
Prefer not to say	5.19%	4
TOTAL		77

Q6:What is your martial status?

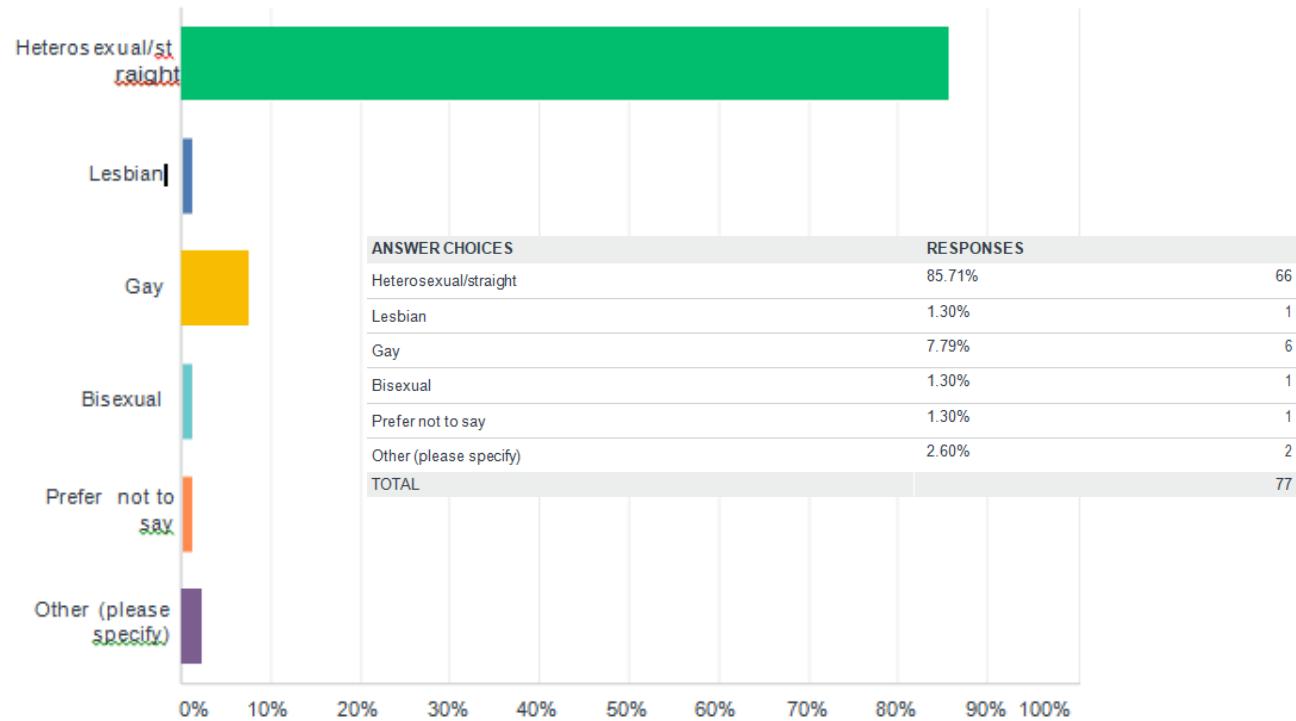
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
Single	28.57%	22
Married/Civil Partner	44.16%	34
Divorced/Person whose Civil Partnership has been dissolved	9.09%	7
Widowed/Surviving Civil Partner	5.19%	4
Separated	2.60%	2
Prefer not to say	0.00%	0
Other (please specify)	10.39%	8
TOTAL		77

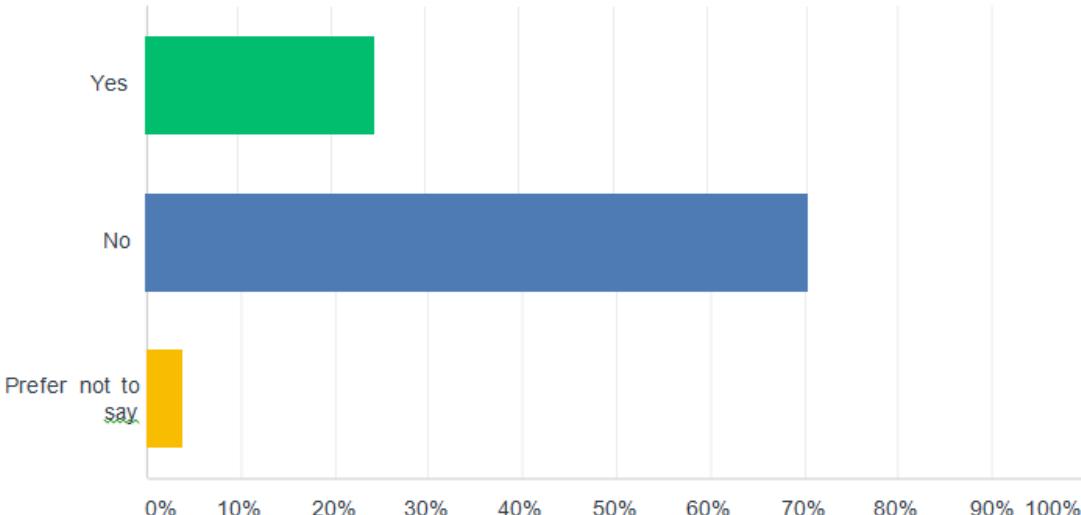
Q7: How would you describe your sexual orientation?

Answered: 77 Skipped: 0



Q8: Do you consider yourself to have a disability or long lasting illness?
This is defined as a physical or mental impairment that has a substantial and long-term negative effect on your ability to do normal daily activities?

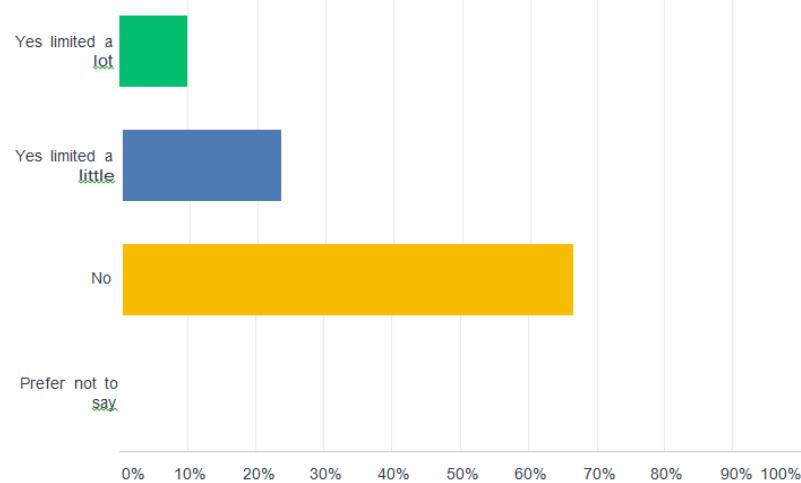
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	24.68%	19
No	71.43%	55
Prefer not to say	3.90%	3
TOTAL		77

Q9: Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (include any issues or problems related to old age)

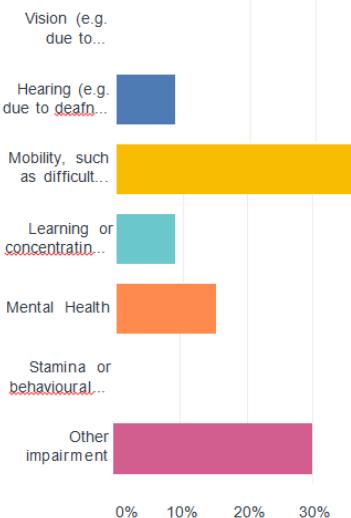
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes limited a lot	10.39%	8
Yes limited a little	23.38%	18
No	66.23%	51
Prefer not to say	0.00%	0
TOTAL		77

Q10: If you have answered yes to the above questions, please indicate your disability:

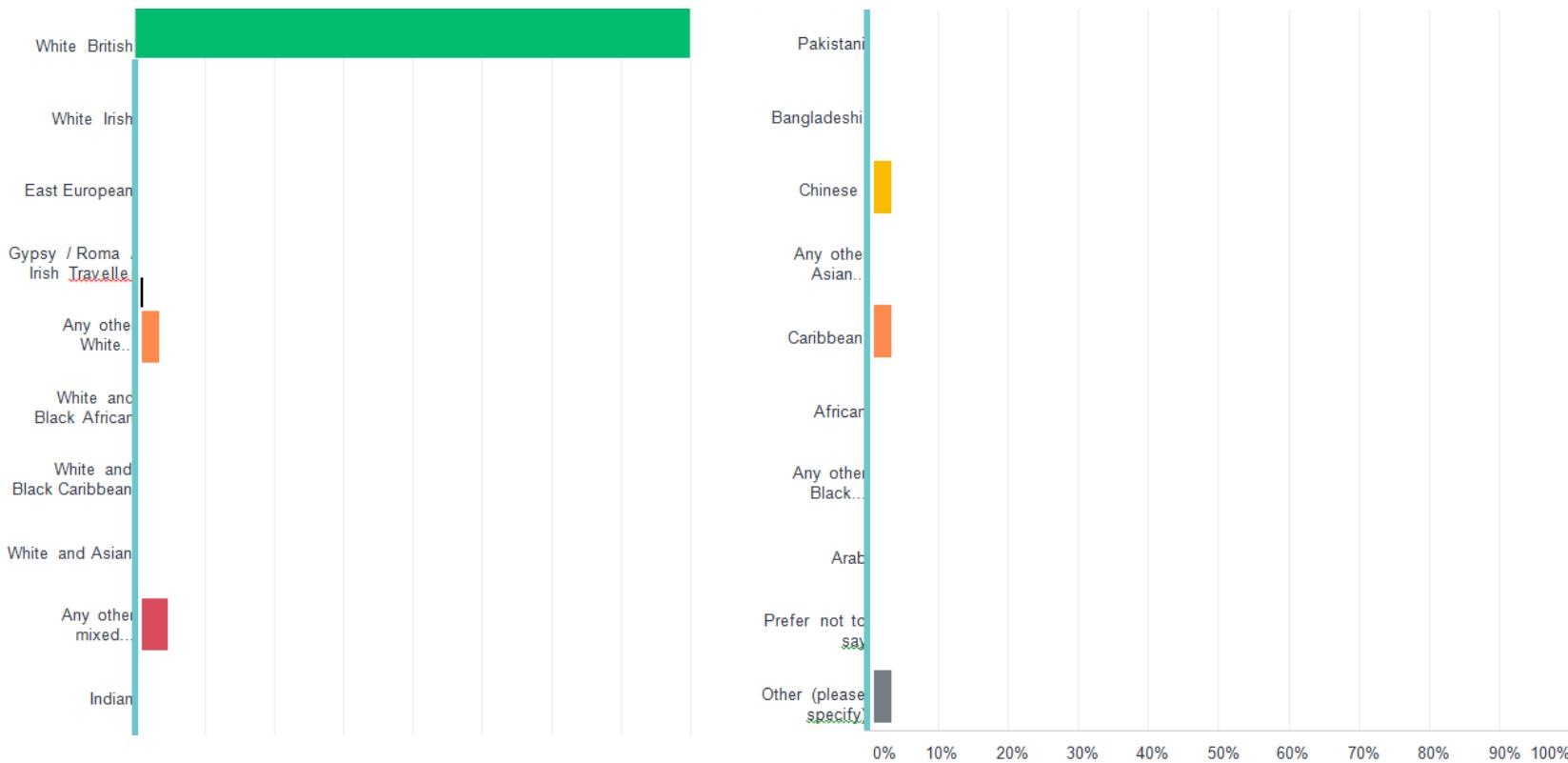
Answered: 33 Skipped: 44



ANSWER CHOICES	RESPONSES
Vision (e.g. due to blindness or partial sight)	0.00% 0
Hearing (e.g. due to deafness or partial hearing)	9.09% 3
Mobility, such as difficulty walking short distances, climbing stairs, lifting and carrying objects	36.36% 12
Learning or concentrating or remembering	9.09% 3
Mental Health	15.15% 5
Stamina or behavioural issues (e.g. due to neuro diverse conditions such as Autism, Attention Deficit Disorder or Asperger's Syndrome)	0.00% 0
Other impairment	30.30% 10
TOTAL	33

Q11: What is your ethnic group?

Answered: 76 Skipped: 1



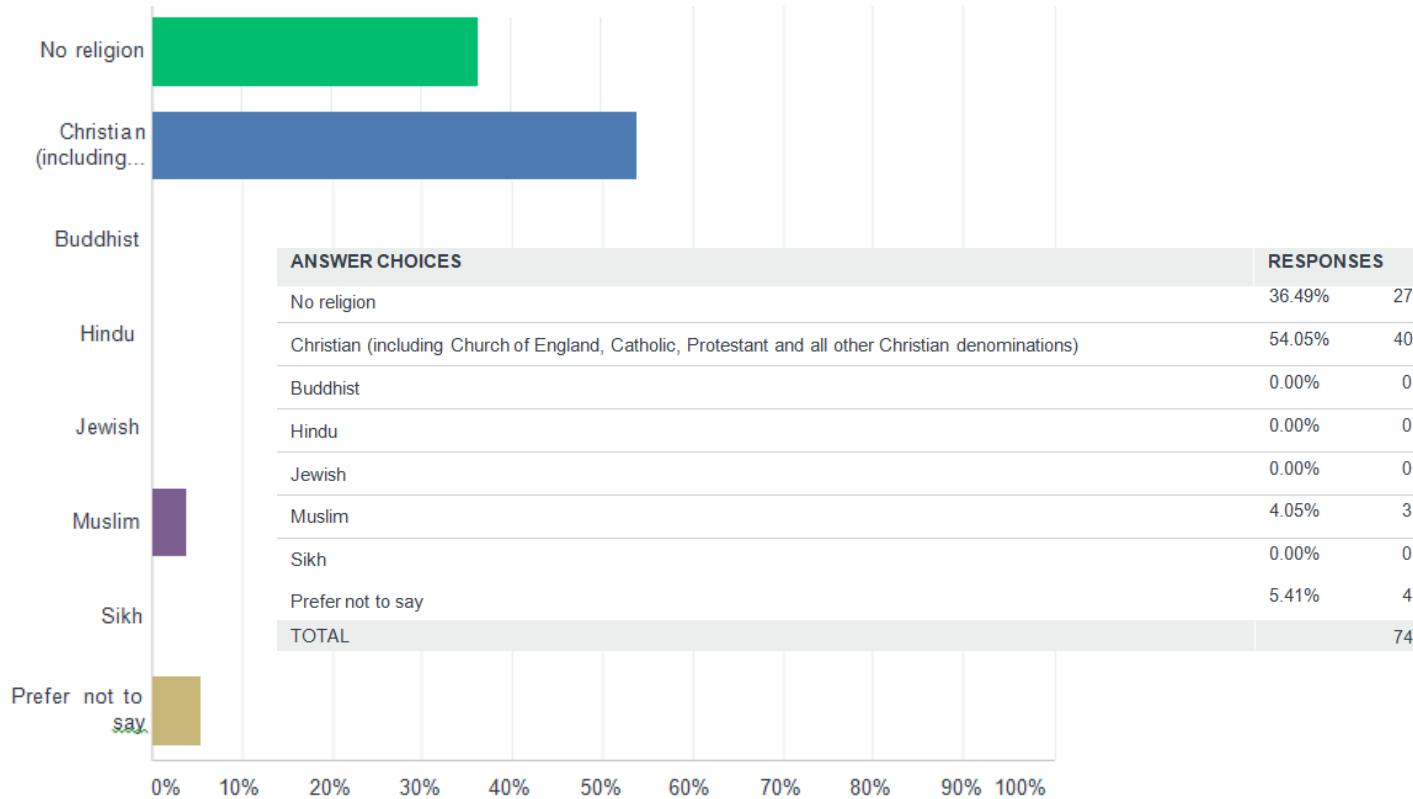
Q11: What is your ethnic group? (Continued)

Answered: 76 Skipped: 1

ANSWER CHOICES	RESPONSES	
White British	80.26%	61
White Irish	0.00%	0
East European	0.00%	0
Gypsy / Roma / Irish Traveller	0.00%	0
Any other White background	2.63%	2
White and Black African	0.00%	0
White and Black Caribbean	0.00%	0
White and Asian	0.00%	0
Any other mixed background	3.95%	3
Indian	1.32%	1
Pakistani	1.32%	1
Bangladeshi	1.32%	1
Chinese	2.63%	2
Any other Asian background	1.32%	1
Caribbean	2.63%	2
African	0.00%	0
Any other Black background	0.00%	0
Arab	0.00%	0
Prefer not to say	0.00%	0
Other (please specify)	2.63%	2
TOTAL		76

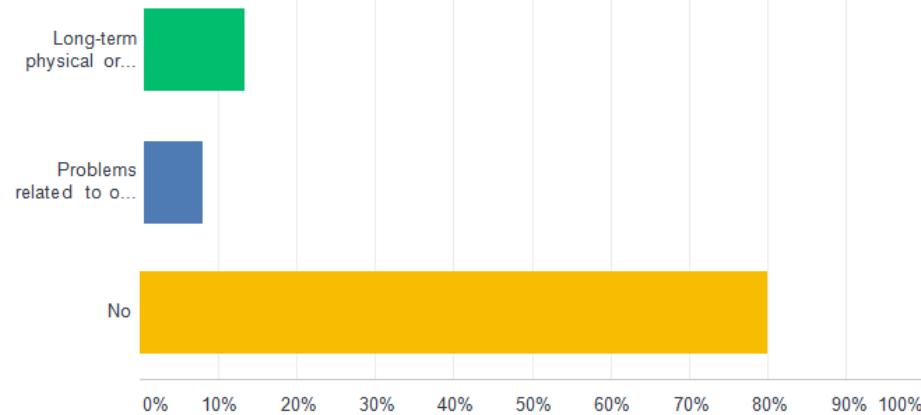
Q12: How would you describe your religious beliefs?

