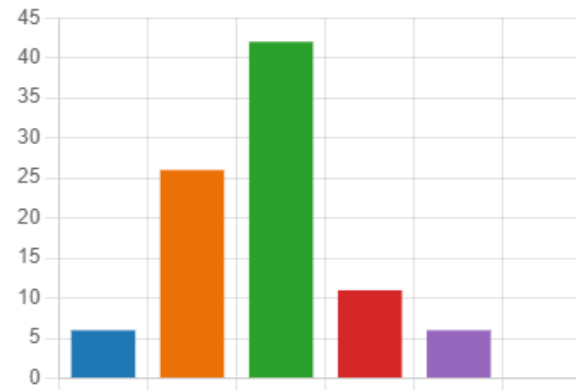
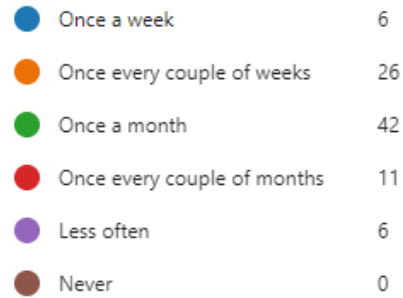


Manchester PNA 2023-2026 Appendix 3: Public Survey Results 2023

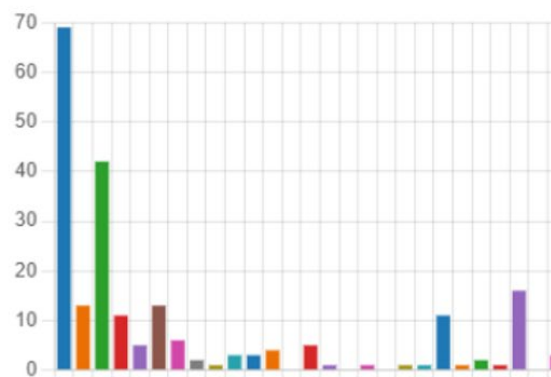
Question 1 – How often do you use a pharmacy?

- Once a week 6
- Once every couple of weeks 26
- Once a month 42
- Once every couple of months 11
- Less often 6
- Never 0



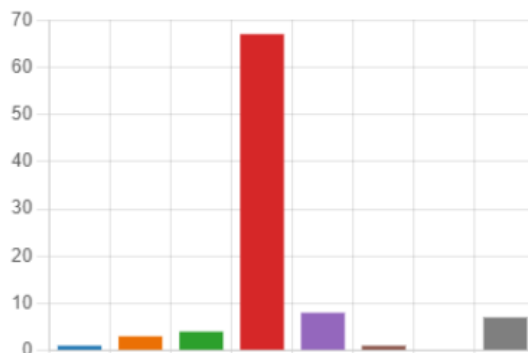
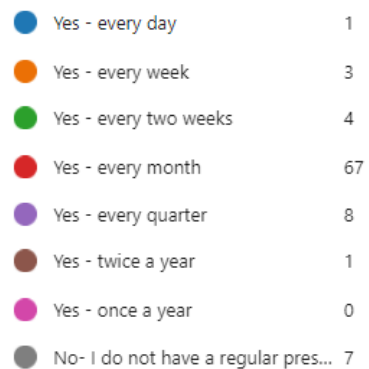
Question 2 – Why do you usually visit a pharmacy? (Please select all that apply)

- | | | | |
|---|----|--------------------------------------|----|
| • Regular prescription collection | 69 | • Occasional prescription collection | 13 |
| • To purchase over the counter medication | 42 | • Prescription delivery service | 11 |
| • Covid 19 vaccine | 5 | • Flu vaccine | 13 |
| • Collect Covid 19 test kit | 6 | • Stop smoking service | 2 |
| • Blood pressure testing / monitoring | 1 | • Referral from GP practice | 3 |
| • Sharps bin disposal | 3 | • Minor ailments service | 4 |
| • Substance misuse service (e.g. OSA) | 0 | • Emergency hormonal contraception | 5 |
| • Sexual health services | 1 | • Healthy weight advice | 0 |
| • Alcohol support services | 1 | • Supply of palliative care medicine | 1 |
| • NHS urgent medicines supply | 1 | • Diabetes screening | 1 |
| • Dispose of unwanted medication | 11 | • Inhaler technique | 1 |
| • Long term condition advice | 2 | • Referral from NHS 111 | 1 |
| • To purchase non-medical items | 16 | • Ask for an ANI service | 0 |
| • Other | 3 | | |



Question 3 – Do you have a regular prescription dispensed at a pharmacy?

- Yes – every day 1
- Yes – every week 3
- Yes – every two weeks 4
- Yes – every month 67
- Yes – every quarter 8
- Yes – twice a year 1
- Yes – once a year 0
- No – I do not have a regular prescription 7



Question 4 – Do you use the same pharmacy or different pharmacies?

- One pharmacy 76
- More than one pharmacy 15

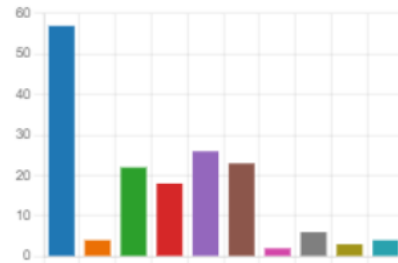
● One pharmacy 76
● More than one pharmacy 15



Question 5 – Why do you prefer to use this pharmacy? (Please select all that apply)

- Near home 57
- Near to work 4
- Near to my GP surgery 22
- Friendly staff 18
- Reliable service 26
- Opening hours 23
- Transport links 2
- Delivery service 6
- Compliance aid (e.g. blister pack) 3
- Other 4

● Near home	57
● Near to work	4
● Near my GP surgery	22
● Friendly staff	18
● Reliable service	26
● Opening hours	23
● Transport links	2
● Delivery service	6
● Compliance aid (eg blister pack)	3
● Other	4



Question 6 – What type of pharmacy do you normally use? (Please select all that apply)

