



# **Pharmaceutical Services Review**

**Consultation & Research Team**

**April 2022**

## **1. Background**

Every three years residents and stakeholders are asked to engage with a national survey to assess how well pharmaceutical services, in their area, meet their needs. It aims to determine whether there are any barriers to access, whether the services provided meet their needs and whether there are any additional services or resources that could be made available via the pharmaceutical network.

## **2. Methodology**

Between the 24<sup>th</sup> February and 6<sup>th</sup> April, the Council ran a public consultation, seeking to engage residents and stakeholders that use pharmacies in Bolton, in sharing their reflections on the access to pharmacies and the services they provide. During that period, a comprehensive communication plan was implemented to raise awareness of the review and gain feedback from residents. This included notification posters being distributed to pharmacies across the borough (see appendix A).

An email was also distributed to all stakeholders, including the Vision Partnership, equality groups and Elected Members, to share with their service users and constituents. Supporting documentation was made accessible on the Council's consultation webpage and social media was heavily utilised throughout the period, including by our partners at the CCG.

The consultation reached 3,359 users on Facebook, with active engagement with 43 users. On Twitter the campaign reached 6,461 users, with active engagement with 119 users. The Communication Team trialled the campaign on the Instagram social media platform, where it reached 689 users.

Participants were surveyed using a questionnaire tool made up of open and closed questions, over a period of 6 weeks, providing respondents the opportunity to reflect and share their thoughts on the review. The questionnaire was made available both digitally and offline, with the questionnaire being accessible on the Council's consultation web page, as well as in hard copy format, on request. A copy of the questionnaire is included at the end of this document, located in Appendix B.

## **3. Consultation responses**

Several open-ended questions were included in the questionnaire to give respondents the opportunity to comment on the review, highlight barriers to access and suggest additional services

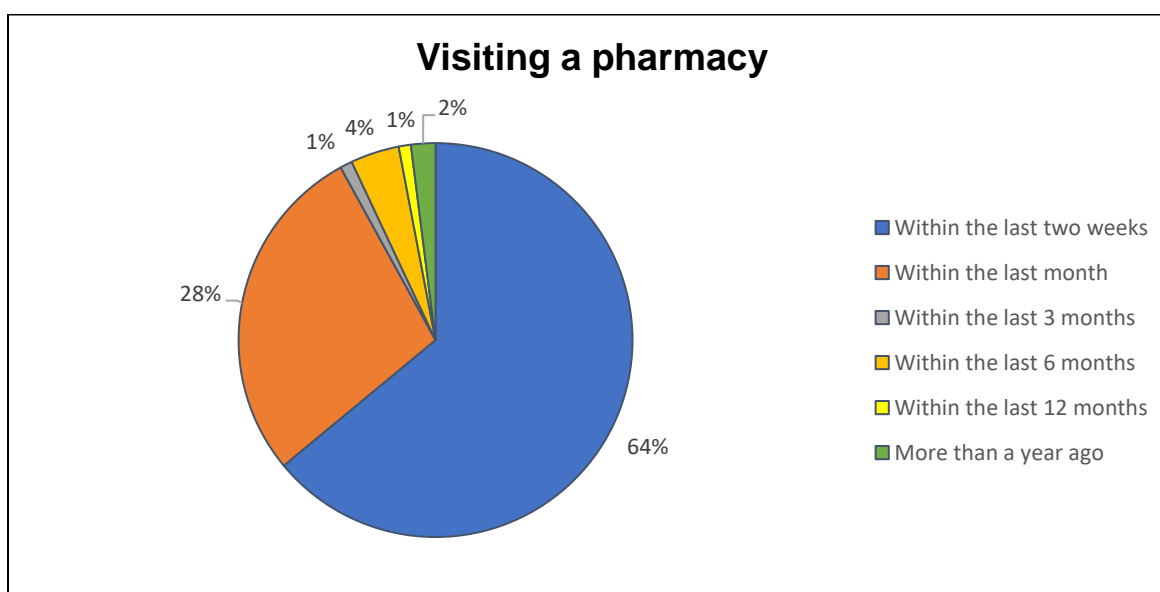
and resources that could be offered via a pharmacy network. Throughout the consultation period, 139 completed electronic questionnaires from residents and stakeholders were received.