Answered: 74 Skipped: 3



Q13: Are you a carer? Do you look after, or give any help or support to family members, friends, neighbours or others because of either? “A carer is someone of any age who supports, unwaged, a relative, partner or friend who due to physical or mental illness, disability, frailty or addiction could not manage without that support”

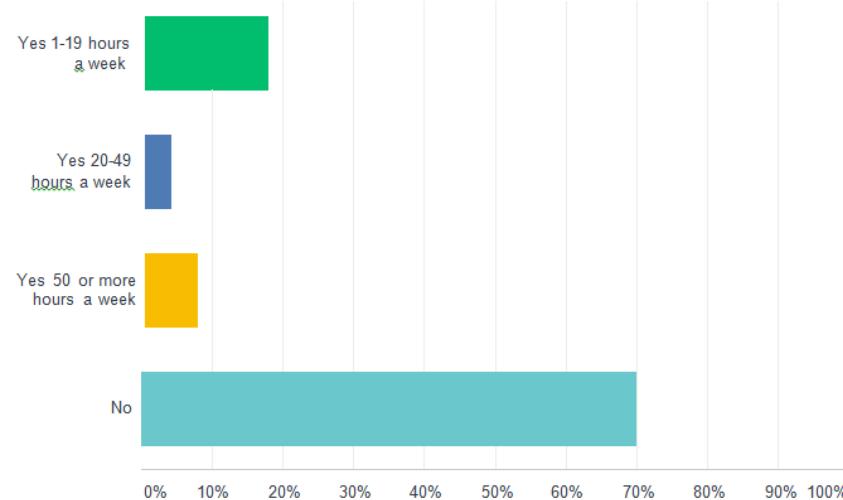
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
Long-term physical or mental ill-health/disability	12.99%	10
Problems related to old age	7.79%	6
No	79.22%	61
TOTAL	77	

Q14: If you answered yes to the above question please tick the appropriate answer below:

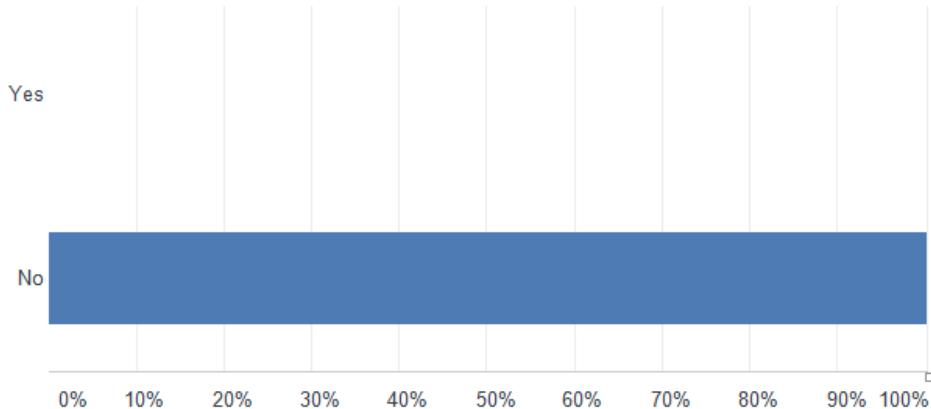
Answered: 51 Skipped: 26



ANSWER CHOICES	RESPONSES	
Yes 1-19 hours a week	17.65%	9
Yes 20-49 hours a week	3.92%	2
Yes 50 or more hours a week	7.84%	4
No	70.59%	36
TOTAL		51

Q15: Are you a military veteran?

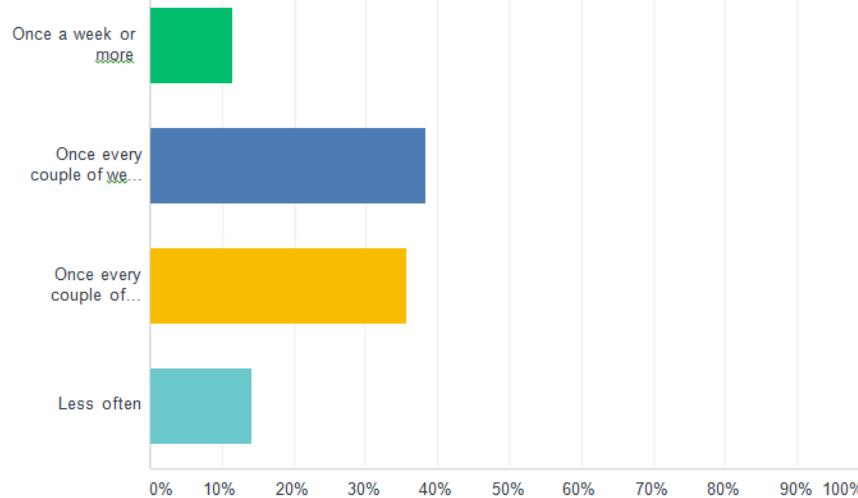
Answered: 75 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	75
TOTAL		75

Q16: How often do you use a pharmacy?

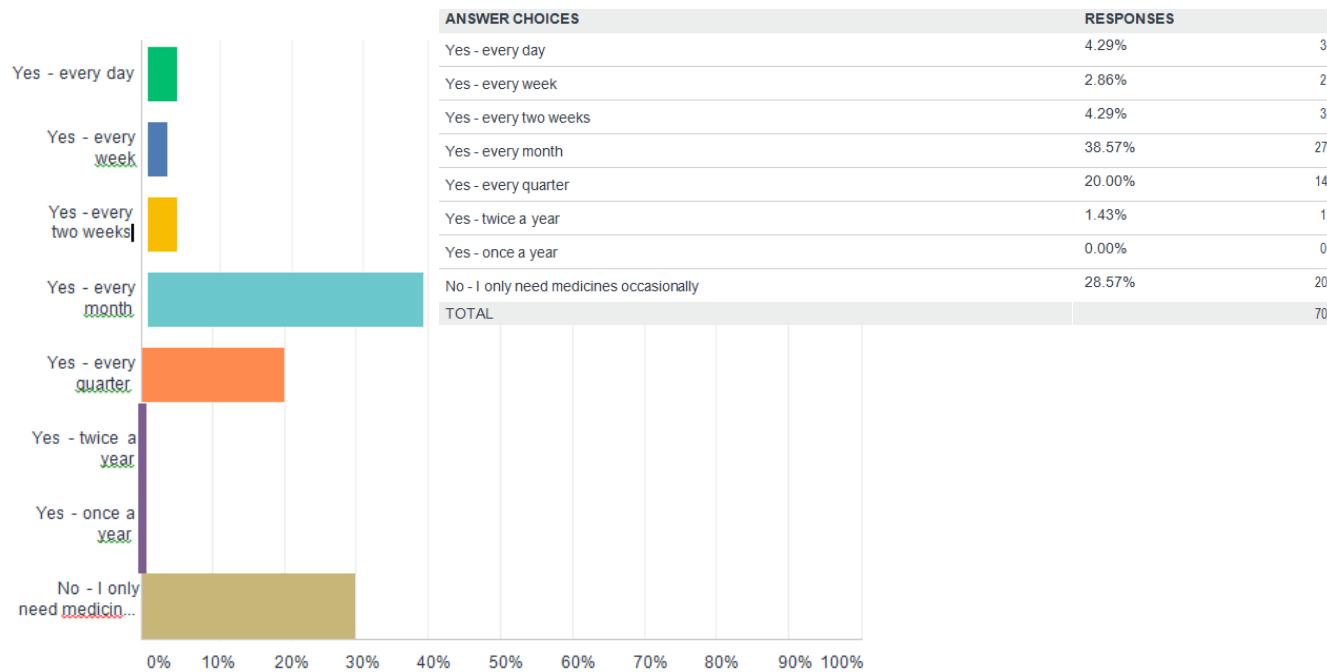
Answered: 70 Skipped: 7



ANSWER CHOICES	RESPONSES	
Once a week or more	11.43%	8
Once every couple of weeks	38.57%	27
Once every couple of months	35.71%	25
Less often	14.29%	10
TOTAL		70

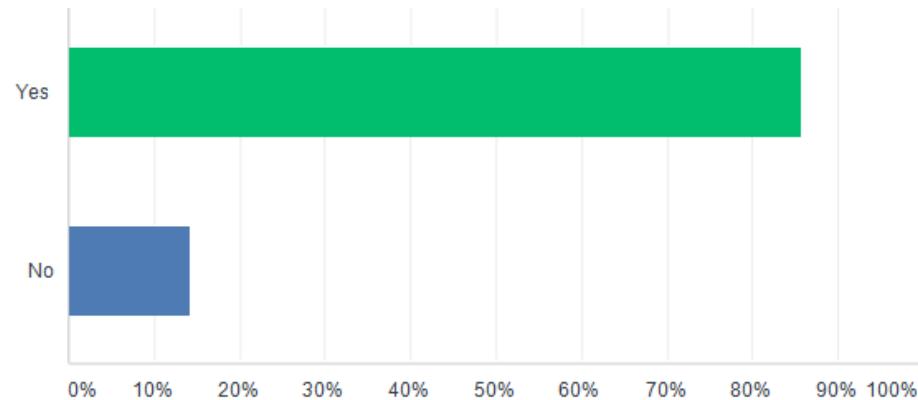
Q17: Do you have a regular prescription dispensed at a pharmacy?

Answered: 70 Skipped: 7



Q18: Do you have a preferred pharmacy that you use regularly?

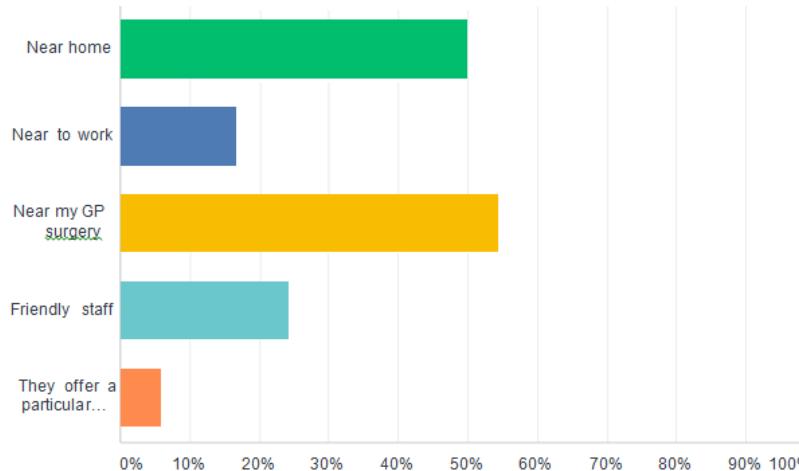
Answered: 70 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	85.71%	60
No	14.29%	10
TOTAL		70

Q19: Why do you prefer to use this pharmacy? (choose as many answers as you like)

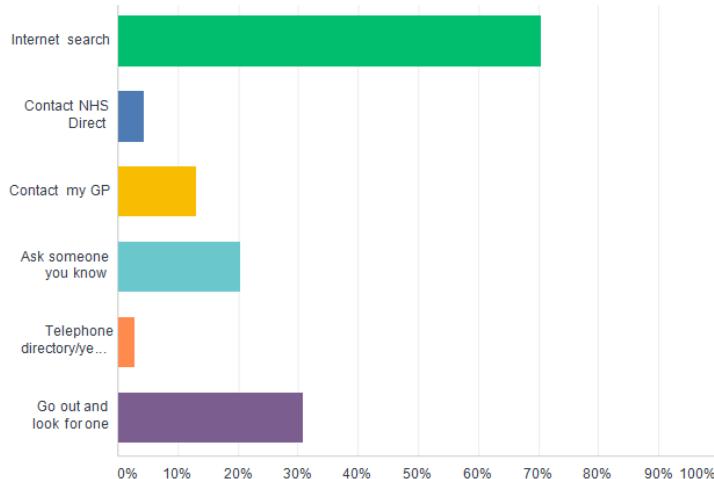
Answered: 66 Skipped: 11



ANSWER CHOICES	RESPONSES	
Near home	50.00%	33
Near to work	16.67%	11
Near my GP surgery	54.55%	36
Friendly staff	24.24%	16
They offer a particular service (please tell us which service in the 'other' box, below)	6.06%	4
Total Respondents: 66		

Q20 How would you find a pharmacy if you needed one? (choose as many as you like)

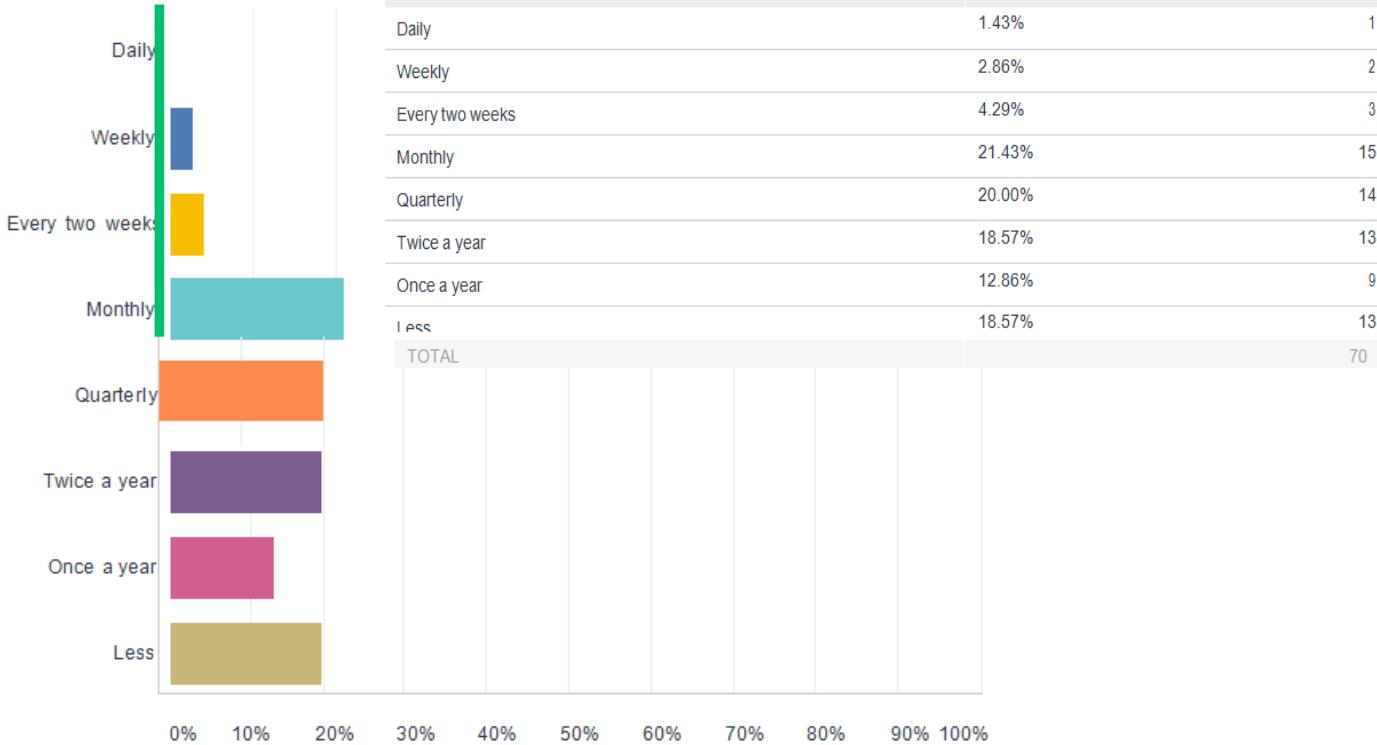
Answered: 68 Skipped: 9



ANSWER CHOICES	RESPONSES
Internet search	70.59% 48
Contact NHS Direct	4.41% 3
Contact my GP	13.24% 9
Ask someone you know	20.59% 14
Telephone directory/yellow pages	2.94% 2
Go out and look for one	30.88% 21
Total Respondents: 68	