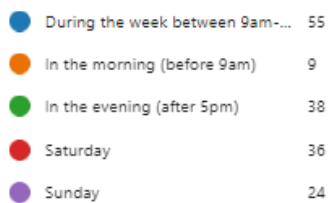
- Independent pharmacy 33
- High street pharmacy 40
- Supermarket pharmacy 31
- Distance selling pharmacy 3

● Independent pharmacy	33
● High Street Pharmacy	40
● Supermarket pharmacy	31
● Distance selling pharmacy (inclu...	3



Question 7 – What time is most convenient for you to use a pharmacy? (Please select all that apply)

- During the week between 9am and 5pm 55
- In the morning before 9am 9
- In the evening after 5pm 38
- Saturday 36
- Sunday 24



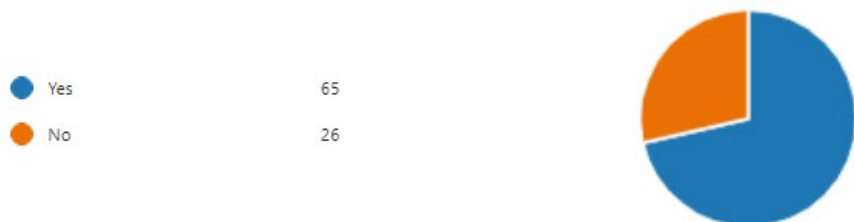
Question 8 – Are you satisfied with the opening hours of your pharmacy?

- Yes 75
- No 16



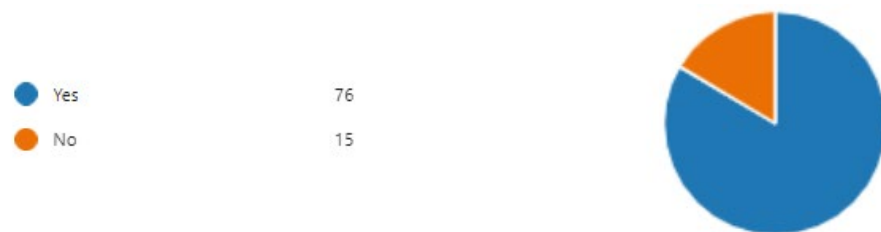
Question 9 – Did you know that there are pharmacies in Manchester that open early mornings, later nights and weekends?

- Yes 65
- No 26



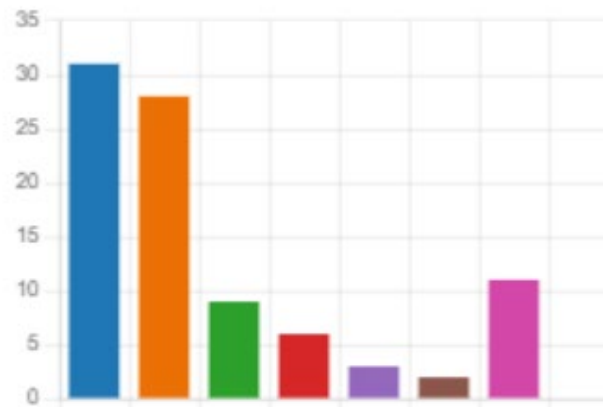
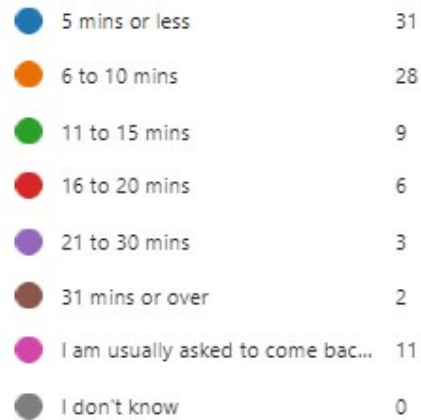
Question 10 – Do you know how to find out where your nearest pharmacy is and its opening times?

- Yes 76
- No 15



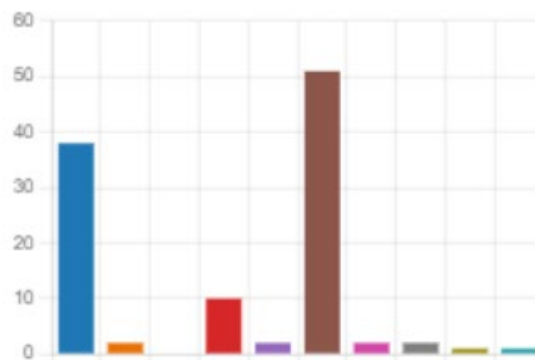
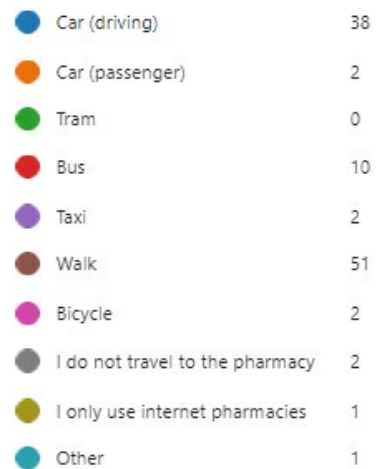
Question 11 – When collecting medication how long do you have to wait for the pharmacy to give you your medicine on average?

