



Bolton Council

PHARMACEUTICAL

NEEDS

ASSESSMENT:

APPENDIX 6

2018/21

PUBLIC SURVEY TEMPLATE

Pharmacy patients' survey

Introduction

Pharmacies (chemists) and pharmacists provide a range of services that can help to improve your health, such as dispensing prescriptions and other medicines, offering testing and screening for common conditions, and offering advice on minor ailments. These are known as pharmaceutical services. This survey asks for your views about services that pharmacies provide now, and about services they may provide in the future.

Pharmacies may also offer other services, such as selling sunglasses or sandwiches, and you may also be able to access some services provided in a pharmacy elsewhere. For example, you could get help to stop smoking from a pharmacy, a doctor or Bolton's NHS Stop Smoking service. This survey is just looking for your views on pharmaceutical services which are or could be provided in a pharmacy. Your opinions will help us make sure we develop the right services.

1. When did you last go to a pharmacy to get medicines or health advice?

Please think about your last visit whether the pharmacy was in Bolton or not

- Within the last two weeks
- Within the last month
- Within the last 3 months
- Within the last 6 months
- Within the last 12 months
- More than a year ago
- Never
- Can't remember

2. Do you have a regular pharmacy that you use most often?

- Yes
- No

3. How satisfied are you with the opening hours of the pharmacies in the Bolton borough?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

4. When do you usually visit a pharmacy?

- Weekdays, early morning (before 9.00)
- Weekdays during the day (9.00-12.00, 2.00-6.00)
- Weekday lunchtimes (12.00-2.00)
- Weekdays, early evening (after 6.00, before 9.00)
- Weekdays, late evening (from 9.00)
- Saturdays, early morning (before 9.00)
- Saturday mornings (9.00-2.00)
- Saturday afternoons (2.00-6.00)
- Saturday evenings (after 6.00)
- Sundays, early morning (before 9.00)
- Sundays, during the day (9.00-5.00)
- Sunday evenings (after 5.00)
- Don't usually visit the pharmacy

5. Are there extra times when you would want to be able to visit a pharmacy, but can't easily do so at the moment?

- No
 - Yes
-

6. What extra times would you want to be able to visit a pharmacy but can't easily do so at the moment?

- Weekdays, early morning (before 9.00)
- Weekdays during the day (9.00-12.00, 2.00-6.00)
- Weekday lunchtimes (12.00-2.00)
- Weekdays, early evening (after 6.00, before 9.00)
- Weekdays, late evening (from 9.00)
- Saturdays, early morning (before 9.00)
- Saturday mornings (9.00-2.00)
- Saturday afternoons (2.00-6.00)
- Saturday evenings (after 6.00)
- Sundays, early morning (before 9.00)
- Sundays, during the day (9.00-5.00)
- Sunday evenings (after 5.00)
- Other (please specify)

7. How do you usually travel to a pharmacy?

- Walk
- Cycle
- Public transport
- Car
- Taxi
- Don't visit pharmacy

8. From home, how far would you be prepared to travel to access a pharmacy?

- Under 5 minutes
- Under 15 minutes
- Under 30 minutes
- Over 30 minutes
- Don't know
- Wouldn't visit pharmacy

9. Thinking about the location of a pharmacy, which is *most* important to you?

- Close to doctor's surgery
- Close to home
- Easy to get to by public transport
- Where I go shopping
- Close to my work
- Easy to get to by car
- Other (please specify)

10. How easy do you think it is to travel to pharmacies in Bolton borough?

- Very easy
 - Fairly easy
 - Not very easy
 - Not at all easy
 - Don't know
-

11. Do you use any regular prescription medicines?

- Yes
- No

12. How do you normally collect any prescription medicines you need?

- I collect from the pharmacy
- Someone else collects them from the pharmacy
- The pharmacy delivers them to my home
- Other (please specify)

13. How do you usually order repeat prescriptions?

- Don't have repeat prescriptions
- Visit doctor's surgery
- Post request to doctor's surgery
- Telephone doctor's surgery
- Electronic request to doctor's surgery (website or email)
- Electronic request to pharmacy (website or email)
- Contact pharmacy and ask them to order from doctor
- Pharmacy automatically orders from doctor
- Other (please specify)

14. Which of the following have you or would you use if they were available at a pharmacy in the Bolton borough?

	Have used at a pharmacy	Would use at a pharmacy if required	Would not want to use at a pharmacy, prefer to access elsewhere	Would never use this service
Reviewing your medication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Minor ailments scheme (where the pharmacist can supply certain medicines on prescription to save you needing to visit your GP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weight management services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help to stop smoking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol support services (e.g. help to cut down)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Hormonal Contraception (morning after pill)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diabetes screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health checks and advice (e.g. heart health, blood pressure)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flu vaccination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Are there other services that you think pharmacies should provide, which they don't at the moment?

- No
- Don't know
- Yes

16. Is there anything else you would like to tell us about pharmacy services in Bolton borough?

- No
- Yes

Pharmacy patients' survey

About you

These questions are to check that we have received responses from a wide range of different people.

17. Are you...?

- Male
- Female

18. What is your current employment status?

- Working full time (30 hours a week or more)
- Working part time (less than 30 hours a week)
- Unemployed and looking for work
- I have never had a paid job
- Unable to work due to illness/ disability
- Looking after home/ family
- Student
- Retired
- Other

19. Please tick which age band you fall into

- 16-24
- 25-34
- 35-44
- 45-54
- 55-59
- 60-64
- 65-74
- 75 or over

20. 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 problems related to old age

- Yes, limited a lot
- Yes, limited a little
- No

21. What is your full postcode? (e.g. BL1 1RU)

We would like to use your postcode to identify the general area in which you live, such as electoral ward. We need your full postcode to be able to do this as part postcode boundaries e.g. BL1 do not match up with other boundaries. Up to 60 households share a postcode so you cannot be identified individually.

22. What is your ethnic group?

- White - English/ Welsh/ Scottish/ Northern Irish/ British
- White - any other White background
- Mixed - any mixed/ multiple background
- Asian/ Asian British - Indian
- Asian/ Asian British - Pakistani
- Asian/ Asian British - any other Asian background
- Black/ Black British - any Black background
- Any other ethnic background

Thank you for taking the time to fill in this survey!