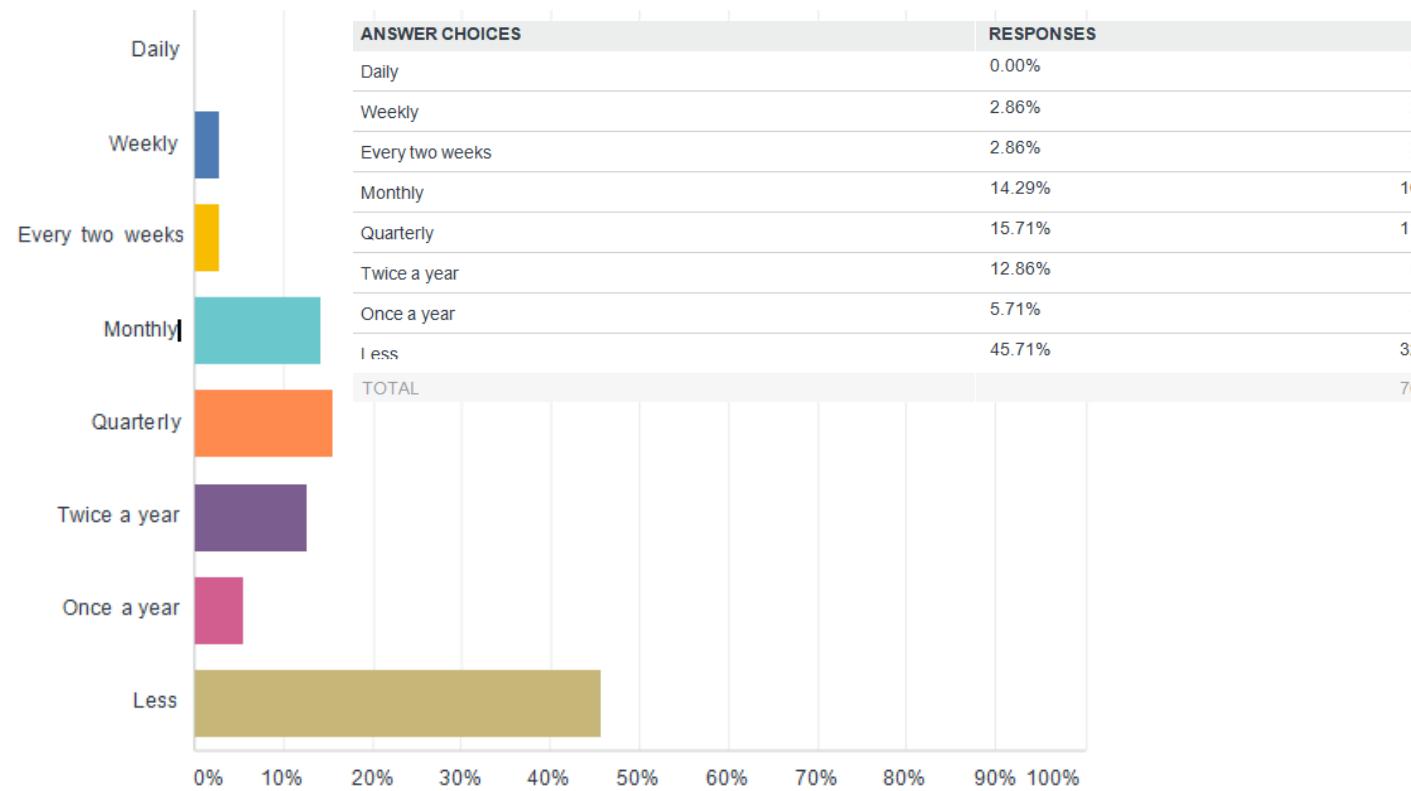
Q21: How often do you buy over-the-counter medicines at your pharmacy?

Answered: 70 Skipped: 7



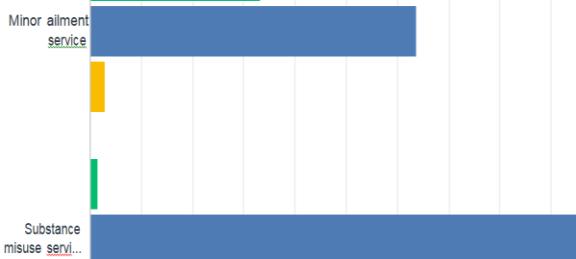
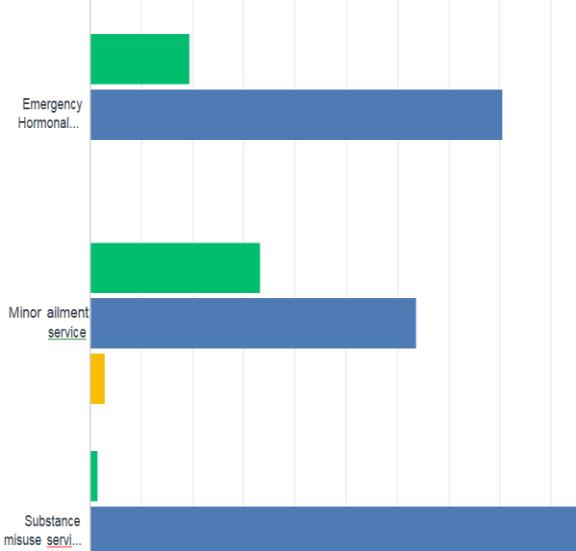
Q22: How often do you buy non-medical items (cosmetics, toiletries etc) at your pharmacy?

Answered: 70 Skipped: 7



Q23: Have you ever bought or used any of the following from your pharmacy?

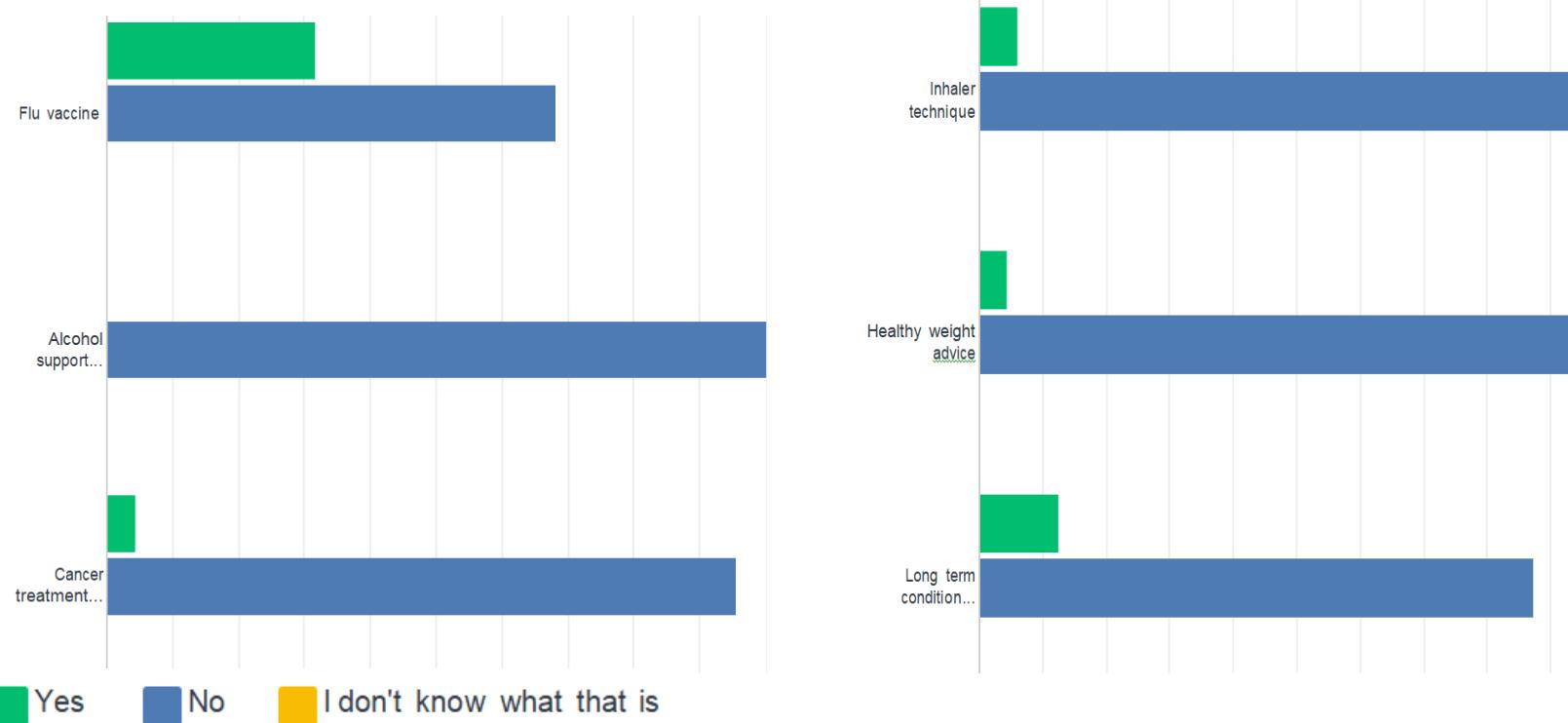
Answered: 69 Skipped: 8



Yes No I don't know what that is

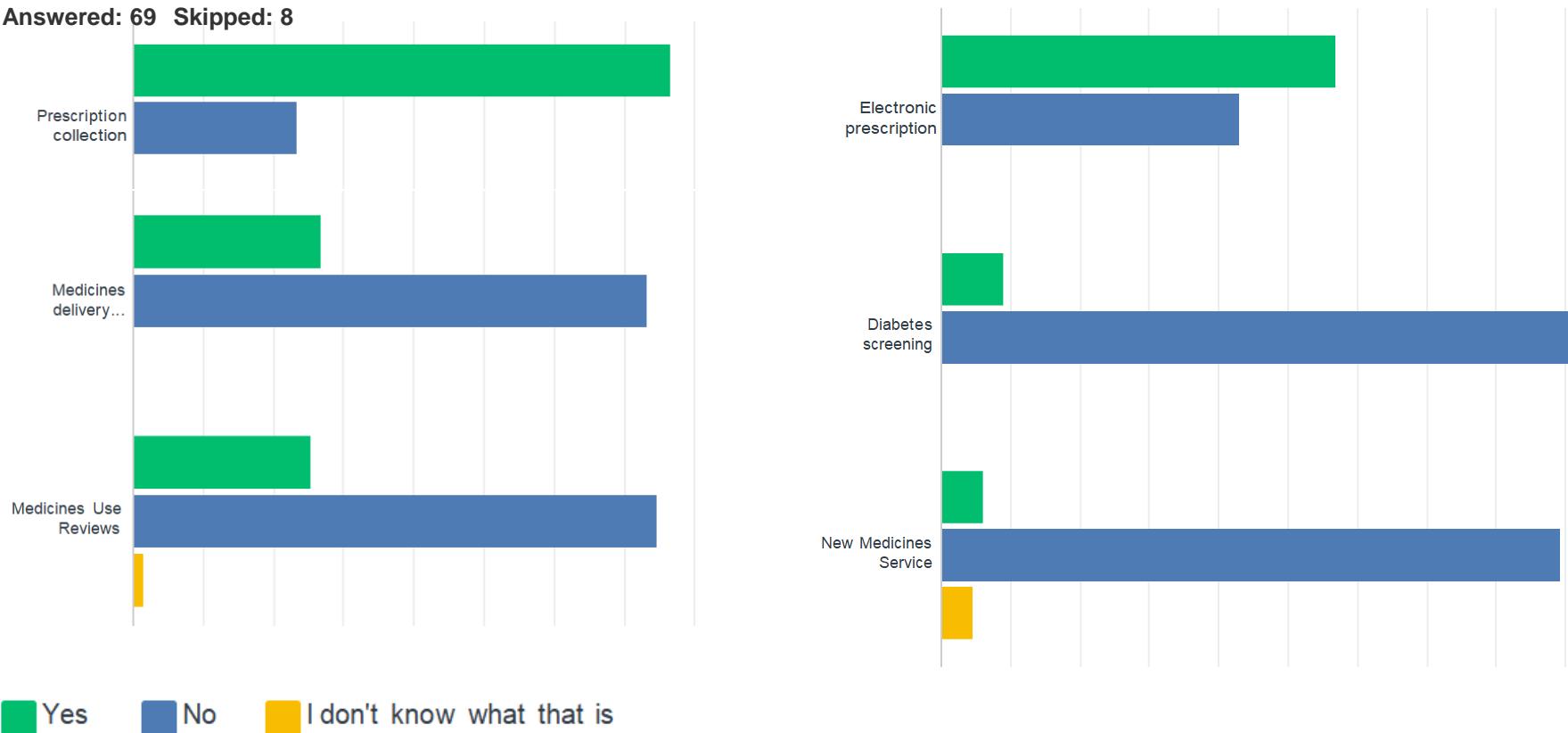
Q23: Have you ever bought or used any of the following from your pharmacy? (Continued)

Answered: 69 Skipped: 8



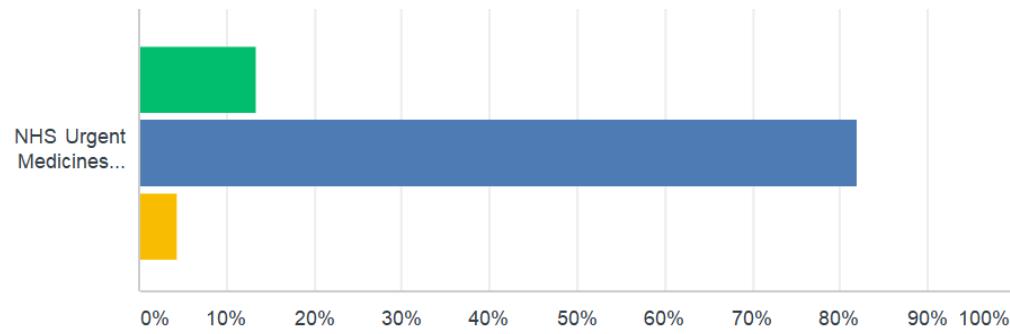
Q23: Have you ever bought or used any of the following from your pharmacy? (Continued)

Answered: 69 Skipped: 8



Q23: Have you ever bought or used any of the following from your pharmacy? (Continued)