### Analysis notes

- Results are presented in the questionnaire format with 'Don't know / 'Can't remember' type responses removed unless stated.
- Comments have been categorised where feasible. Unless otherwise stated, categories with 3 or more responses are shown. Categories may overlap and a comment from one respondent included in multiple categories. A sample of comments [verbatim] are included in the report. Comments may be abbreviated so that only the relevant extract is included. One comment may be coded into multiple categories, and each category may only cover a certain aspect of the comment, for example a respondent may have made both positive and negative comments about the same aspect.
- Base: unless otherwise stated the base is the number of respondents to a particular question.
- Data has been cleansed where appropriate, e.g., comments moved into existing responses.

#### 4a. Visiting a pharmacy

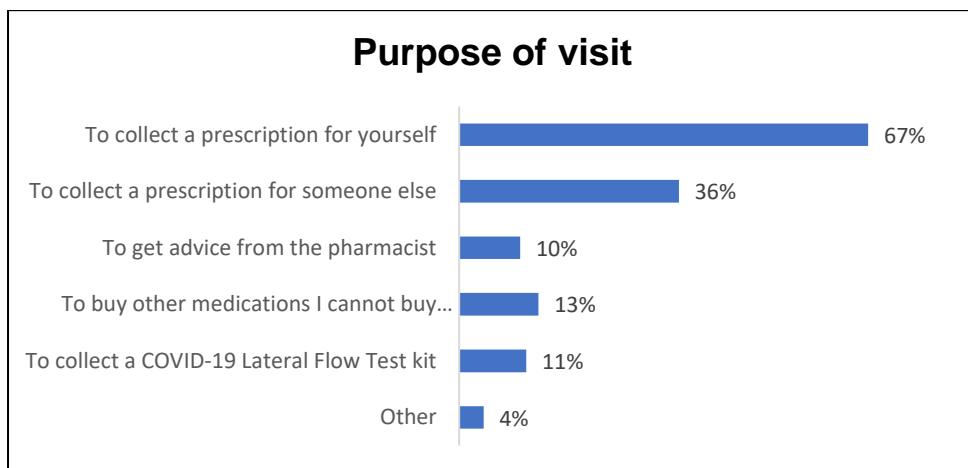
Respondents were asked when they last accessed a pharmacy to get a prescription, buy medicines or to get advice? Overwhelming three-fifths (64%) had accessed a pharmacy within the two-week period, prior to undertaking the survey. 28% of respondents had accessed a pharmacy within a month prior to undertaking the survey. 2% of respondents had not accessed a pharmacy within the last 12 months.



Base: 138

#### 4b. Purpose of visit

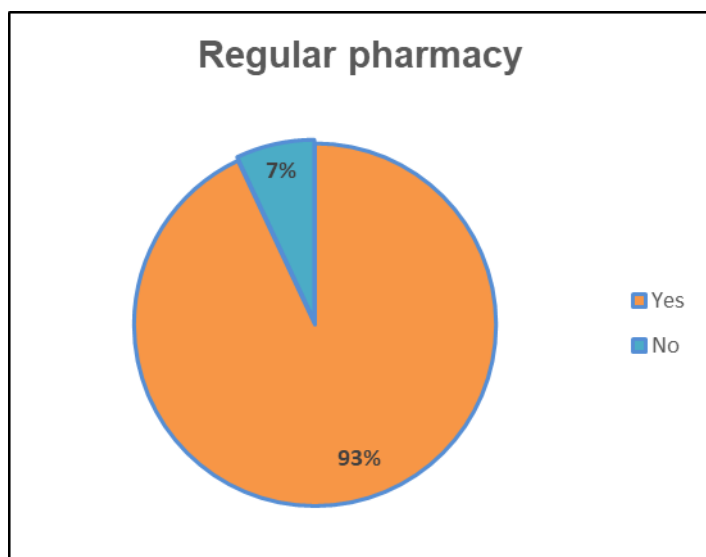
The main purpose for accessing a pharmacy was to collect a prescription for themselves (67%) or someone else (36%). 11% of those responding had accessed a pharmacy to collect a Covid-19 lateral flow test kit. Those answering 'other' were accessing the pharmacy for flu jabs, to purchase other products or to organise for prescriptions to be delivered.