- 5 minutes or less 31
- 6 to 10 minutes 28
- 11 to 15 minutes 9
- 16 to 20 minutes 6
- 21 to 30 minutes 3
- 31 minutes or over 2
- I am usually asked to come back 11
- I don't know 0



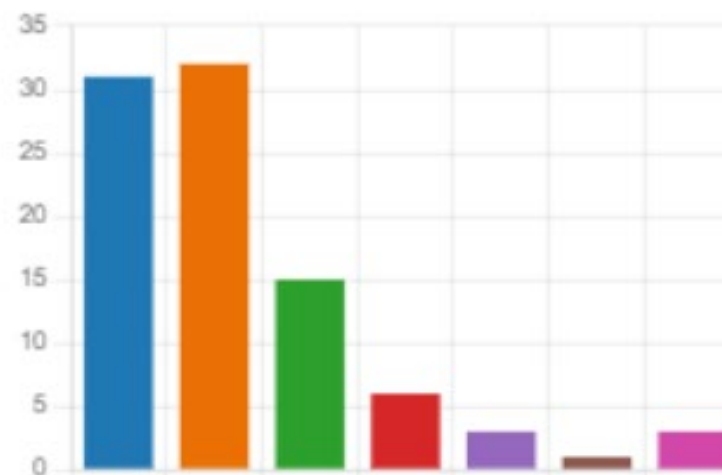
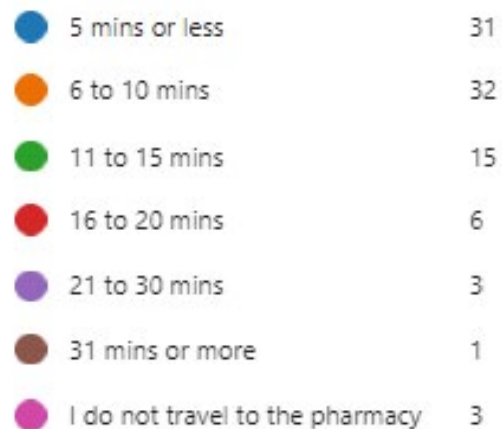
Question 12 – How do you normally travel to your pharmacy?

- Car (driving) 38
- Car (passenger) 2
- Tram 0
- Bus 10
- Taxi 2
- Walk 51
- Bicycle 2
- I do not travel to the pharmacy 2
- I only use internet pharmacies 1
- Other 1



Question 13 – On average, how long does it normally take you to get to your pharmacy?

- 5 minutes or less 31
- 6 to 10 minutes 32
- 11 to 15 minutes 15
- 16 to 20 minutes 6
- 21 to 30 minutes 3
- 31 minutes or more 1
- I do not travel to the pharmacy 3



Question 14 – How would you rate the parking facilities at your pharmacy? (Please leave blank if you do not use car parking facilities)

- Number of responses 62
- Average rating 3.52

Question 15 – Does your preferred pharmacy have good transport links? (Please leave blank if not applicable or unsure)

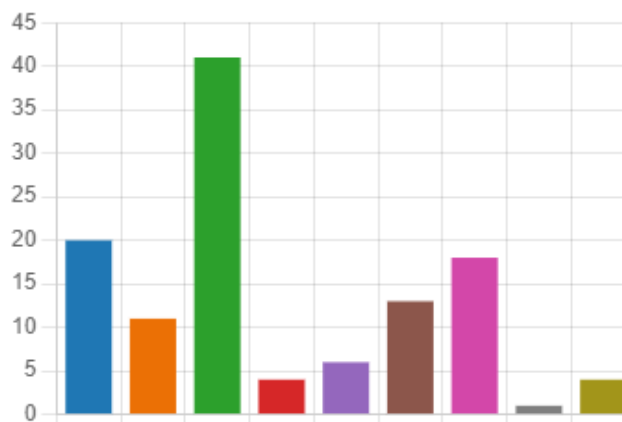
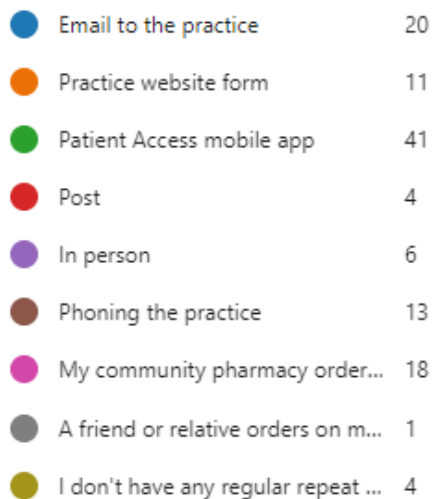
- Yes 57
- No 9

● Yes 57
● No 9



Question 16 – How do you order your repeat prescriptions from the GP? (If you order in more than one way, please tick all that apply)

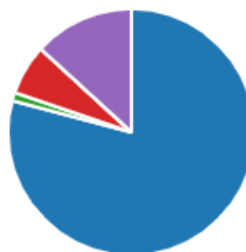
- Email to the practice 20
- Practice website form 11
- Patient Access mobile app 41
- Post 4
- In person 6
- Phoning the practice 13
- My community pharmacy order 18
- A friend or relative on mobile app 1
- I don't have a regular repeat prescription 4



Question 17 – How do you receive your prescriptions?

- Collect from your pharmacy 72
- Friend or relative collects for me 0
- Carer 1
- Online pharmacy delivers 6
- Delivered from local pharmacy 12

● Collect from the pharmacy	72
● Friend or relative collects for me	0
● Carer	1
● Online pharmacy delivers	6
● Delivered from local pharmacy	12



Question 18 – Do you have your prescription dispensed in a compliance aid? For example, blister pack, Dossete box or pill pouch)

- Yes 9
- No 82

● Yes	9
● No	82

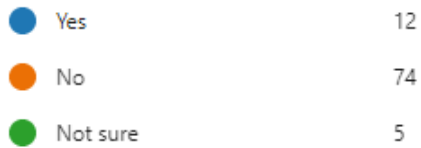


Question 19 – Please select reasons why you currently have a compliance aid?