Answered: 69 Skipped: 8



█ Yes █ No █ I don't know what that is

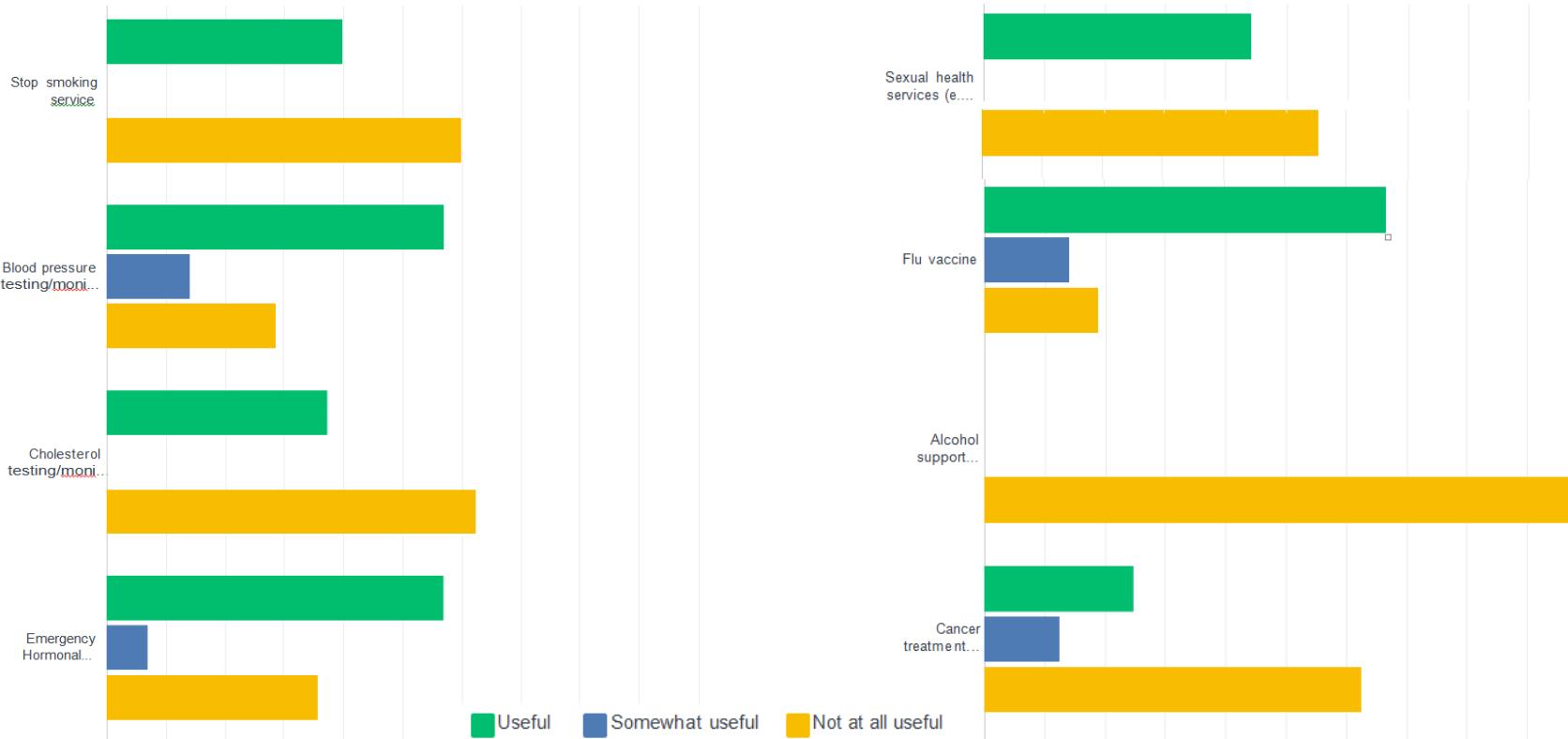
Q23: Have you ever bought or used any of the following from your pharmacy? (Continued)

Answered: 69 Skipped: 8

	YES	NO	I DON'T KNOW WHAT THAT IS	TOTAL RESPONDENTS		YES	NO	I DON'T KNOW WHAT THAT IS	TOTAL RESPONDENTS
Stop smoking service	8.82% 6	91.18% 62	0.00% 0	68	Medicines delivery service	26.87% 18	73.13% 49	0.00% 0	67
Blood pressure testing/monitoring	19.40% 13	79.10% 53	1.49% 1	67	Medicines Use Reviews	25.37% 17	74.63% 50	1.49% 1	67
Cholesterol testing/monitoring	7.46% 5	92.54% 62	0.00% 0	67	Electronic prescription	56.92% 37	43.08% 28	0.00% 0	65
Emergency Hormonal Contraceptive (the morning after pill)	19.40% 13	80.60% 54	0.00% 0	67	Diabetes screening	8.96% 6	91.04% 61	0.00% 0	67
Minor ailment service	33.33% 23	63.77% 44	2.90% 2	69	New Medicines Service	6.15% 4	89.23% 58	4.62% 3	65
Substance misuse service (e.g. observed consumption of medication, needle exchange service)	1.49% 1	98.51% 66	0.00% 0	67	NHS Urgent Medicines Supply	13.43% 9	82.09% 55	4.48% 3	67
Sexual health services (e.g. Chlamydia screening, oral contraception, sexual health advice)	7.46% 5	91.04% 61	1.49% 1	67					
Flu vaccine	31.82% 21	68.18% 45	0.00% 0	66					
Alcohol support services	0.00% 0	100.00% 67	0.00% 0	67					
Cancer treatment support e.g. supply of palliative care medicines	4.41% 3	95.59% 65	0.00% 0	68					
Inhaler technique	5.97% 4	94.03% 63	0.00% 0	67					
Healthy weight advice	4.48% 3	95.52% 64	0.00% 0	67					
Long term condition advice	12.50% 8	87.50% 56	0.00% 0	64					
Prescription collection	76.47% 52	23.53% 16	0.00% 0	68					

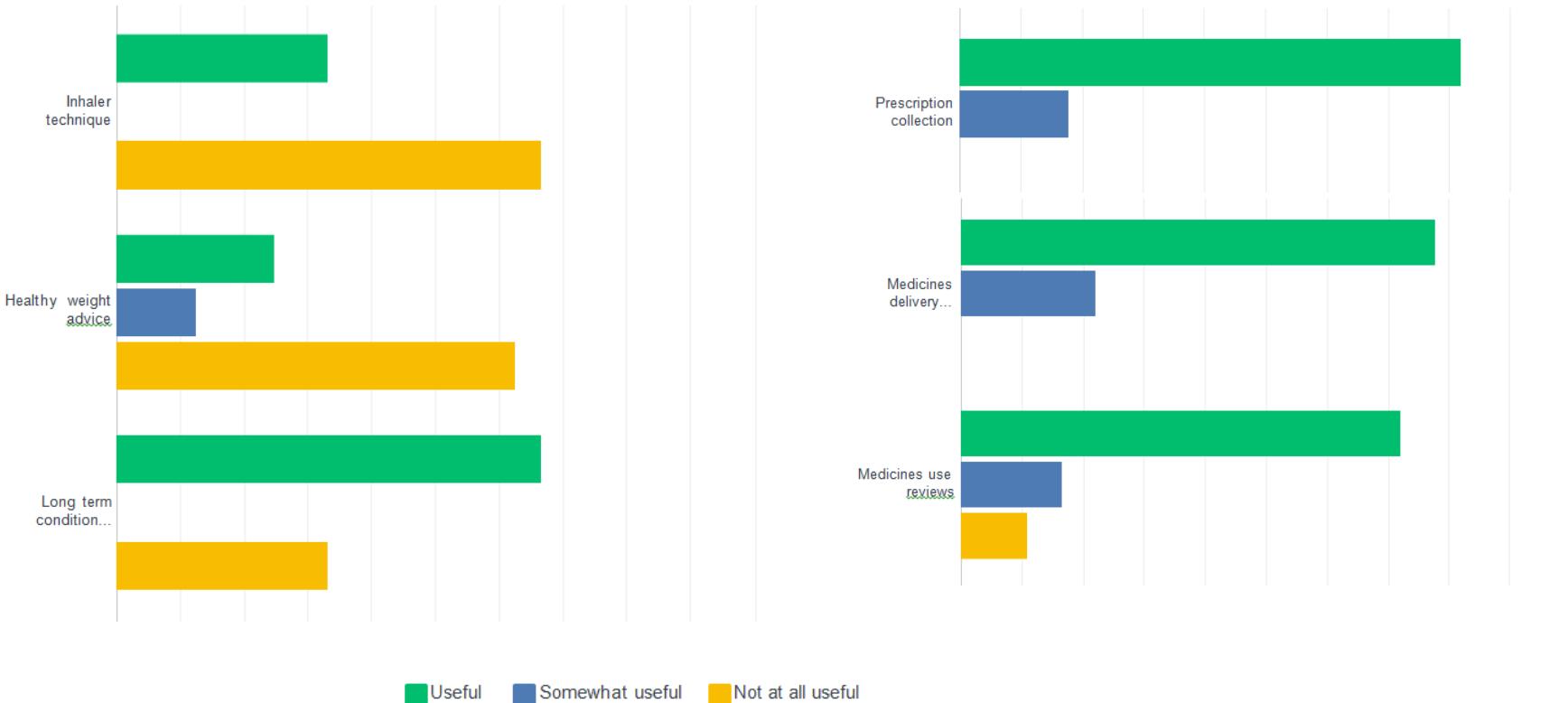
Q24: If you have bought or used any of the following from your pharmacy, how useful did you find these?

Answered: 58 Skipped: 19



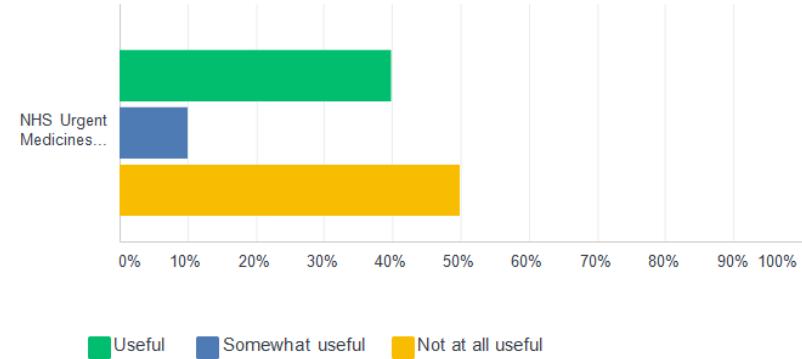
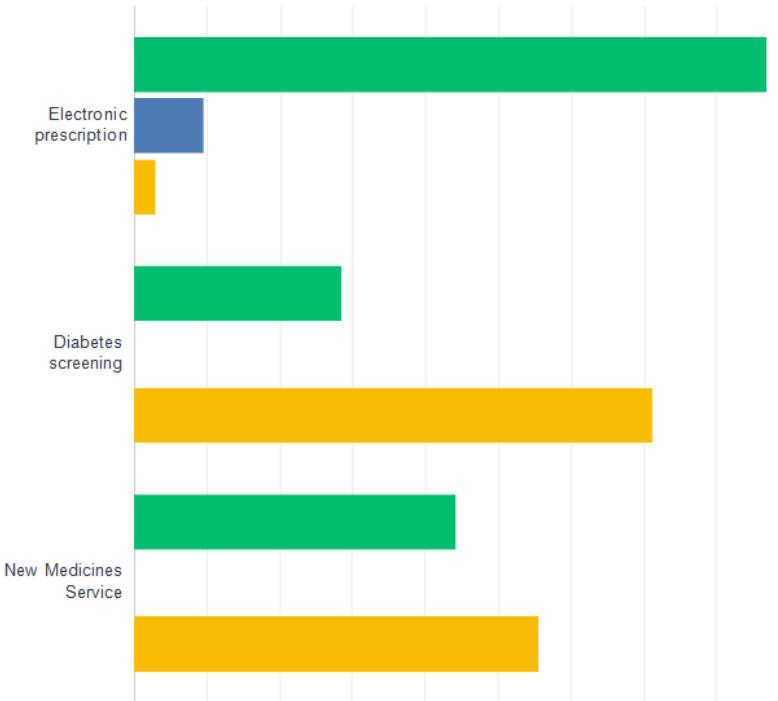
Q24: If you have bought or used any of the following from your pharmacy, how useful did you find these? (Continued)

Answered: 58 Skipped: 19



Q24: If you have bought or used any of the following from your pharmacy, how useful did you find these? (Continued)

Answered: 58 Skipped: 19



■ Useful ■ Somewhat useful ■ Not at all useful

Q24 If you have bought or used any of the following from your pharmacy, how useful did you find these?

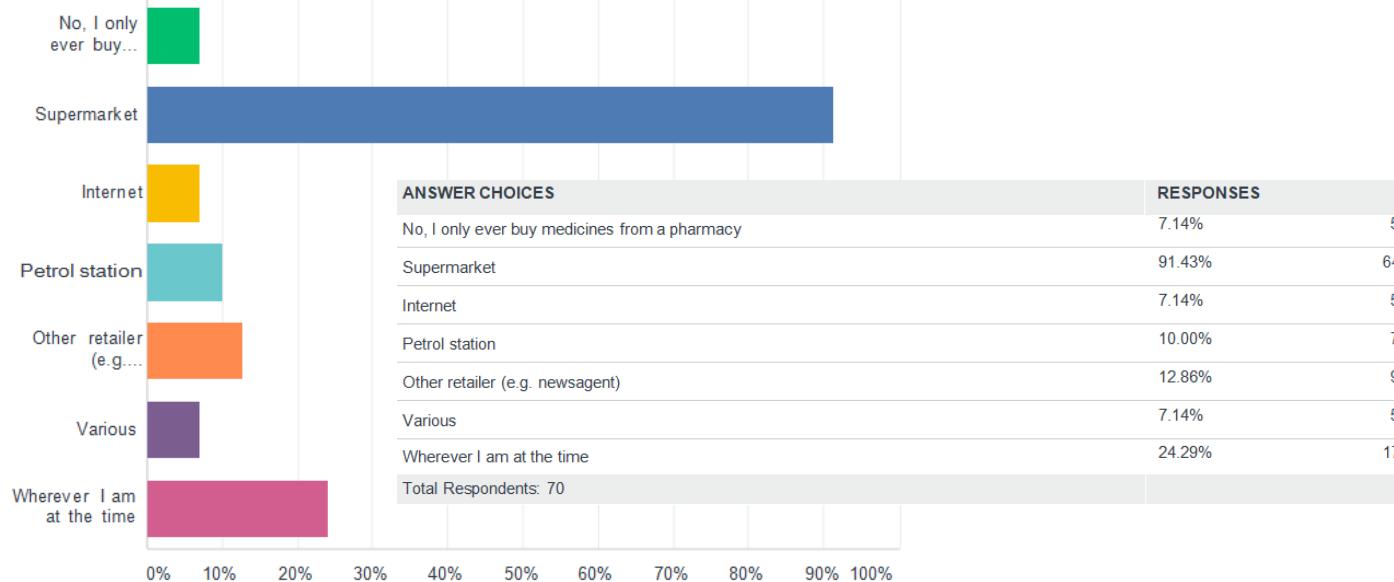
Answered: 58 Skipped: 19

	USEFUL	SOMEWHAT USEFUL	NOT AT ALL USEFUL	TOTAL RESPONDENTS
Stop smoking service	40.00% 4	0.00% 0	60.00% 6	10
Blood pressure testing/monitoring	57.14% 8	14.29% 2	28.57% 4	14
Cholesterol testing/monitoring	37.50% 3	0.00% 0	62.50% 5	8
Emergency Hormonal Contraceptive (the morning after pill)	57.14% 8	7.14% 1	35.71% 5	14
Minor ailment service	57.89% 11	26.32% 5	15.79% 3	19
Substance misuse service (e.g. observed consumption of medication, needle exchange service)	0.00% 0	16.67% 1	83.33% 5	6
Sexual health services (e.g. Chlamydia screening, oral contraception, sexual health advice)	44.44% 4	0.00% 0	55.56% 5	9
Flu vaccine	66.67% 14	14.29% 3	19.05% 4	21
Alcohol support services	0.00% 0	0.00% 0	100.00% 5	5
Cancer treatment support e.g. supply of palliative care medicines	25.00% 2	12.50% 1	62.50% 5	8
Inhaler technique	33.33% 2	0.00% 0	66.67% 4	6
Healthy weight advice	25.00% 2	12.50% 1	62.50% 5	8

	USEFUL	SOMEWHAT USEFUL	NOT AT ALL USEFUL	TOTAL RESPONDENTS
Long term condition advice	66.67% 8	0.00% 0	33.33% 4	12
Prescription collection	82.05% 32	17.95% 7	0.00% 0	39
Medicines delivery service	77.78% 14	22.22% 4	0.00% 0	18
Medicines use reviews	72.22% 13	16.67% 3	11.11% 2	18
Electronic prescription	87.10% 27	9.68% 3	3.23% 1	31
Diabetes screening	28.57% 2	0.00% 0	71.43% 5	7
New Medicines Service	44.44% 4	0.00% 0	55.56% 5	9
NHS Urgent Medicines Supply	40.00% 4	10.00% 1	50.00% 5	10