Base: 136

#### 5. Regular pharmacy

93% of residents and stakeholders tend to have a favourable pharmacy, that they access regularly.

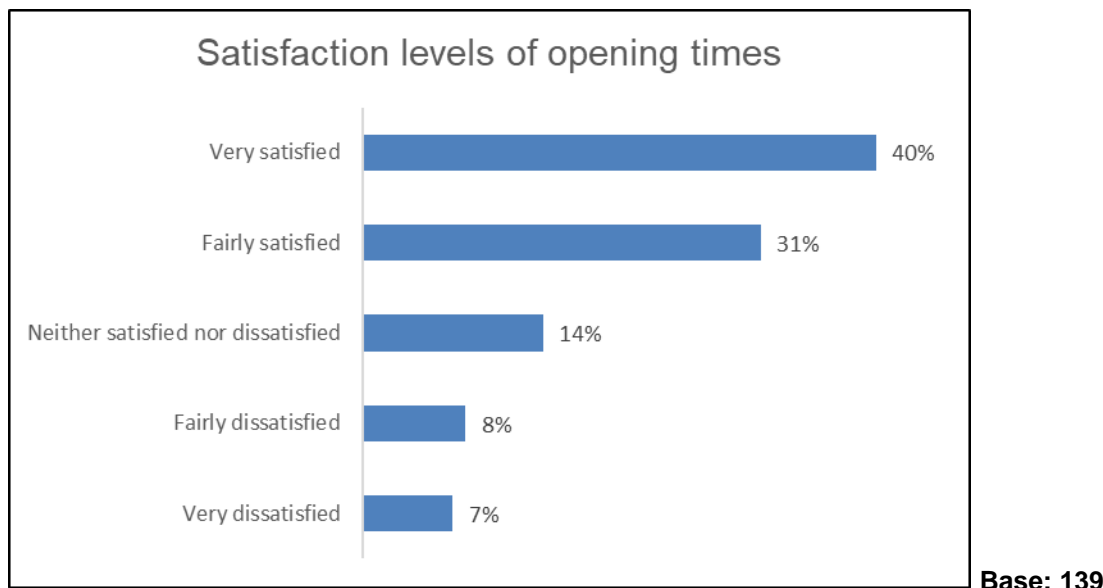


Base: 139

#### 6. Opening hours

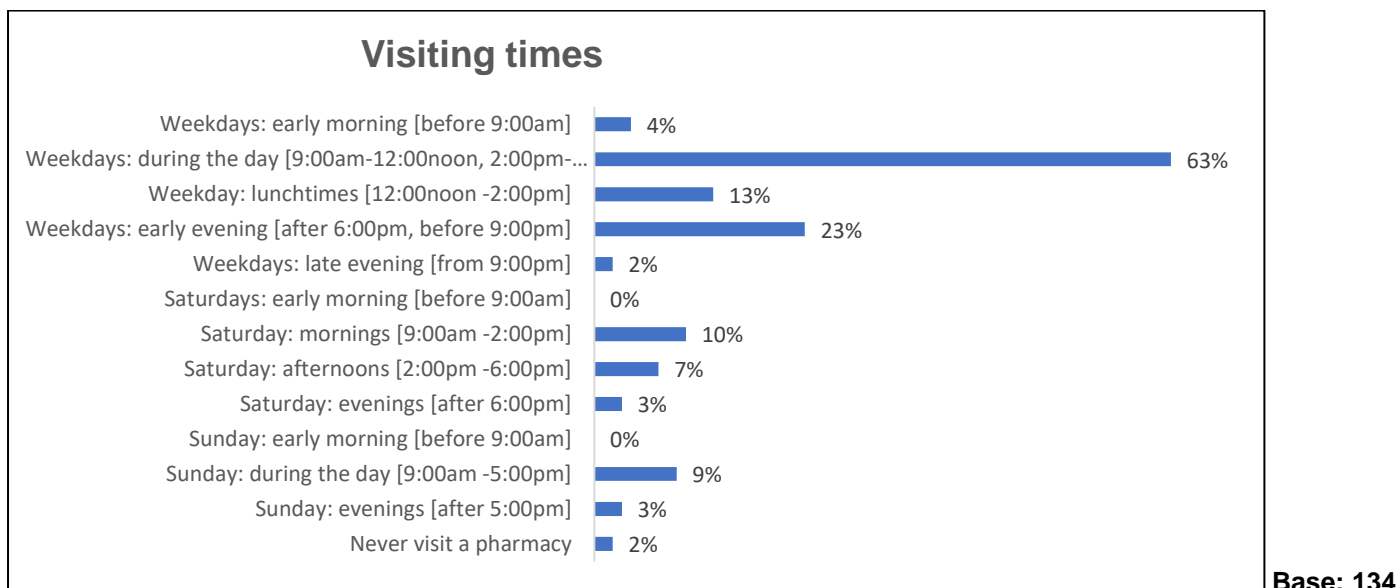
Respondents were asked to reflect upon how satisfied or dissatisfied they were with the accessibility of opening hours of pharmacies across the Bolton borough. Of the 139 responses