- Complicated medication regime 2
- Difficulty remembering when to take medication 2
- Easier to open 0
- Not sure 2
- I prefer using blister packs 2
- Other 0

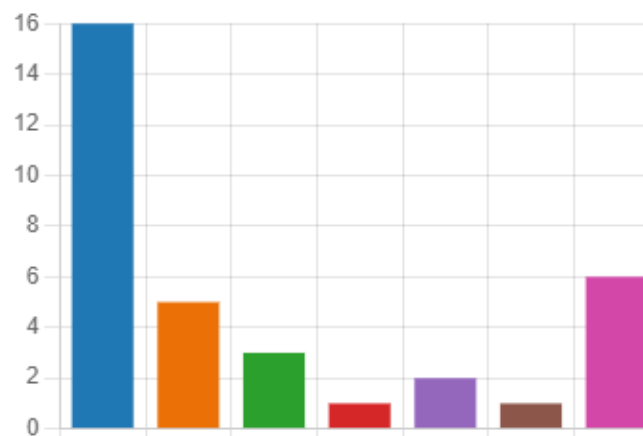
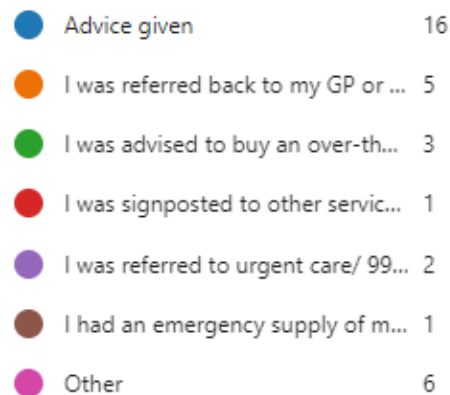
Question 20 – Have you ever been referred to a community pharmacy from NHS111 or your own GP with a minor ailment or illness?

- Yes 12
- No 74
- Not sure 5



Question 21 – What was the outcome of the consultation?

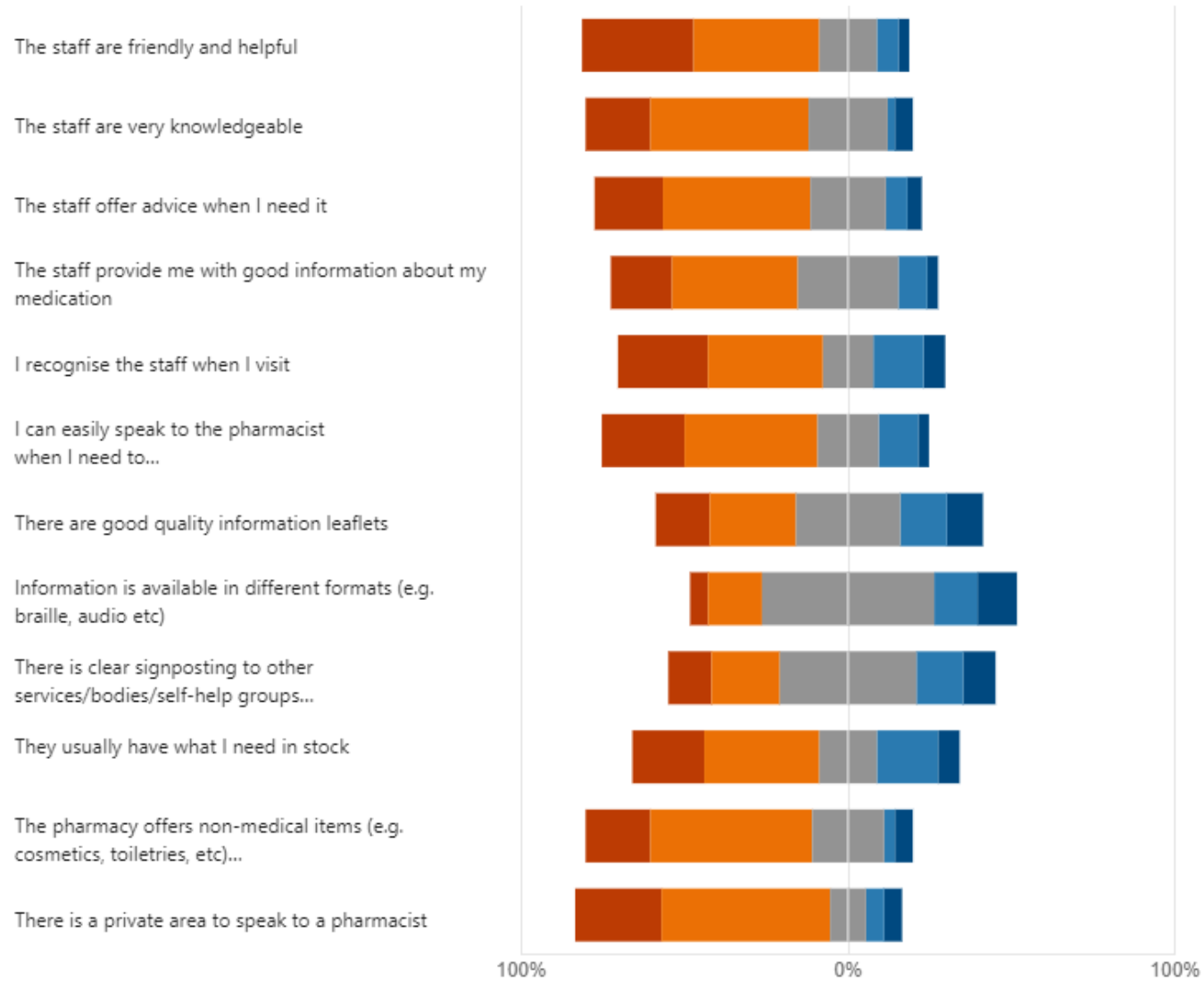
- Advice given 16
- I was referred back to my GP or NHS111 5
- I was advised to buy an over the counter medication 3
- I was signposted to other services 1
- I was referred to urgent care / 999 2
- I had an emergency supply of medication 1
- Other 6



Question 22 – Please tell us how much you agree with the following statements about your local pharmacy?

