



**Bolton Council**

**PHARMACEUTICAL  
NEEDS ASSESSMENT:  
APPENDIX 4**

**2018/21**

**PUBLIC SURVEY ANALYSIS**

# APPENDIX 4: PUBLIC SURVEY ANALYSIS

*This appendix provides a summary of the main outputs from the public survey into local pharmaceutical services in Bolton undertaken as part of the PNA process.*

## 1. Background

The public survey was carried out online via surveymonkey with a link from the Pharmaceutical Needs Assessment page on the Bolton's Health Matter's website. By the end of the consultation period the survey received 233 responses.

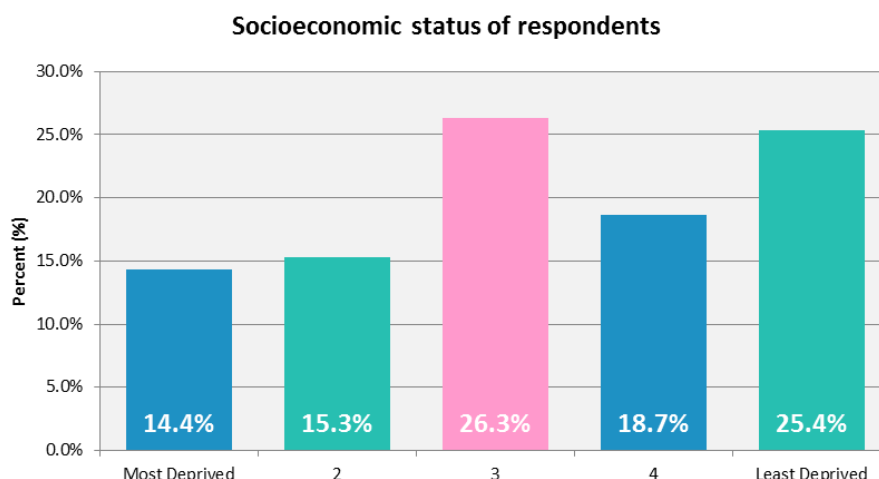
This appendix will summarise the main results from the survey.

## 2. Public survey analysis

### Demographics

There were more female respondents than there was male when the survey is split by gender (38.8% male, 61.2% female) and tend to be older than average with 82.4% aged 45 years or older and almost a quarter of respondents being aged between 45 and 54. Over two-thirds do not have a health problem or disability, while 10.0% of respondents state that their day-to-day activities were limited a lot because of a long-standing health problem/disability and a further 20.0% state they are limited a little. When looking at the employment status of respondents 45.5% are currently working full time (30+ hours a week), with 34.8% retired. The survey is not representative of the Bolton population regarding ethnicity as over 95% give their ethnicity as White.

Finally, respondents are skewed towards the more affluent sections of Bolton's population, as demonstrated below. These factors will influence the following results and this should be borne in mind before making any conclusions.



## Access and travel

The majority of respondents had accessed a pharmacy in the last month and almost half (49.6%) had visited in the last fortnight. The majority of respondents (87.1%) also have a regular pharmacy that they access most often.

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		
Answer Options	Response Percent	Response Count
Within the last two weeks	49.6%	116
Within the last month	24.8%	58
Within the last 3 months	14.1%	33
Within the last 6 months	4.3%	10
Within the last 12 months	3.9%	9
More than a year ago	1.7%	4
Never	0.4%	1
Can't remember	0.4%	1
<b>Answered question</b>		<b>232</b>
<b>Skipped question</b>		<b>1</b>