received just under three-quarters (71%) were fairly-very satisfied with the operational hours. 15% of residents have some level of dissatisfied.



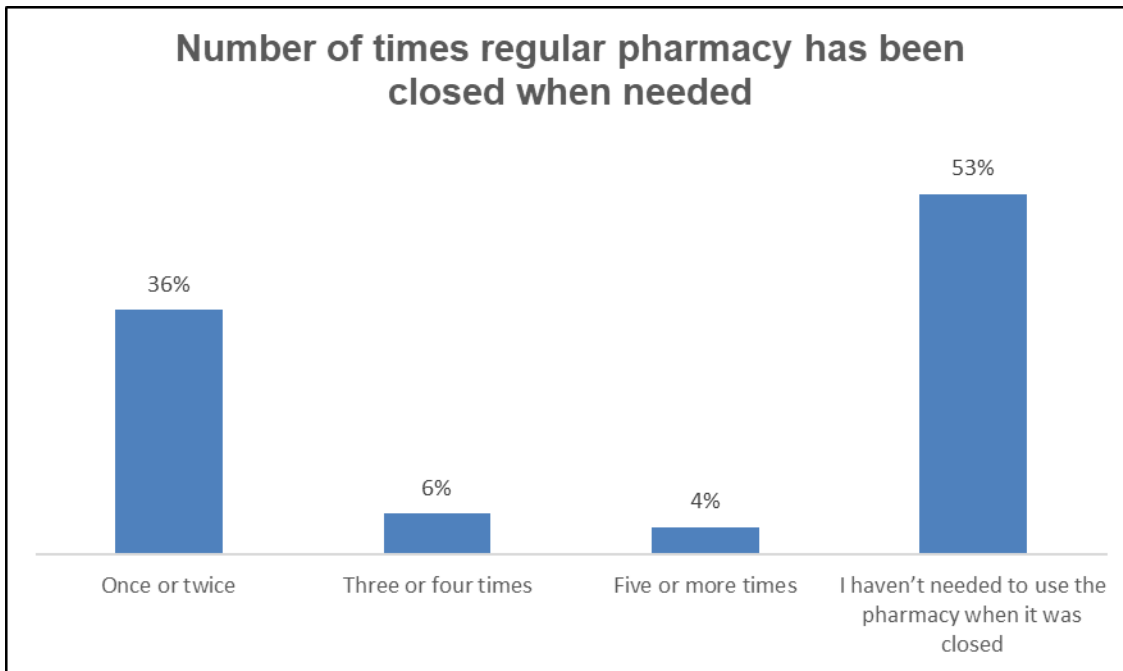
## 7. Visits

The most favourable time for visiting a pharmacy are weekdays, during working hours (09:00 – 12 noon and 14:00 – 18:00). This was the preferred option for 63% of respondents. Interestingly weekday lunchtimes were only favoured by 13%. Weekday evenings were also popular for 23% of residents, who prefer to access a pharmacy site between 18:00 – 21:00. The least popular time to access a pharmacy was after 21:00 on a weekday (2%)