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The staff are friendly and helpful	34.1%	38.5%	17.6%	6.6%	3.3%
The staff are very knowledgeable	19.8%	48.4%	24.2%	2.2%	5.5%
The staff offer advice when I need it	20.9%	45.1%	23.1%	6.6%	4.4%
The staff provide me with good information about my medication	18.7%	38.5%	30.8%	8.8%	3.3%
I recognise the staff when I visit	27.5%	35.2%	15.4%	15.4%	6.6%
I can easily speak to the pharmacist when I need to	25.3%	40.7%	18.7%	12.1%	3.3%
There are good quality information leaflets	16.5%	26.4%	31.9%	14.3%	11%
Information is available in different formats (e.g. braille, audio etc)	5.5%	16.5%	52.7%	13.2%	12.1%
There is clear signposting to other services/bodies/self-help groups etc	13.2%	20.9%	41.8%	14.3%	9.9%
They usually have what I need in stock	22%	35.2%	17.6%	18.7%	6.6%
The pharmacy offers non-medical items (e.g. cosmetics, toiletries etc)	19.8%	49.5%	22%	3.3%	5.5%
There is a private area to speak to the pharmacist	26.4%	51.6%	11%	5.5%	5.5%

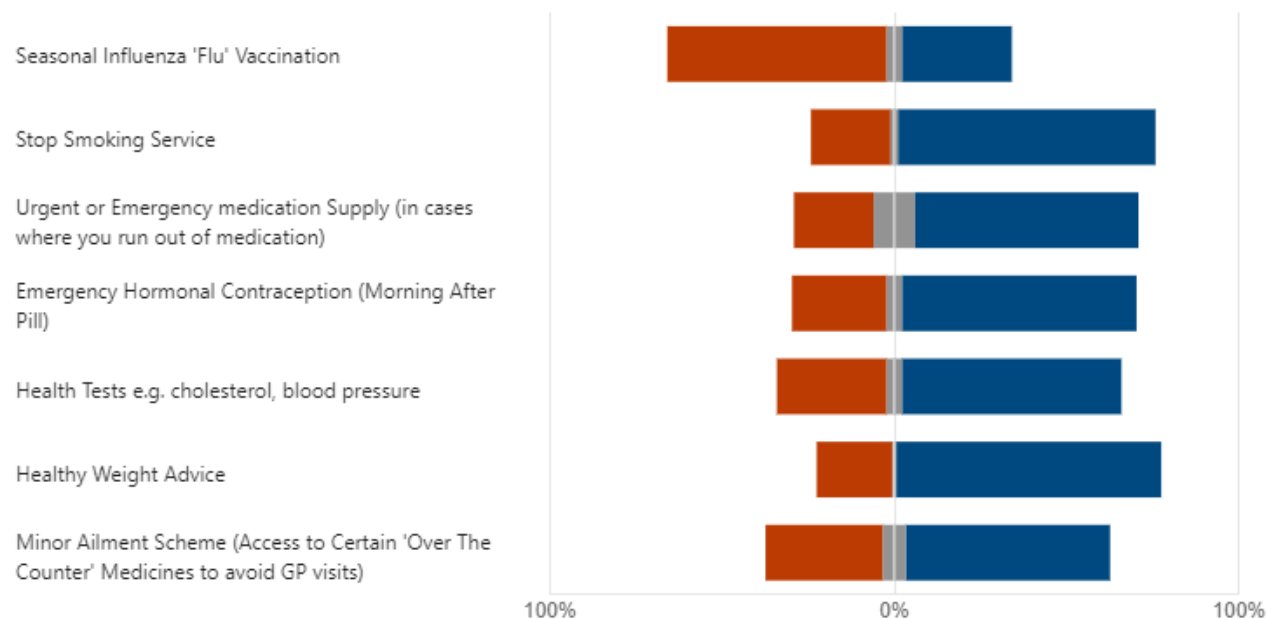
■ Strongly agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly disagree



Question 23 - Do you know if the following services are offered by your usual pharmacy? (Please tick one box in each row)

	Yes – offered locally	No – not offered locally	Do not know
Seasonal Influenza “flu” vaccination	63.7%	4.4%	31.9%
Stop Smoking Service	23.1%	2.2%	74.7%
Urgent or Emergency medication supply (in cases where you run out of medication)	23.1%	12.1%	64.8%
Emergency hormonal contraception (e.g. morning after pill)	27.5%	4.4%	68.1%
Health tests (e.g. cholesterol / blood pressure)	31.9%	4.4%	63.7%
Healthy weight advice	22%	1.1%	76.9%
Minor Ailment Scheme (access to certain “over the counter” medicines to avoid GP visits)	34.1%	6.6%	59.3%

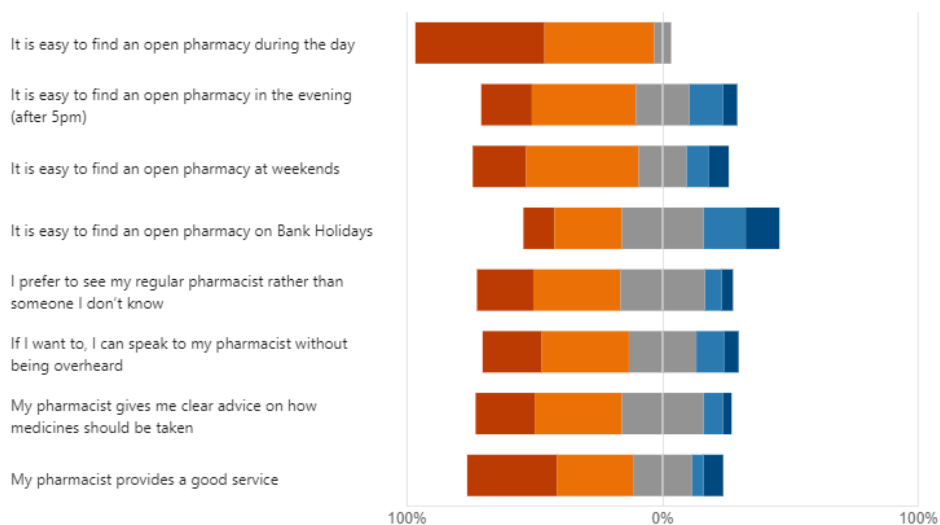
■ Yes- Offered Locally ■ No- Not Offered Locally ■ Do Not Know