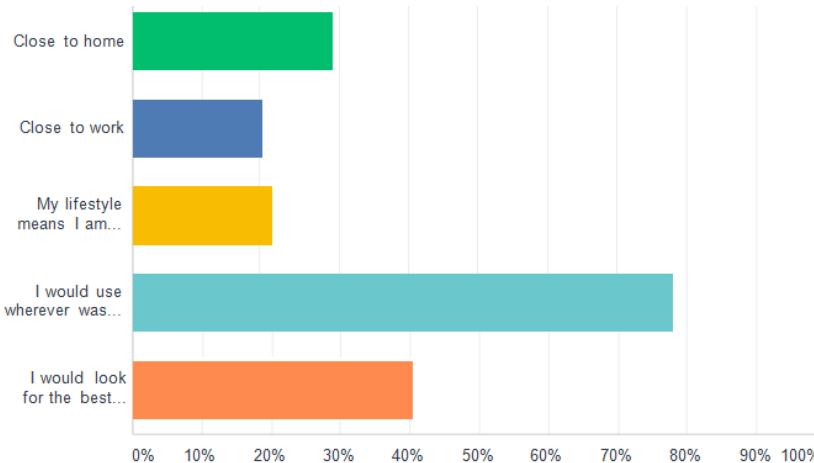
Q25 Do you ever buy over-the-counter medicines from anywhere OTHER than a pharmacy? (choose as many as you like)

Answered: 70 Skipped: 7



Q26 What would lead you to buy over-the-counter medicines from somewhere other than a pharmacy? (choose as many as you like)

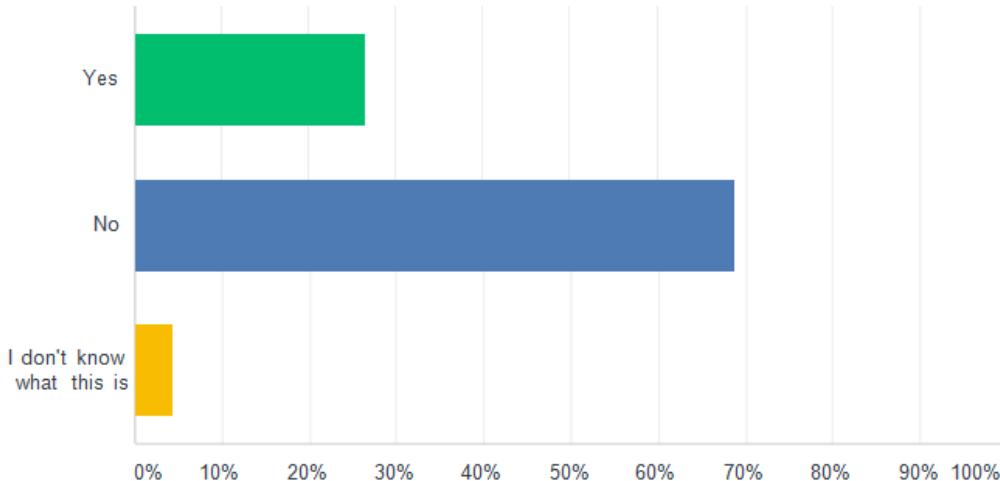
Answered: 69 Skipped: 8



ANSWER CHOICES	RESPONSES	
Close to home	28.99%	20
Close to work	18.84%	13
My lifestyle means I am often in different places	20.29%	14
I would use wherever was most convenient at the time	78.26%	54
I would look for the best price	40.58%	28
Total Respondents: 69		

Q27: Have you ever had a medicines use review at your pharmacy?

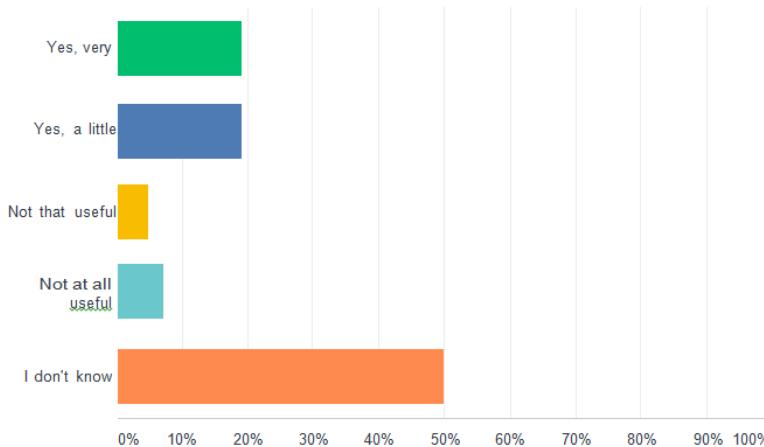
Answered: 68 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	26.47%	18
No	69.12%	47
I don't know what this is	4.41%	3
TOTAL	68	

Q28: Did you find it useful?

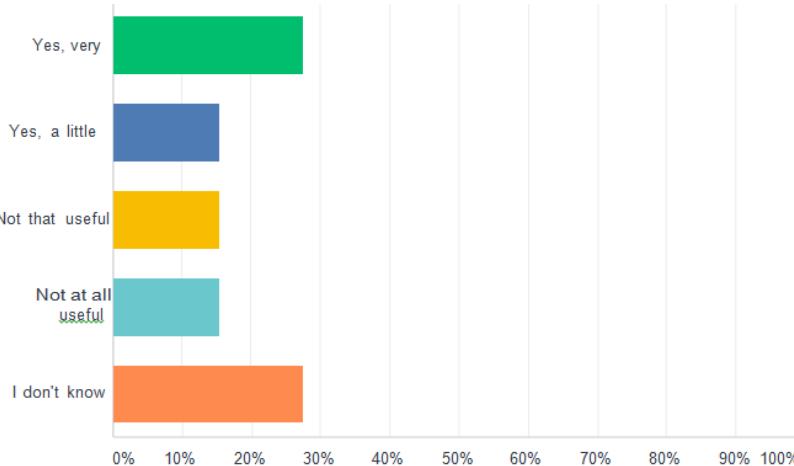
Answered: 42 Skipped: 35



ANSWER CHOICES	RESPONSES	
Yes, very	19.05%	8
Yes, a little	19.05%	8
Not that useful	4.76%	2
Not at all useful	7.14%	3
I don't know	50.00%	21
TOTAL		42

Q29: Would you find one useful?

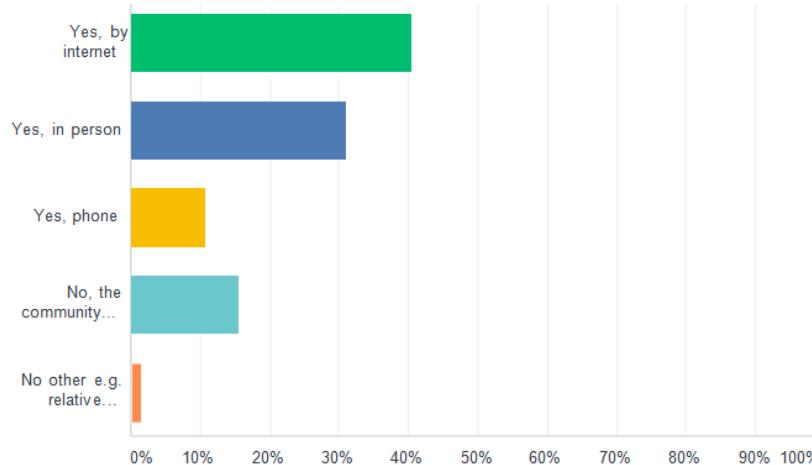
Answered: 65 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes, very	27.69%	18
Yes, a little	15.38%	10
Not that useful	15.38%	10
Not at all useful	15.38%	10
I don't know	26.15%	17
TOTAL		65

Q30: Do you normally order your own prescriptions from your GP?

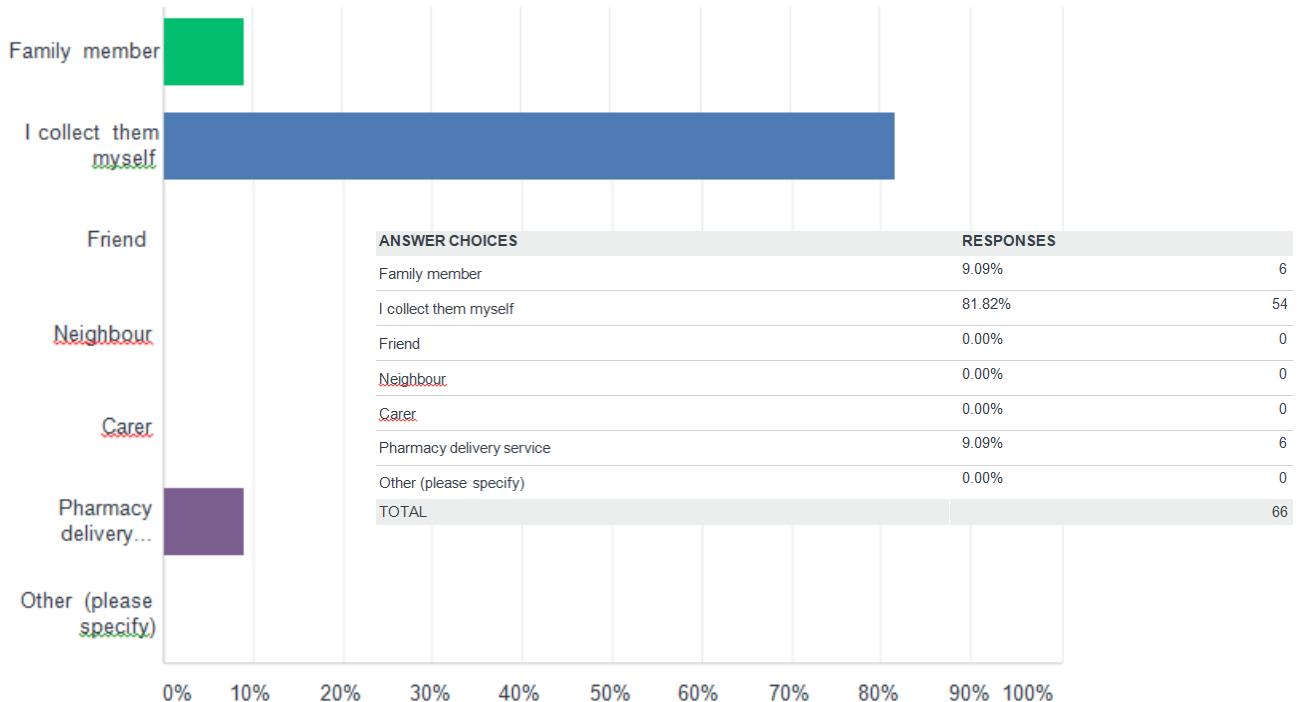
Answered: 64 Skipped: 13



ANSWER CHOICES	RESPONSES	
Yes, by internet	40.63%	26
Yes, in person	31.25%	20
Yes, phone	10.94%	7
No, the community pharmacy does this for me	15.63%	10
No other e.g. relative phones. Please specify:	1.56%	1
TOTAL		64

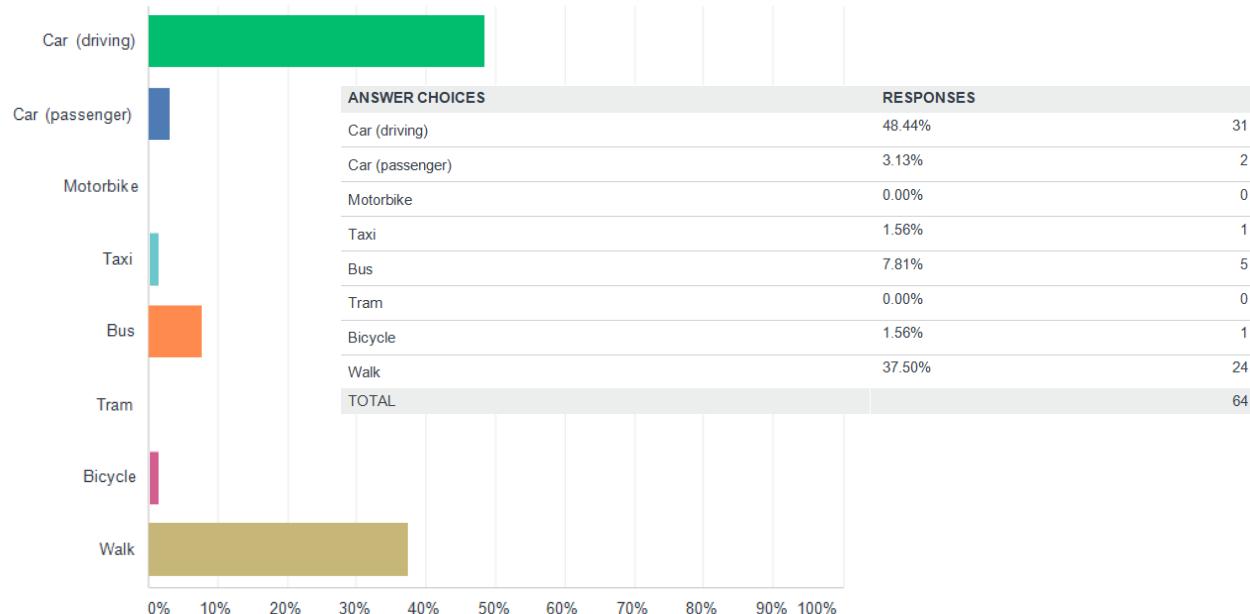
Q31:Who collects your medicines for you?

Answered: 66 Skipped: 11



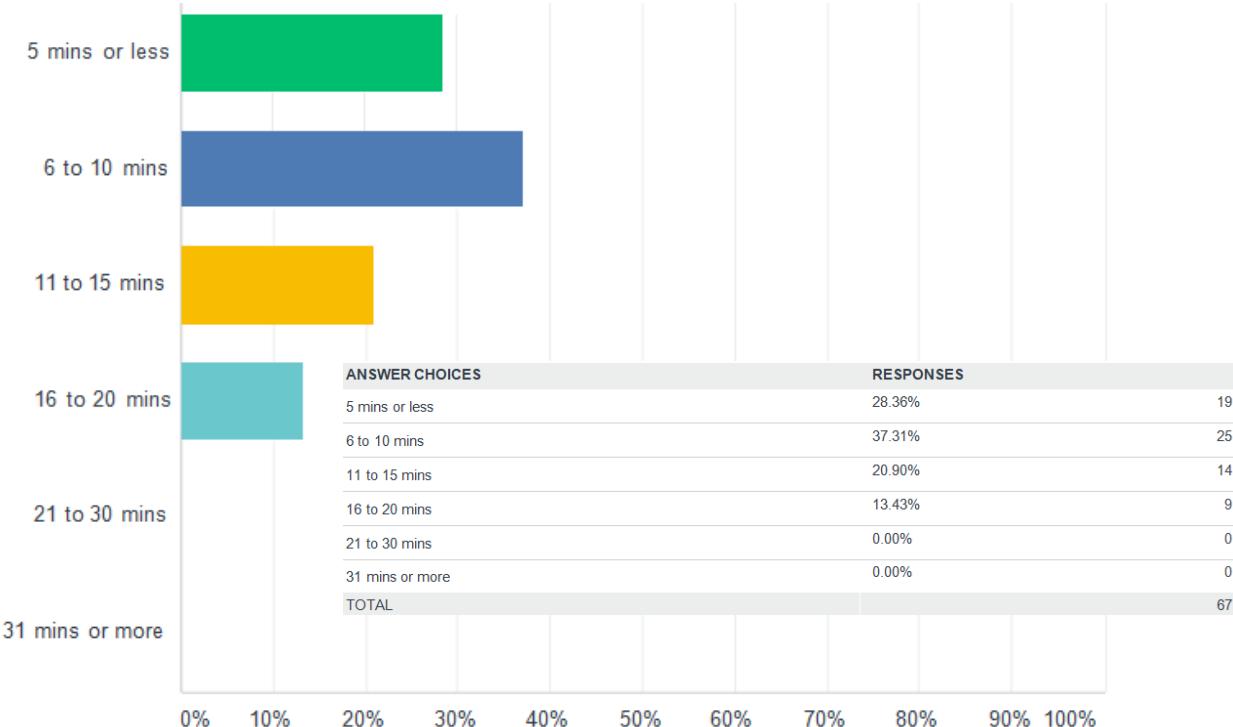
Q32: How do you normally travel to your pharmacy?