### 8a. When a pharmacy is closed

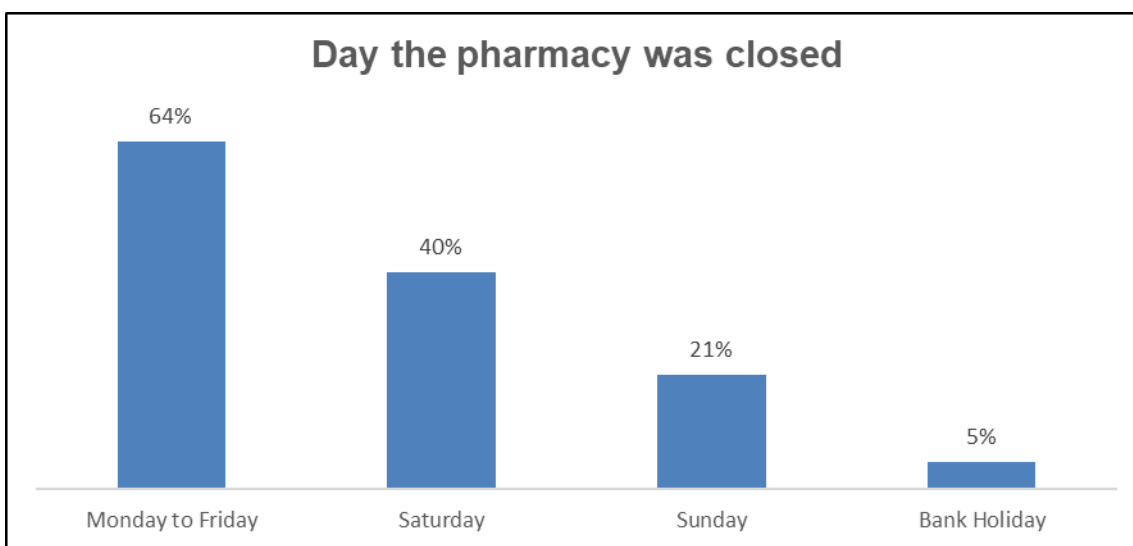
Respondents were asked to reflect on how many times a pharmacy has been closed when they have needed to access it. Over half of those responding (53%) have not needed to access a pharmacy when it has been closed. However, just under two-fifths (36%) have experienced this once or twice.



Base: 139

### 8b. Closure day

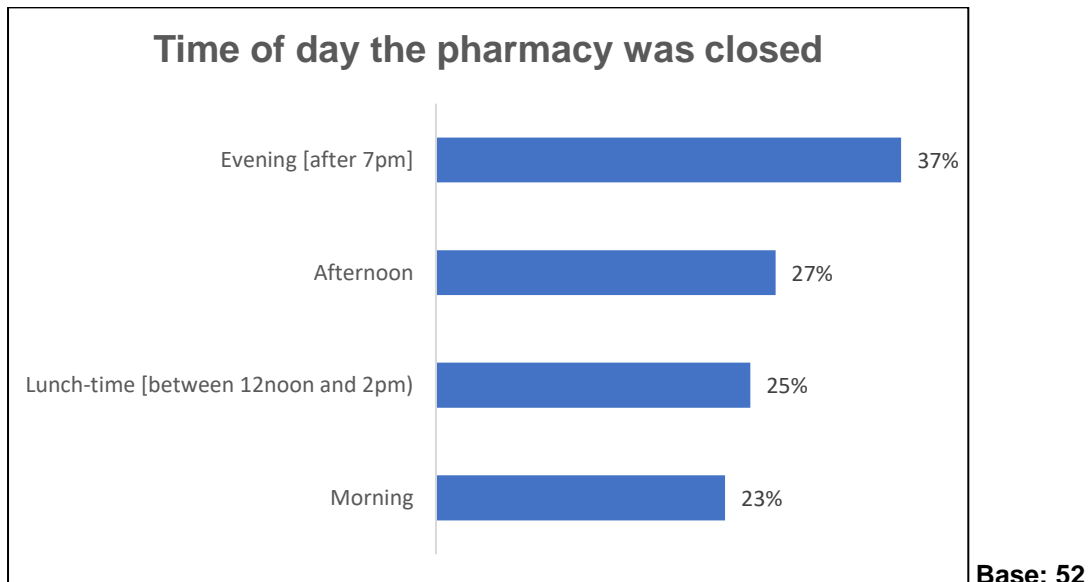
Respondents who stated that a pharmacy had been closed when they had tried to access it, were then asked what day of the week this occurred. 64% stated a pharmacy had been closed on a weekday, 61% experienced closure on a weekend and 5% on a bank holiday.