Question 24 - Please rate your access to your usual pharmacy services. Please tick one box in each row. Please also answer if someone uses pharmacy services on your behalf.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
It is easy to find an open pharmacy during the day	50.5%	42.95	6.6%	0%	0%
It is easy to find an open pharmacy in the evening (after 5pm)	19.8%	40.7%	20.9%	13.2%	5.5%
It is easy to find an open pharmacy at weekends	20.9%	44%	18.7%	8.8%	7.7%
It is easy to find an open pharmacy on Bank Holidays	12.1%	26.4%	31.9%	16.5%	13.2%
I prefer to see my regular pharmacists than someone I don't know	22%	34.1%	33%	6.6%	4.4%
If I want to, I can speak to my pharmacist without being overheard	23.1%	34.1%	26.4%	11%	5.5%
My pharmacist gives me clear advice on how medicines should be taken	23.1%	34.1%	31.9%	7.7%	3.3%
My pharmacist provides a good service	35.2%	29.7%	23.1%	4.4%	7.7%

■ Strongly Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly Disagree



Question 25 – Do you live or work in Manchester?

- Yes – I live and work here 51
- Yes – I live here 32
- Yes – I work here 3
- No 4

• Yes - I live and work here	51
• Yes - I live here	32
• Yes - I work here	3
• No	4



Question 26 – Where do you live / work in Manchester?

- North Manchester 17
- Central 28
- South 34
- Other 6

• North Manchester	17
• Central	28
• South	34
• Other	6

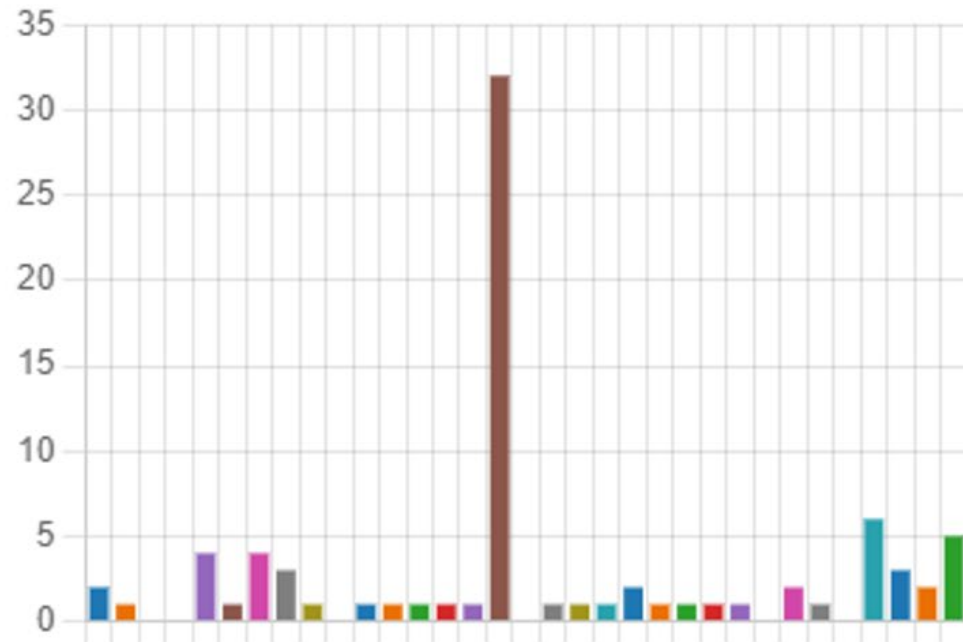


Question 27 – Please specify the area if known

- Ancoats and Beswick 2
- Ardwick 1
- Baguley 0
- Brooklands 0
- Burnage 4
- Charlestown 1
- Cheetham 4
- Chorlton 3
- Chorlton Park 1
- Clayton and Openshaw 0
- Crumpsall 1
- Deansgate 1
- Didsbury East 1
- Didsbury West 1
- Fallowfield 1
- Gorton and Abbey Hey 32
- Harpurhey 0
- Higher Blackley 1
- Hulme 1
- Levenshulme 1
- Longsight 2
- Miles Platting and Newton Heath 1
- Moss Side 1
- Moston 1
- Northenden 1
- Old Moat 0
- Piccadilly 2
- Rusholme 1
- Sharston 0

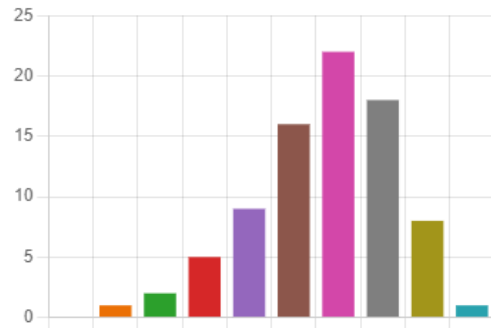
- Whalley Range 6
- Withington 3
- Woodhouse Park 2
- Other 5

• Ancoats and Beswick	2		
• Ardwick	1		
• Baguley	0		
• Brooklands	0		
• Burnage	4		
• Charlestown	1		
• Cheetham	4		
• Chorlton	3		
• Chorlton Park	1		
• Clayton and Openshaw	0		
• Crumpsall	1		
• Deansgate	1		
• Didsbury East	1		
• Didsbury West	1		
• Fallowfield	1		
• Gorton and Abbey Hey	32		
• Harpurhey	0		
• Higher Blackley	1		
• Hulme	1		
• Levenshulme	1		
• Longsight	2		
• Miles Platting and Newton Heath	1		
• Moss Side	1		
• Moston	1		
		• Northenden	1
		• Old Moat	0
		• Piccadilly	2
		• Rusholme	1
		• Sharston	0
		• Whalley Range	6
		• Withington	3
		• Woodhouse Park	2
		• Other	5



Question 28 – How old are you?

- Under 16 0
- 16-21 1
- 22-25 2
- 26-30 5
- 31-40 9
- 41-49 16
- 50-60 22
- 61-70 18
- 71-80 8
- 81+ 1



Question 29 – What is your sex?