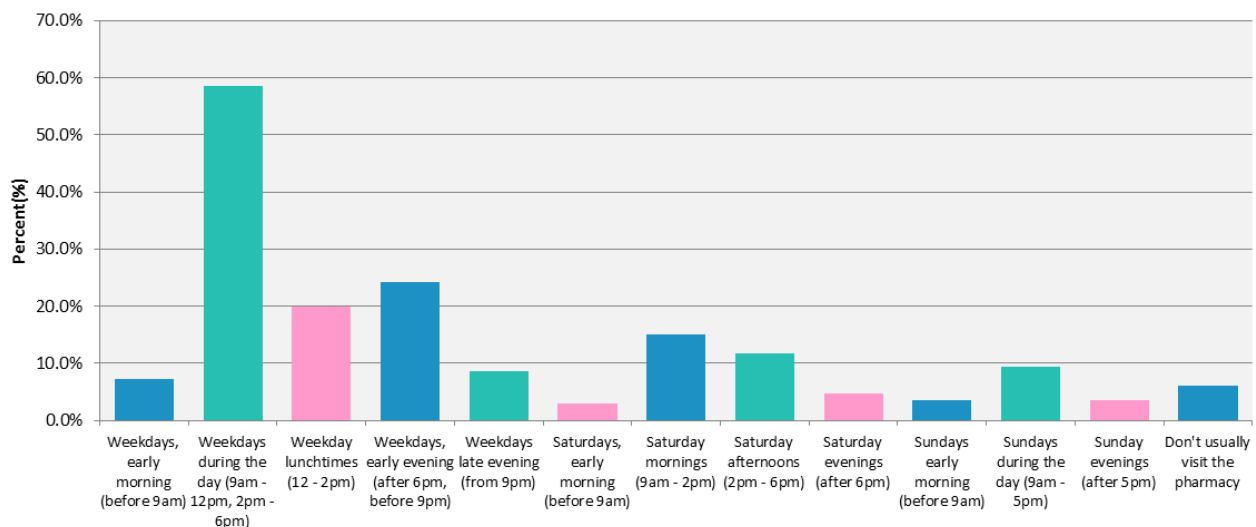
Do you have a regular pharmacy, which you use most often?		
Answer Options	Response Percent	Response Count
Yes	87.1%	203
No	10.3%	24
<b>Answered question</b>		<b>227</b>
<b>Skipped question</b>		<b>6</b>

The current opening hours of Bolton pharmacies was received positively, with 81.1% of respondents stating they were either very or fairly satisfied with local opening hours. As

may be expected the most common time of accessing local pharmacies is weekdays during the day (9:00-12:00, 2:00-6:00). Weekdays early evening (6:00-9:00) is the second most popular time of access. When asked what extra times respondents would like to visit the pharmacy but cannot easily do so at the moment the answers were fairly evenly spread, however almost half of respondents who answered this question said that they cannot easily access a pharmacy on Sundays during the day at 9:00 – 5:00 (respondents could select more than one answer which is why the total is greater than 100%).

How satisfied are you with the opening hours of the pharmacies in the Bolton borough?		
Answer Options	Response Percent	Response Count
Very satisfied	46.5%	106
Fairly satisfied	34.7%	79
Neither satisfied nor dissatisfied	8.8%	20
Fairly dissatisfied	4.8%	11
Very dissatisfied	2.6%	6
Don't know	2.6%	6
<i>Answered question</i>		<b>228</b>
<i>Skipped question</i>		<b>5</b>

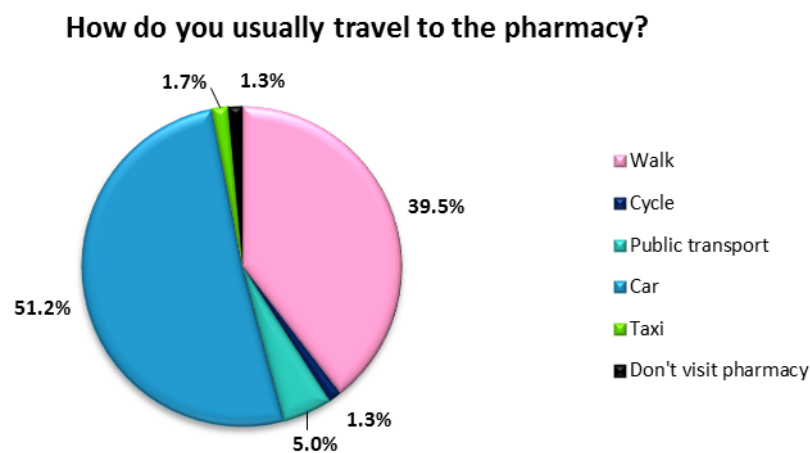
### Most popular visiting times



Are there extra times when you would want to be able to visit a pharmacy, but can't easily do so at the moment?		
Answer Options	Response Percent	Response Count
No	73.0%	170
Yes	18.5%	43
<i>Answered question</i>		<b>213</b>
<i>Skipped question</i>		<b>20</b>