Answered: 64 Skipped: 13



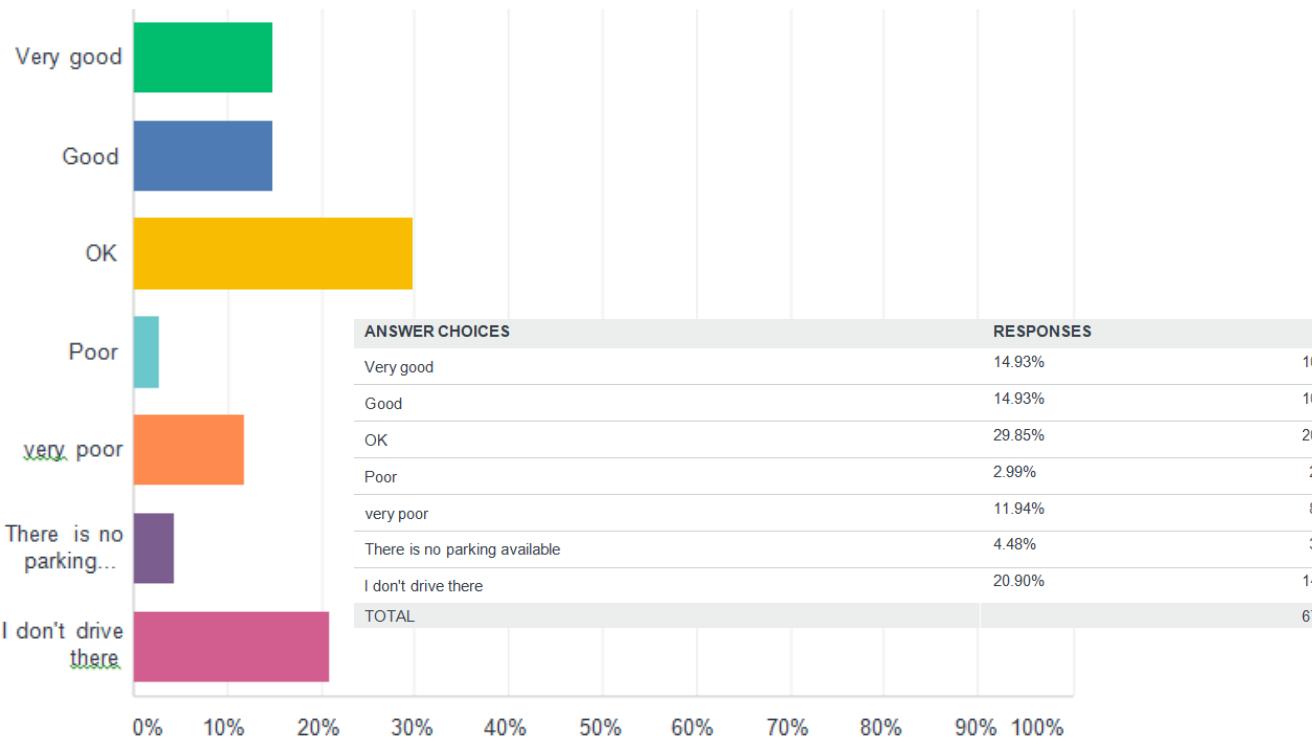
Q33: On average, how long does it normally take you to get to your pharmacy?

Answered: 67 Skipped: 10



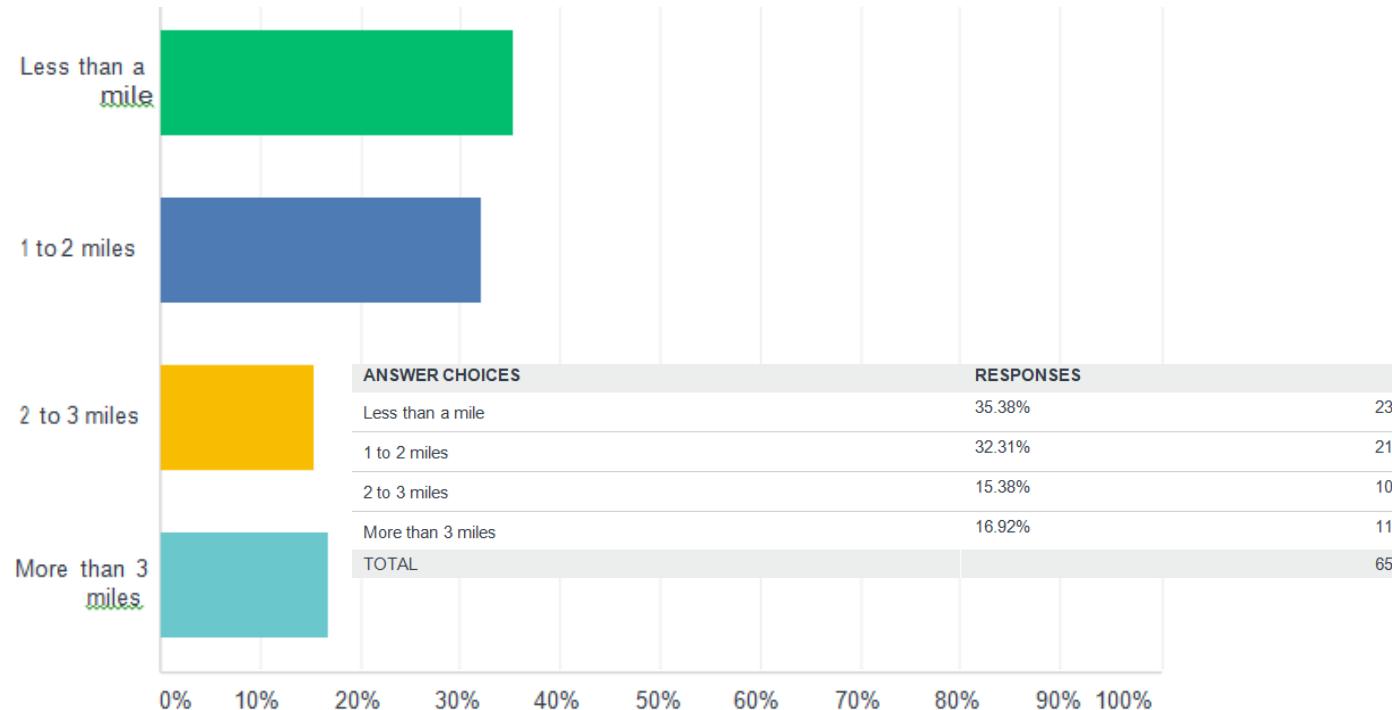
Q34: How would you rate the parking facilities at your pharmacy?

Answered: 67 Skipped: 10



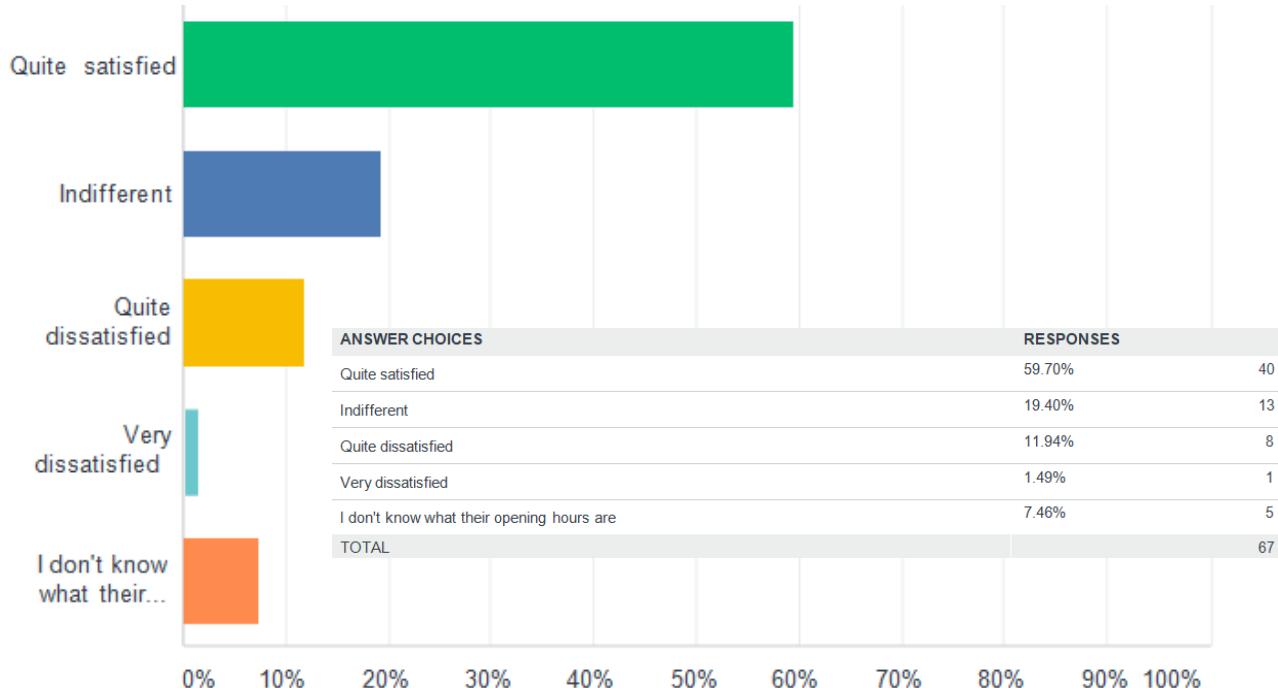
Q35 How far are you willing to travel to a pharmacy?

Answered: 65 Skipped: 12



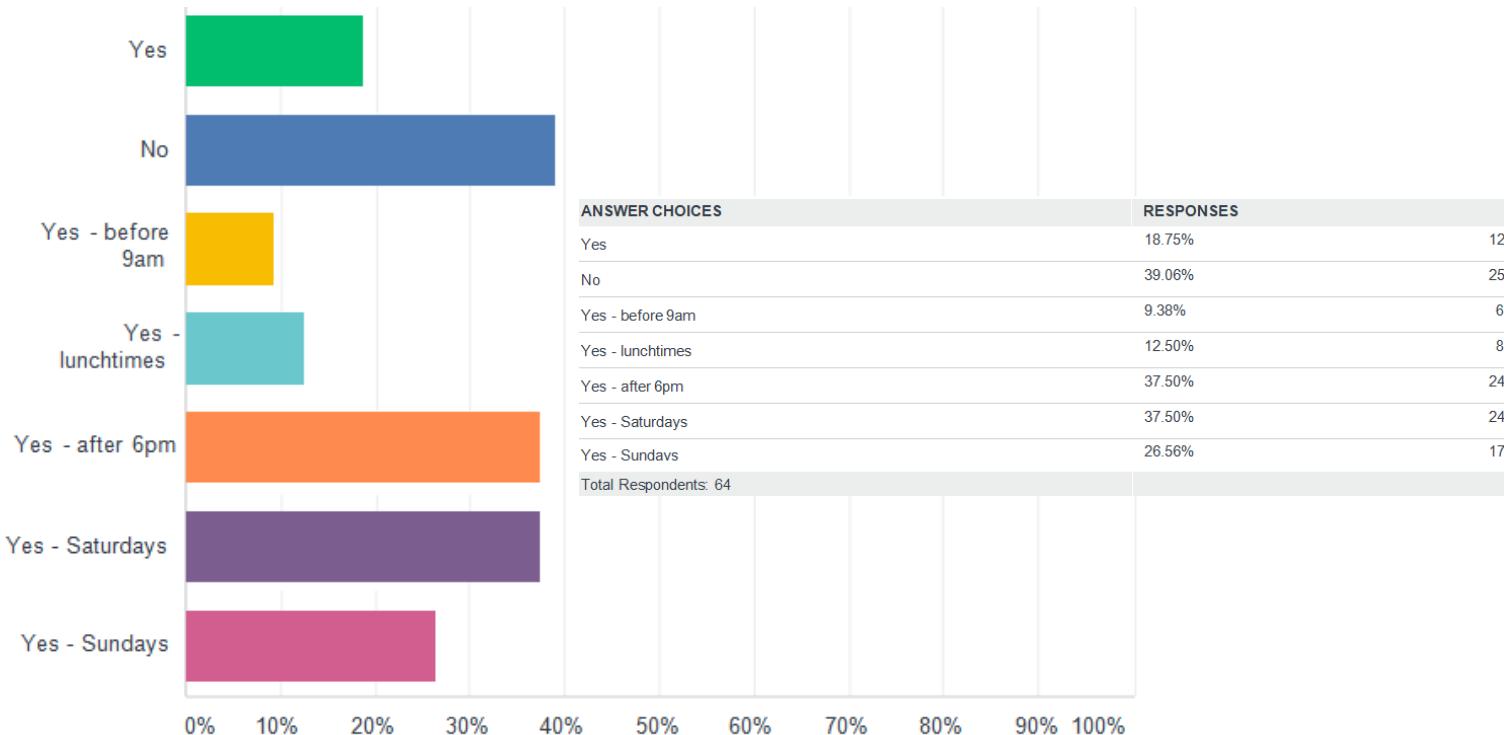
Q36: How satisfied are you with the opening hours at your pharmacy?

Answered: 67 Skipped: 10



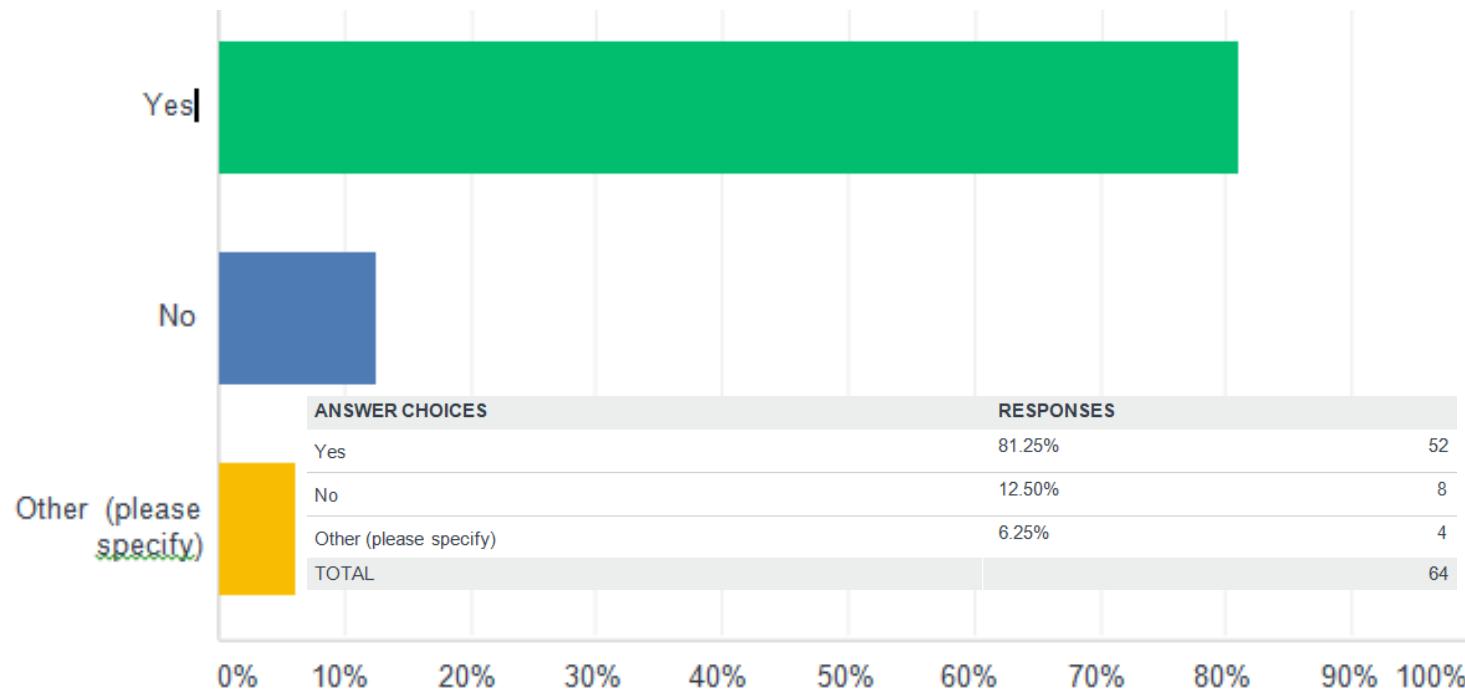
Q37: Would you like your pharmacy to open longer/extra hours? (Tick up to three)

Answered: 64 Skipped: 13



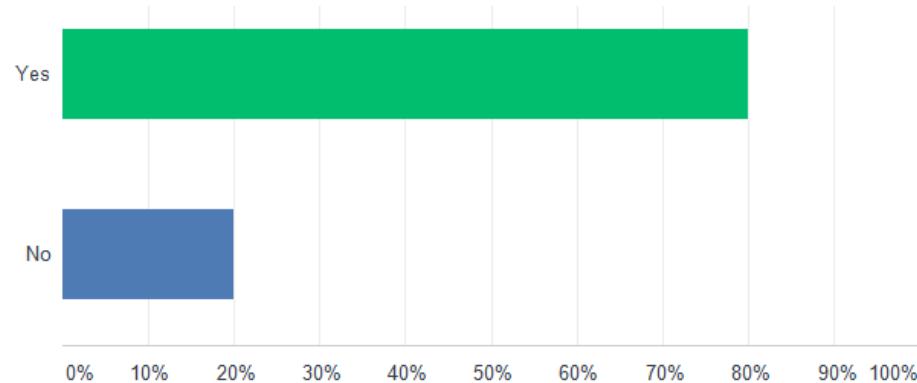
Q38: Does your preferred pharmacy have good transport links?