- Male 22
- Female 61
- Prefer not to say 3

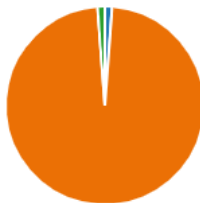
● Male	22
● Female	61
● Prefer not to say	3



Question 30 – Have you gone through any part of a process (including thoughts or actions) to change from the sex you were described as at birth to the gender you identify with, or do you intend to? (This could include changing your name, wearing different clothes, taking hormones or having any gender reassignment surgery).

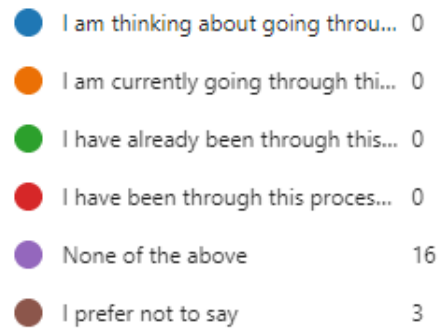
- Yes 1
- No 84
- I prefer not to say 1

● Yes	1
● No	84
● I prefer not to say	1



Question 31 – Continuing to think about examples, which of the following options best applies to you?

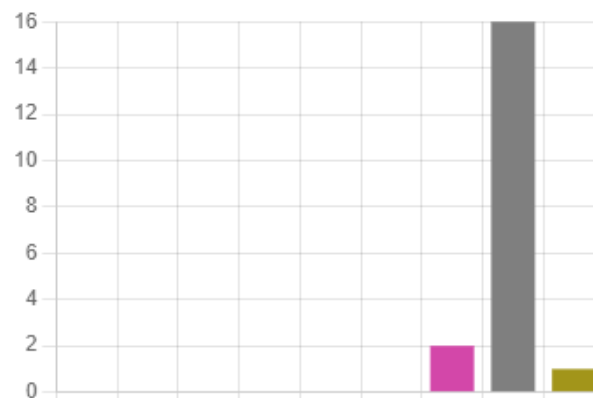
- I am thinking about going through this process 0
- currently going through this process 0
- I have already been through this process 0
- I have already been through this process then changed back 0
- None of the above 16
- I prefer not to say 3



Question 32 – Which of the following describes how you think of yourself?

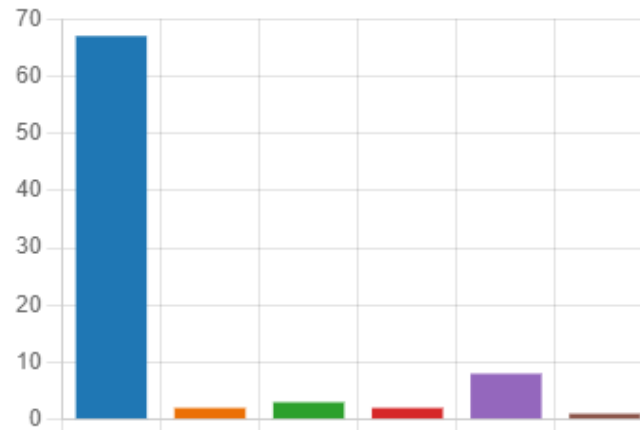
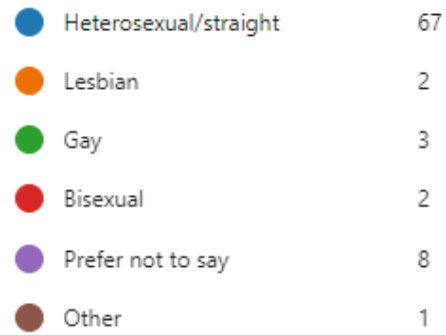
- Trans man 0
- Trans woman 0
- Transsexual person 0
- Gender variant person 0
- Cross dressing person 0
- Non-binary person 0
- I prefer not to say 2
- None of the above 16
- Other 1

● Trans man	0
● Trans woman	0
● Transsexual person	0
● Gender variant person	0
● Cross dressing person	0
● Non-binary person	0
● I prefer not to say	2
● None of the above	16
● Other	1



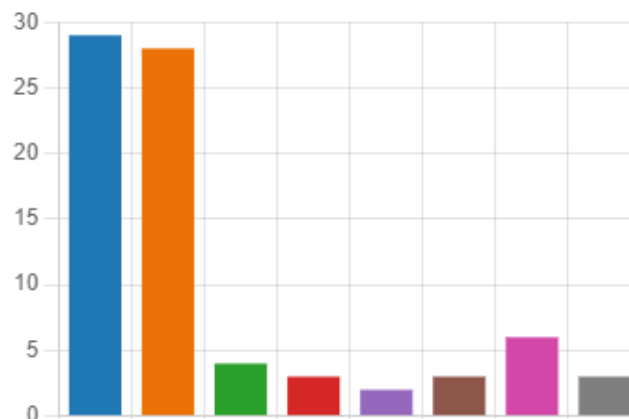
Question 33 – How would you describe your sexual orientation?

- Heterosexual / straight 67
- Lesbian 2
- Gay 3
- Bisexual 2
- Prefer not to say 8
- Other 1



Question 34 – What is your marital status?

- Single 29
- Married 28
- Civil Partner 4
- Divorced 3
- Widowed / surviving civil partner 2
- Separated 3
- Prefer not to say 6
- Other 3



Question 35 – 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.