What extra times would you want to be able to visit a pharmacy but can't easily do so at the moment?		
Answer Options	Response Percent	Response Count
Weekdays, early morning (before 9am)	18.6%	8
Weekdays during the day (9am - 12 noon / 2pm - 6pm)	2.3%	1
Weekday lunchtimes (12 - 2pm)	9.3%	4
Weekdays, early evening (after 6pm but before 9pm)	27.9%	12
Weekdays late evening (from 9pm)	23.3%	10
Saturdays, early morning (before 9am)	14.0%	6
Saturday mornings (9am - 2pm)	34.9%	15
Saturday afternoons (2pm - 6pm)	37.2%	16
Saturday evenings (after 6pm)	27.9%	12
Sundays early morning (before 9am)	14.0%	6
Sundays during the day (9am - 5pm)	48.8%	21
Sunday evenings (after 5pm)	25.6%	11
Other (please specify)	7.0%	3
<b>Answered question</b>		<b>43</b>
<b>Skipped question</b>		<b>190</b>

The most popular means of travel to pharmacies in Bolton is via car (51.2%) followed by walking (39.5%). Regarding the location of pharmacies, the most important considerations are close to doctor's surgery (38.3%), close to home (26.2%), and easy to get to by car (15.4%). The majority of respondents (54.5%) were prepared to travel under 15 minutes from their home to access a pharmacy. However, almost all were of the opinion that in Bolton it is relatively easy to travel to a pharmacy (83.3%) stating it as very or fairly easy.



Thinking about the location of a pharmacy, which is most important to you?		
Answer Options	Response Percent	Response Count
Close to doctor's surgery	29.6%	69
Close to home	35.2%	82
Close to my work	9.0%	21
Easy to get to by car	12.0%	28
Easy to get to by public transport	3.4%	8
Where I go shopping	8.6%	20
Other (please specify)	0.9%	2
<b>Answered question</b>		<b>230</b>
<b>Skipped question</b>		<b>3</b>

From home, how far would you be prepared to travel to access a pharmacy?		
Answer Options	Response Percent	Response Count
Under 5 minutes	17.6%	41
Under 15 minutes	54.5%	127
Under 30 minutes	22.3%	52
Over 30 minutes	0.9%	2
Don't know	4.3%	10
<b>Answered question</b>		<b>232</b>
<b>Skipped question</b>		<b>1</b>

How easy do you think it is to travel to pharmacies in Bolton borough?		
Answer Options	Response Percent	Response Count
Very easy	35.6%	83
Fairly easy	47.6%	111
Not very easy	7.3%	17
Not at all easy	1.3%	3
Don't know	3.9%	9
<b>Answered question</b>		<b>223</b>
<b>Skipped question</b>		<b>10</b>

## Use of pharmaceutical services

Just over 70% of respondents use regular prescription medicines and in most cases (83.6%) the respondent collects their medicine from the pharmacy. Repeat prescriptions are most commonly ordered via electronic request to doctor's surgery (website or email) (39.8%) – but it is important to bear in mind that as the survey was undertaken via surveymonkey the results are skewed towards people who are computer-literate. The next most popular method of ordering is the pharmacy automatically orders from the doctor (18.3%), followed

by contacting the pharmacy and asking them to order from the doctor (17.4%) and visiting the doctor's surgery.