Answered: 64 Skipped: 13



Q39: Did you know that there are pharmacies in Manchester that open early mornings, late nights and weekends?

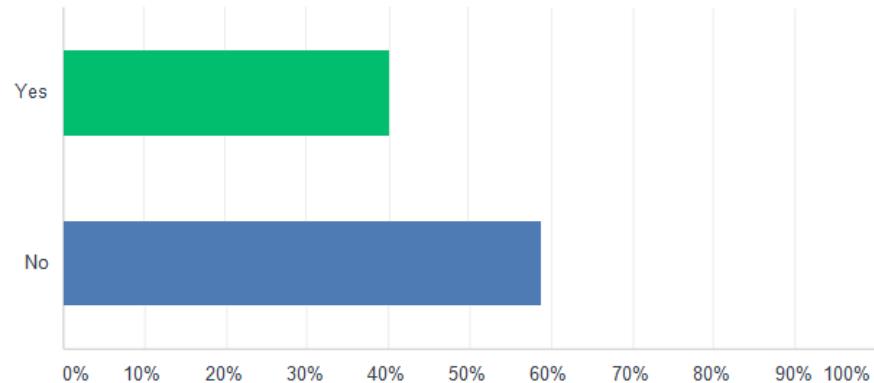
Answered: 66 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	80.30%	53
No	19.70%	13
TOTAL		66

Q40: Do you know where your nearest is/are?

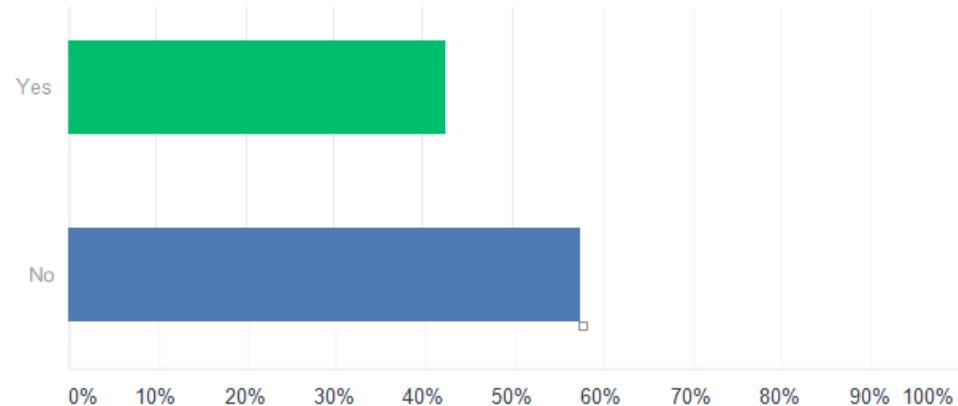
Answered: 66 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	40.91%	27
No	59.09%	39
TOTAL		66

Q41: Have you used one?

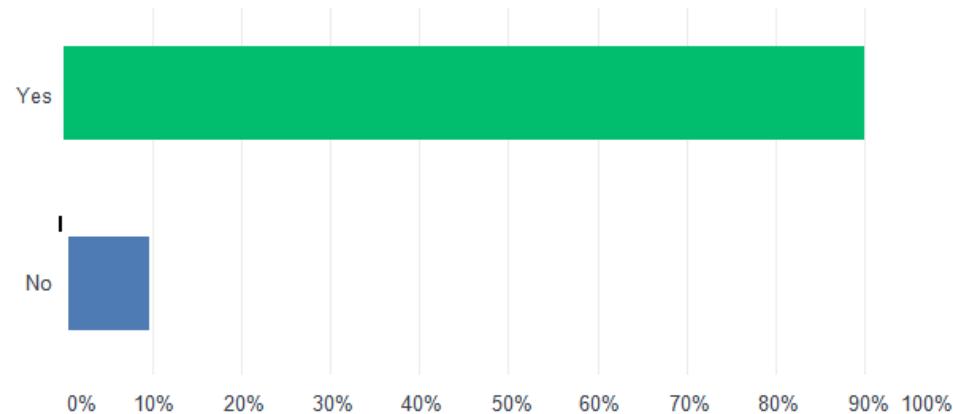
Answered: 66 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	42.42%	28
No	57.58%	38
TOTAL		66

Q42: Would you use one?

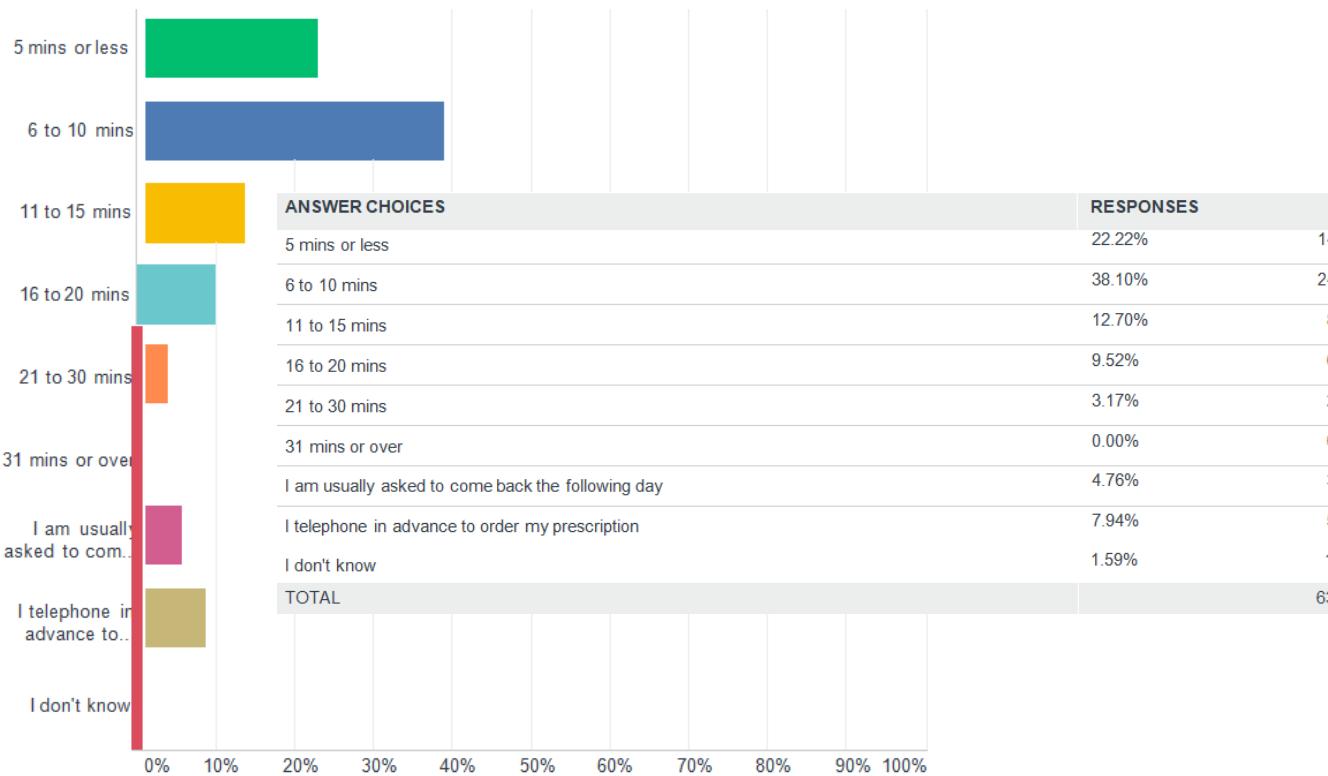
Answered: 65 Skipped: 12



ANSWER CHOICES	RESPONSES
Yes	90.77% 59
No	9.23% 6
TOTAL	65

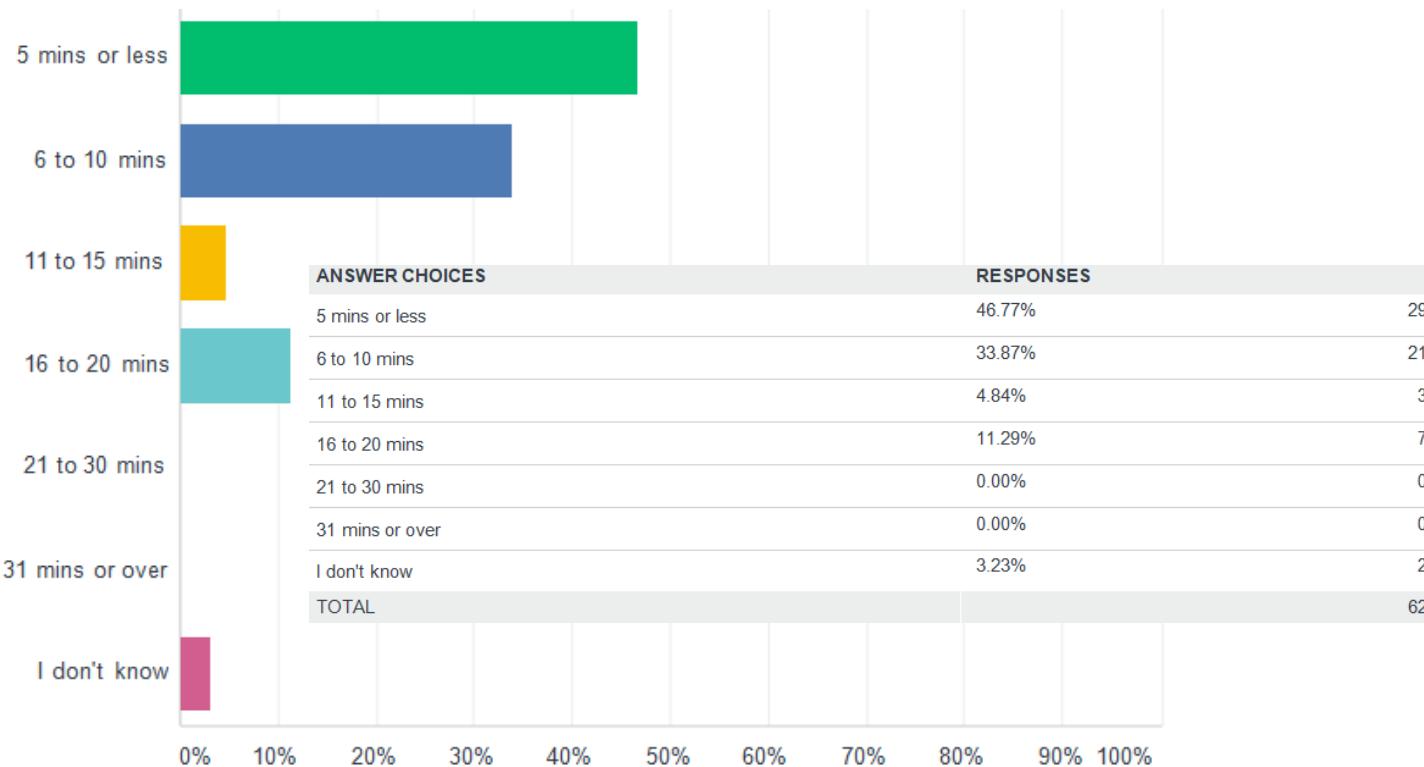
Q43 On average, how long do you have to wait for the pharmacy to give you your medicines?

Answered: 63 Skipped: 14



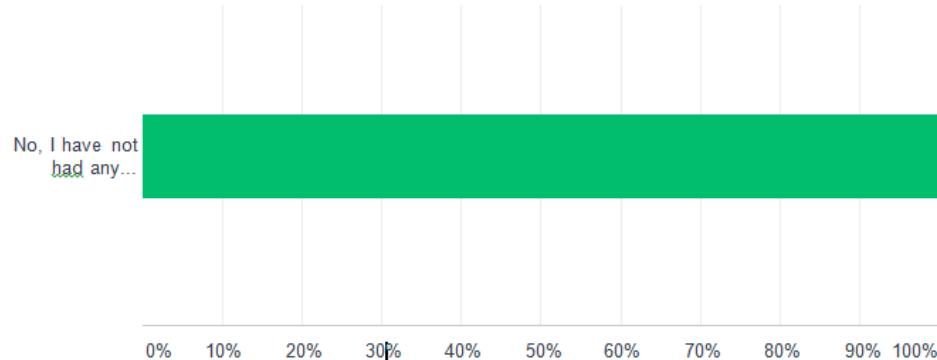
Q44: When you return to pick up your medicines, how long do you usually have to wait?

Answered: 62 Skipped: 15



Q45: Have you had any problems with your pharmacy in the last five years?