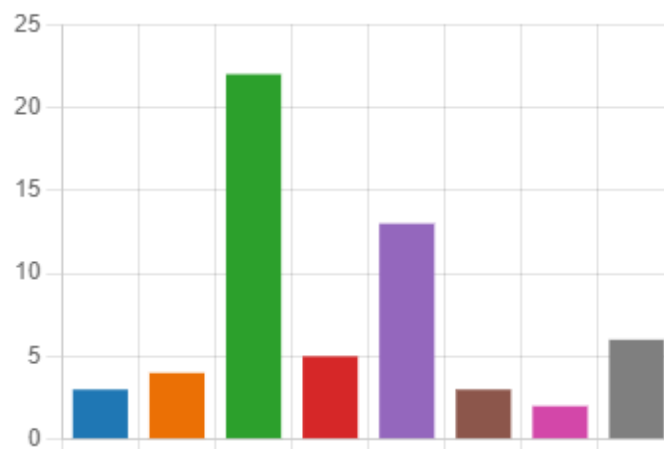
- Yes 34
- No 47
- Prefer not to say 2

● Yes	34
● No	47
● I prefer not to say	2



Question 36 – Please indicate your disability and / or long lasting illness

- Vision (e.g. due to blindness) 3
- Hearing (e.g. due to deafness) 4
- Mobility, such as difficulty walking 22
- Learning or concentrating 5
- Mental health 13
- Stamina or behavioural issues 3
- Not applicable 2
- Other 6



Question 37 – 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)

- Yes – limited a lot 20
- Yes – limited a little 23
- No 38
- Prefer not to say 2

● Yes - limited a lot	20
● Yes - limited a little	23
● No	38
● Prefer not to say	2

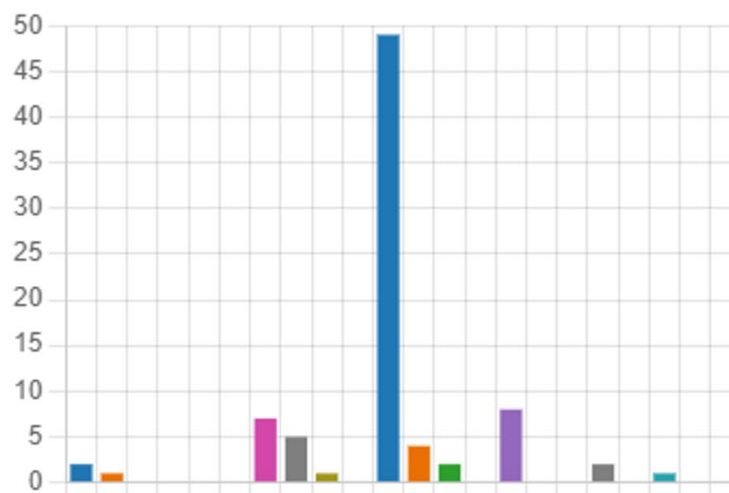


Question 38 – What is your ethnicity?

- Asian or Asian British 2
- Indian 1
- Pakistani 0
- Bangladeshi 0
- Chinese 0
- Any other Asian background 0
- African 7
- Black or Black British 5
- Caribbean 1
- Any other black background 0
- White British 49

- White Irish 4
- East European 2
- Gypsy / Roma / Irish Traveller 0
- Any other white background 8
- White and Black African 0
- White and Black Caribbean 0
- White and Asian 2
- Any other mixed background 0
- Arab 1
- Prefer not to say 0
- Other 0

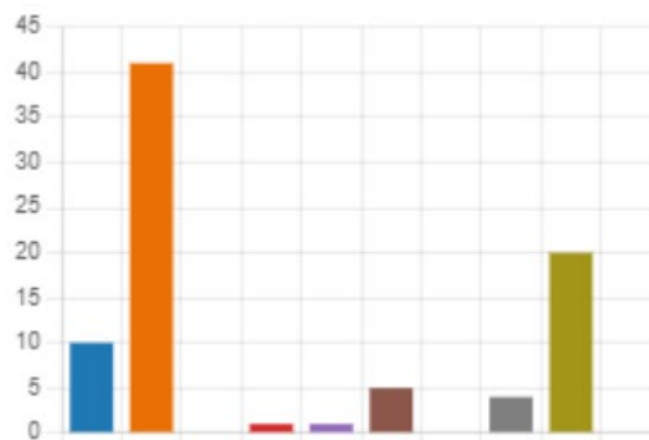
• Asian or Asian British	2
• Indian	1
• Pakistani	0
• Bangladeshi	0
• Chinese	0
• Any other Asian background	0
• African	7
• Black or Black British	5
• Caribbean	1
• Any other black background	0
• White British	49
• White Irish	4
• East European	2
• Gypsy/Roma/Irish Traveller	0
• Any other White background	8
• White and Black African	0
• White and Black Caribbean	0
• White and Asian	2
• Any other mixed background	0
• Arab	1
• Prefer not to say	0
• Other	0



Question 39 – How would you describe your religious beliefs?

- Atheist 10
- Christian (including Church of England) 41
- Buddhist 0
- Hindu 1
- Jewish 1
- Muslim 5
- Sikh 0
- I prefer not to say 4
- No religion 20
- Other 0

● Atheist	10
● Christian (including church of En...	41
● Buddhist	0
● Hindu	1
● Jewish	1
● Muslim	5
● Sikh	0
● I prefer not to say	4
● No religion	20
● Other	0



Question 40 – Are you?

- A patient 44
- A carer 12
- An advocate / support worker 3
- Other 10

● A patient	44
● A carer	12
● An advocate/support worker	3
● Other	10



Question 41 – In the last 12 months have you looked after a relative or friend living in Manchester who is terminally ill?

- Yes 3
- No 80

● Yes	3
● No	80



Question 42 – Are you a student at university?

- Yes – full time 2
- Yes – part time 2
- No 79

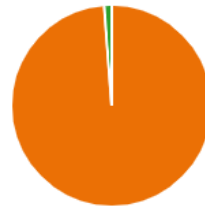
• Yes - full time	2
• Yes - part time	2
• No	79



Question 43 – Are you a care leaver?

- Yes 0
- No 82
- Prefer not to say 1

• Yes	0
• No	82
• Prefer not to say	1



Question 44 – are you pregnant or have you given birth within the last 12 months?

- Yes 2
- No 79
- Prefer not to say 2

• Yes	2
• No	79
• Prefer not to say	2



Question 45 – Are you a military veteran?

- Yes 1
- No 80
- Prefer not to say 2

• Yes	1
• No	80
• Prefer not to say	2