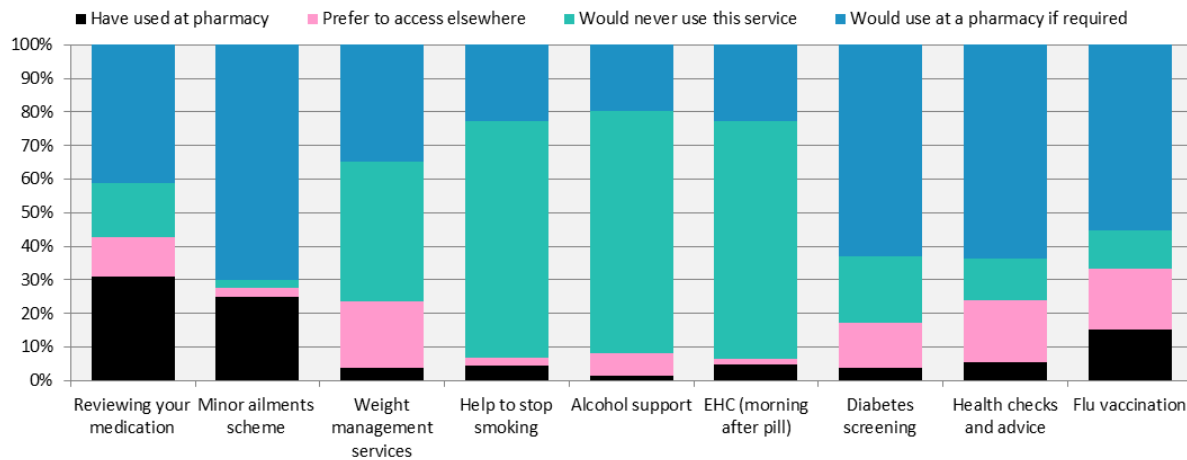
Regarding the services respondents have used or would use if needed, the minor ailments scheme is the most popular, followed by reviewing medication. Respondents are most reluctant to use EHC, smoking cessation, alcohol support and weight management, but again the demographics of the respondents must be taken into account when interpreting these results. From text responses, blood testing and health checks are a suggested service for local pharmacies; however, the majority are of the opinion that local pharmacies currently provide a comprehensive service.

Do you use any regular prescription medicines?		
Answer Options	Response Percent	Response Count
Yes	79.4%	185
No	20.2%	47
<i>Answered question</i>		<b>232</b>
<i>Skipped question</i>		<b>1</b>

How do you normally collect any prescription medicines you need?		
Answer Options	Response Percent	Response Count
I collect from the pharmacy	83.6%	153
Someone else collects them from the pharmacy	7.7%	14
The pharmacy delivers them to my home	16.4%	30
Other (please specify)	1.6%	3
<i>Answered question</i>		<b>183</b>
<i>Skipped question</i>		<b>50</b>

How do you usually order repeat prescriptions?		
Answer Options	Response Percent	Response Count
Don't have repeat prescriptions	0.5%	1
Visit doctor's surgery	15.6%	29
Post request to doctor's surgery	5.9%	11
Telephone doctor's surgery	7.0%	13
Electronic request to doctor's surgery (website or email)	39.8%	74
Electronic request to pharmacy (website or email)	7.0%	13
Contact pharmacy and ask them to order from doctor	15.6%	29
Pharmacy automatically orders from doctor	18.3%	34
Other (please specify)	2.2%	4
<i>Answered question</i>		<b>186</b>
<i>Skipped question</i>		<b>47</b>

## Which service have or would you use if available at a pharmacy?



Finally, the key themes coming out of the free text/additional comments made by members of the public are firstly focused on being content with current pharmacy and opening times. Less frequent themes were people unhappy with current pharmacy, repeat prescription issues, and dispensing waiting times.

## 3. Conclusion

The number of respondents to the public survey is comparable to the PNAs of Bolton's neighbours, but numbers are still relatively small and so caution is advised when drawing conclusions from the above. In particular, it is important to remember that the demographic of respondents is not representative of the Bolton population and this will skew the results - for example, use of EHC received a low likelihood of use but we know this service is well used by younger people across Bolton and so is likely an artefact of the relatively older age of the survey sample.