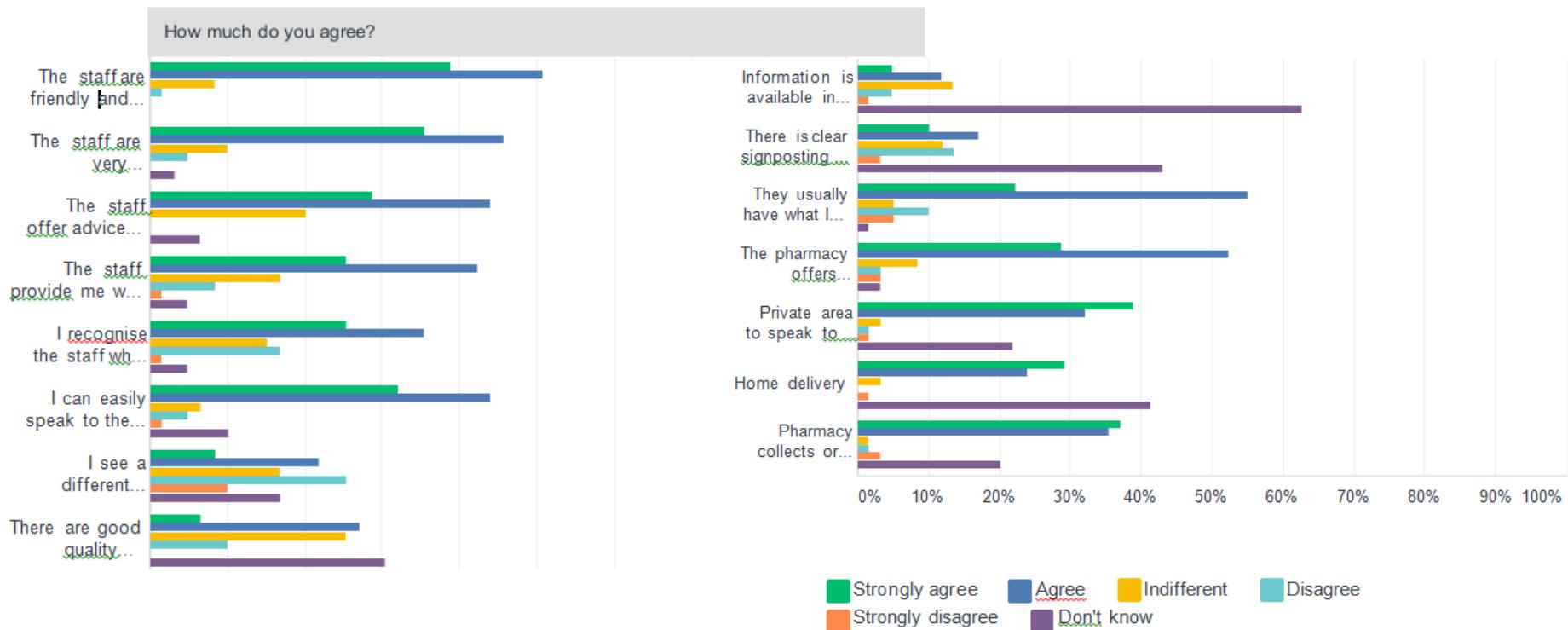
Answered: 47 Skipped: 30



ANSWER CHOICES	RESPONSES	
No, I have not had any problems	100.00%	47
TOTAL		47

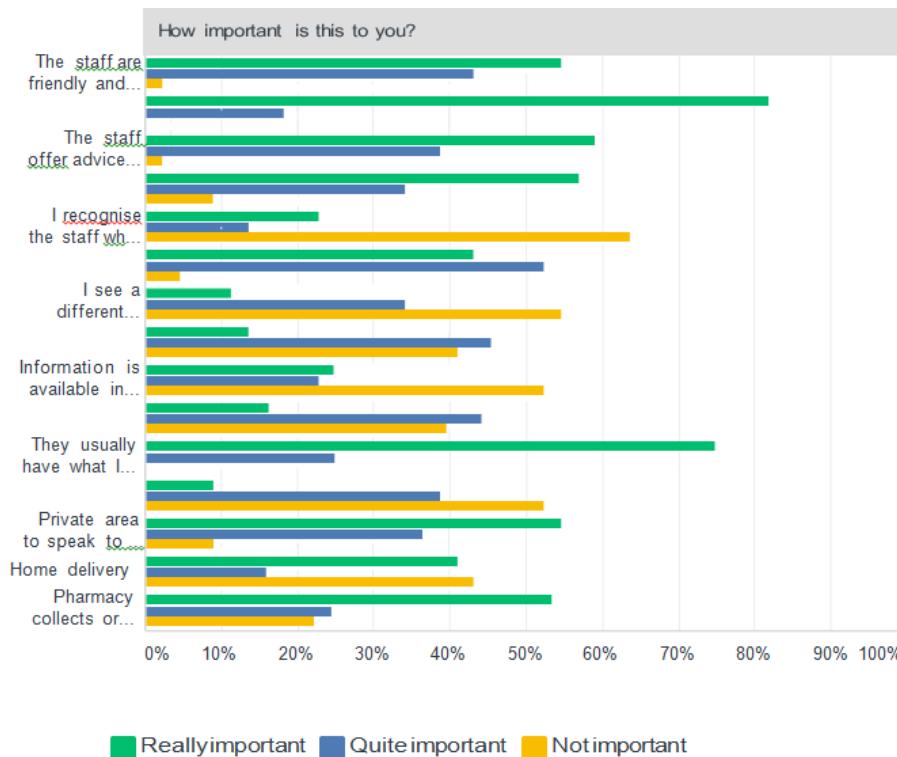
Q46: Please tell us how much you agree with the following statements about your local pharmacy and how important each thing is to you:

Answered: 59 Skipped: 18



Q46: Please tell us how much you agree with the following statements about your local pharmacy and how important each thing is to you: (Continued)

Answered: 59 Skipped: 18



Q46: Please tell us how much you agree with the following statements about your local pharmacy and how important each thing is to you: (Continued)

Answered: 59 Skipped: 18

How much do you agree?

	STRONGLY AGREE	AGREE	INDIFFERENT	DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
The staff are friendly and helpful	38.98% 23	50.85% 30	8.47% 5	1.69% 1	0.00% 0	0.00% 0	59
The staff are very knowledgeable	35.59% 21	45.76% 27	10.17% 6	5.08% 3	0.00% 0	3.39% 2	59
The staff offer advice when I need it	28.81% 17	44.07% 26	20.34% 12	0.00% 0	0.00% 0	6.78% 4	59
The staff provide me with good information about my medication	25.42% 15	42.37% 25	16.95% 10	8.47% 5	1.69% 1	5.08% 3	59
I recognise the staff when I visit	25.42% 15	35.59% 21	15.25% 9	16.95% 10	1.69% 1	5.08% 3	59
I can easily speak to the pharmacist when I need to	32.20% 19	44.07% 26	6.78% 4	5.08% 3	1.69% 1	10.17% 6	59
I see a different pharmacist each time I visit	8.47% 5	22.03% 13	16.95% 10	25.42% 15	10.17% 6	16.95% 10	59
There are good quality information leaflets	6.78% 4	27.12% 16	25.42% 15	10.17% 6	0.00% 0	30.51% 18	59
Information is available in different formats (e.g. braille, audio etc)	5.08% 3	11.86% 7	13.56% 8	5.08% 3	1.69% 1	62.71% 37	59
There is clear signposting to other services/bodies/self-help groups	10.34% 6	17.24% 10	12.07% 7	13.79% 8	3.45% 2	43.10% 25	58
They usually have what I need in stock	22.41% 13	55.17% 32	5.17% 3	10.34% 6	5.17% 3	1.72% 1	58
The pharmacy offers non-medical items (e.g. cosmetics, toiletries, etc)	28.81% 17	52.54% 31	8.47% 5	3.39% 2	3.39% 2	3.39% 2	59
Private area to speak to a pharmacist	38.98% 23	32.20% 19	3.39% 2	1.69% 1	1.69% 1	22.03% 13	59
Home delivery	29.31% 17	24.14% 14	3.45% 2	0.00% 0	1.72% 1	41.38% 24	58
Pharmacy collects or orders your prescriptions from your GP	37.29% 22	35.59% 21	1.69% 1	1.69% 1	3.39% 2	20.34% 12	59

Q46: Please tell us how much you agree with the following statements about your local pharmacy and how important each thing is to you: (Continued)

Answered: 45 Skipped: 14

How important is this to you?	REALLY IMPORTANT	QUITE IMPORTANT	NOT IMPORTANT	TOTAL
The staff are friendly and helpful	54.55% 24	43.18% 19	2.27% 1	44
The staff are very knowledgeable	81.82% 36	18.18% 8	0.00% 0	44
The staff offer advice when I need it	59.09% 26	38.64% 17	2.27% 1	44
The staff provide me with good information about my medication	56.82% 25	34.09% 15	9.09% 4	44
I recognise the staff when I visit	22.73% 10	13.64% 6	63.64% 28	44
I can easily speak to the pharmacist when I need to	43.18% 19	52.27% 23	4.55% 2	44
I see a different pharmacist each time I visit	11.36% 5	34.09% 15	54.55% 24	44
There are good quality information leaflets	13.64% 6	45.45% 20	40.91% 18	44
Information is available in different formats (e.g. braille, audio etc)	25.00% 11	22.73% 10	52.27% 23	44
There is clear signposting to other services/bodies/self-help groups	16.28% 7	44.19% 19	39.53% 17	43
They usually have what I need in stock	75.00% 33	25.00% 11	0.00% 0	44
The pharmacy offers non-medical items (e.g. cosmetics, toiletries, etc)	9.09% 4	38.64% 17	52.27% 23	44
Private area to speak to a pharmacist	54.55% 24	36.36% 16	9.09% 4	44
Home delivery	40.91% 18	15.91% 7	43.18% 19	44
Pharmacy collects or orders your prescriptions from your GP	53.33% 24	24.44% 11	22.22% 10	45

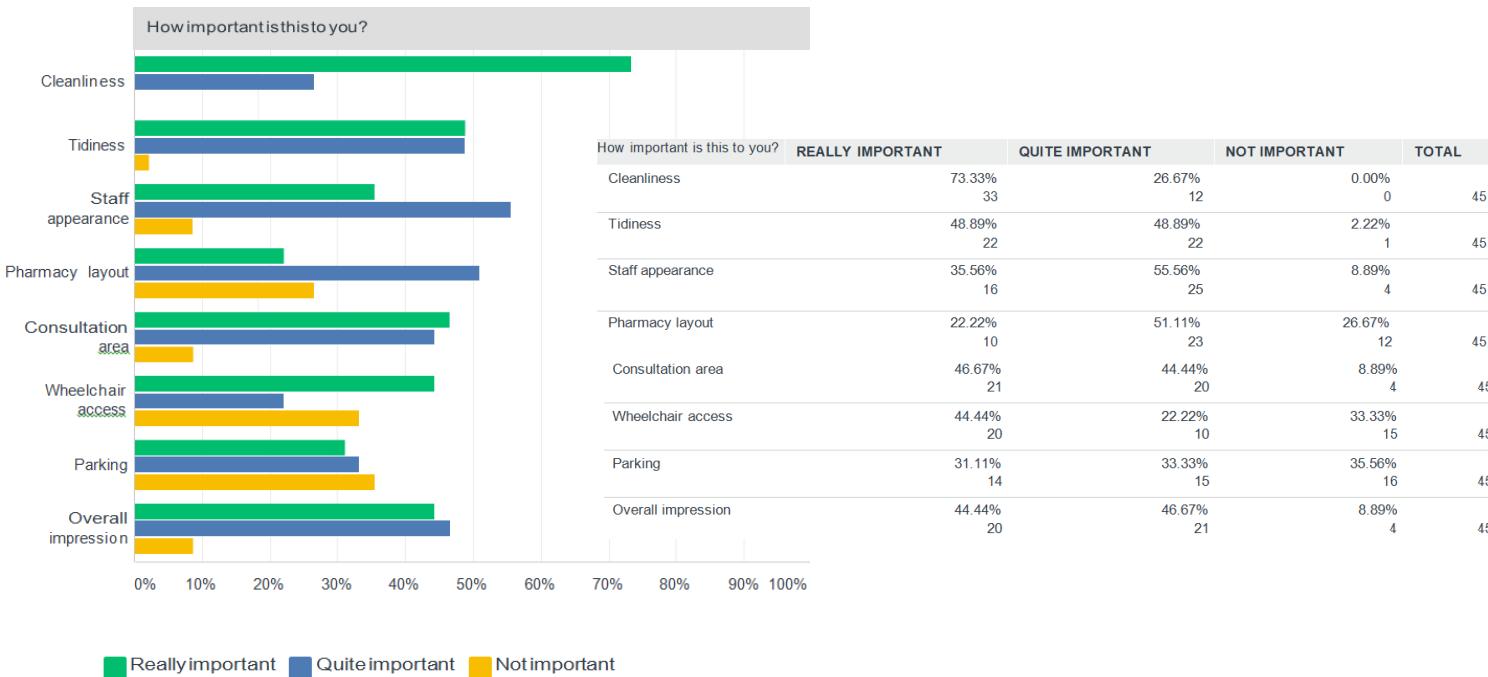
Q47: Please rate the standard of your pharmacy and tell us how important each thing is to you.

Answered: 59 Skipped: 19



Q47: Please rate the standard of your pharmacy and tell us how important each thing is to you. (Continued)

Answered: 45 Skipped: 32



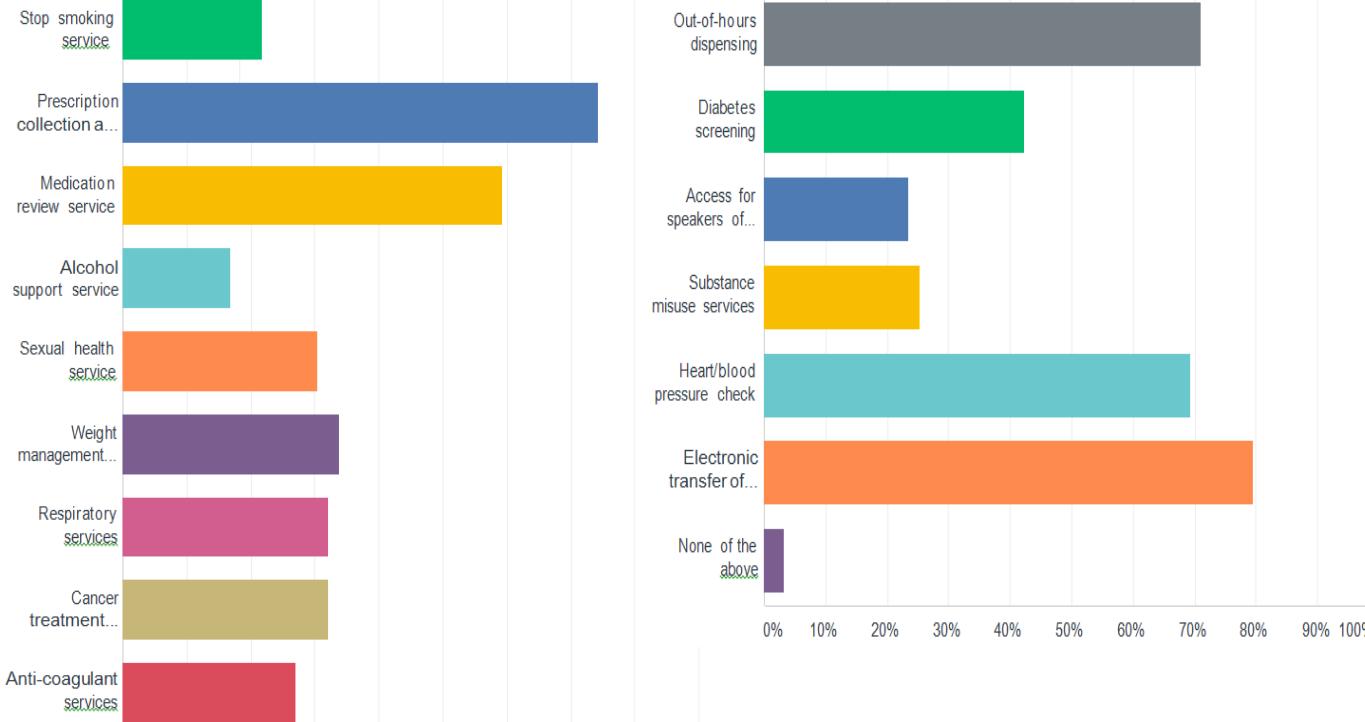
**Q47: Please rate the standard of your pharmacy and tell us how important each thing is to you.
(Continued)**

Answered: 45 Skipped: 32

How important is this to you?	REALLY IMPORTANT	QUITE IMPORTANT	NOT IMPORTANT	TOTAL
Cleanliness	73.33% 33	26.67% 12	0.00% 0	45
Tidiness	48.89% 22	48.89% 22	2.22% 1	45
Staff appearance	35.56% 16	55.56% 25	8.89% 4	45
Pharmacy layout	22.22% 10	51.11% 23	26.67% 12	45
Consultation area	46.67% 21	44.44% 20	8.89% 4	45
Wheelchair access	44.44% 20	22.22% 10	33.33% 15	45
Parking	31.11% 14	33.33% 15	35.56% 16	45
Overall impression	44.44% 20	46.67% 21	8.89% 4	45

Q48:Would you like to see any other type of service provided by your pharmacy?

Answered: 59 Skipped: 18



Q48:Would you like to see any other type of service provided by your pharmacy?

Answered: 59 Skipped: 18

ANSWER CHOICES	RESPONSES	
Stop smoking service	22.03%	13
Prescription collection and delivery service	74.58%	44
Medication review service	59.32%	35
Alcohol support service	16.95%	10
Sexual health service	30.51%	18
Weight management service	33.90%	20
Respiratory services	32.20%	19
Cancer treatment support service	32.20%	19
Anti-coagulant services	27.12%	16
Out-of-hours dispensing	71.19%	42
Diabetes screening	42.37%	25
Access for speakers of other languages	23.73%	14
Substance misuse services	25.42%	15
Heart/blood pressure check	69.49%	41
Electronic transfer of prescriptions (GP to pharmacy)	79.66%	47
None of the above	3.39%	2
Total Respondents: 59		