Base: 58

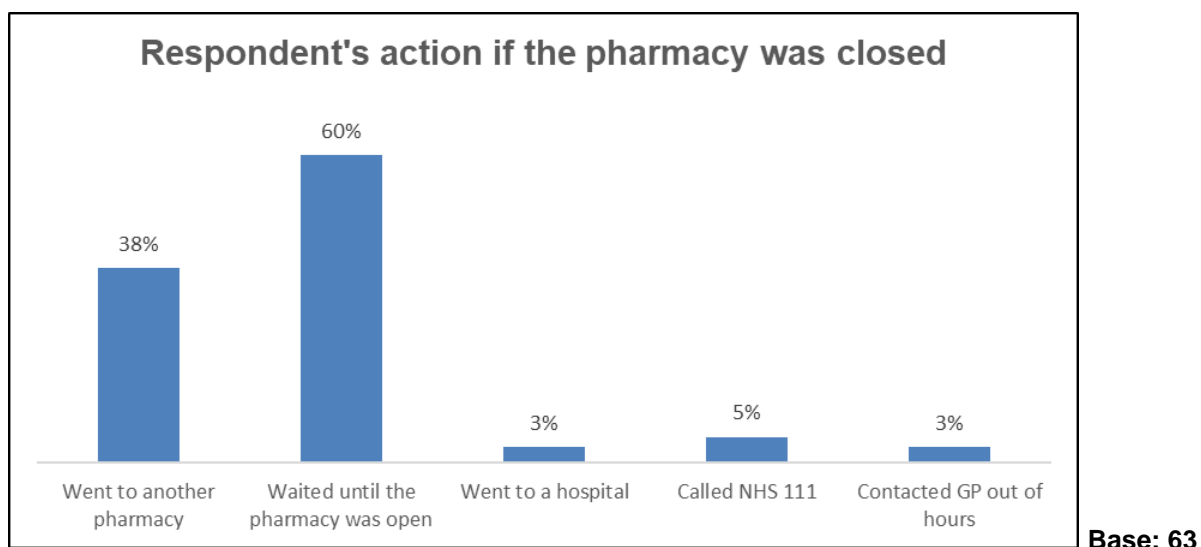
### 8c. Closure time

To ascertain the time-of-day respondents experienced a pharmacy closure, a further follow up question was asked. Of those responding 37% stated that their local pharmacy was closed, in the evening, after 19:00 hours. One-quarter (25%) of respondents experienced closure during a lunchtime period.



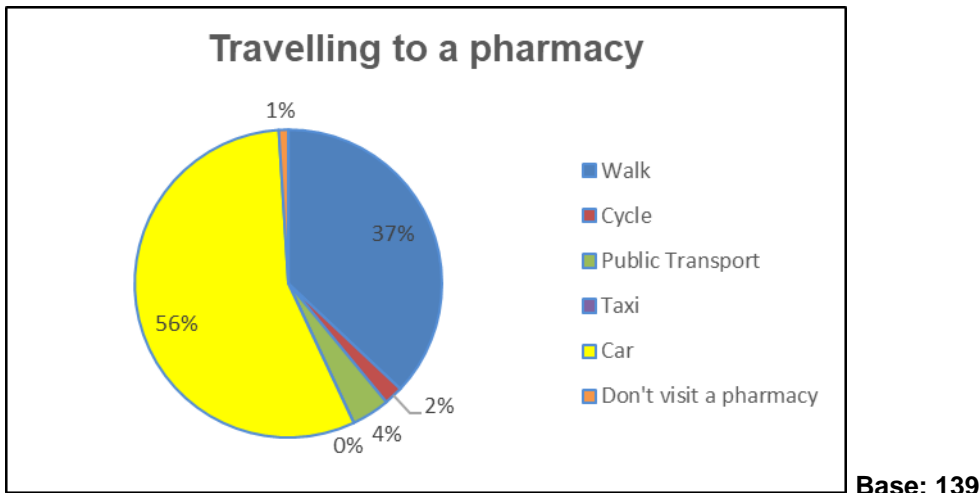
### 8d. Action due to closure

To understand what action respondents took as a response to their pharmacy closure, a further follow up question was asked. 60% of respondents who had experience a pharmacy closure waited until it reopened to access the service. Just under two-fifths (38%) accessed an alternative pharmacy. 3% contacted their out of hours GP and a further 3% went to a hospital.

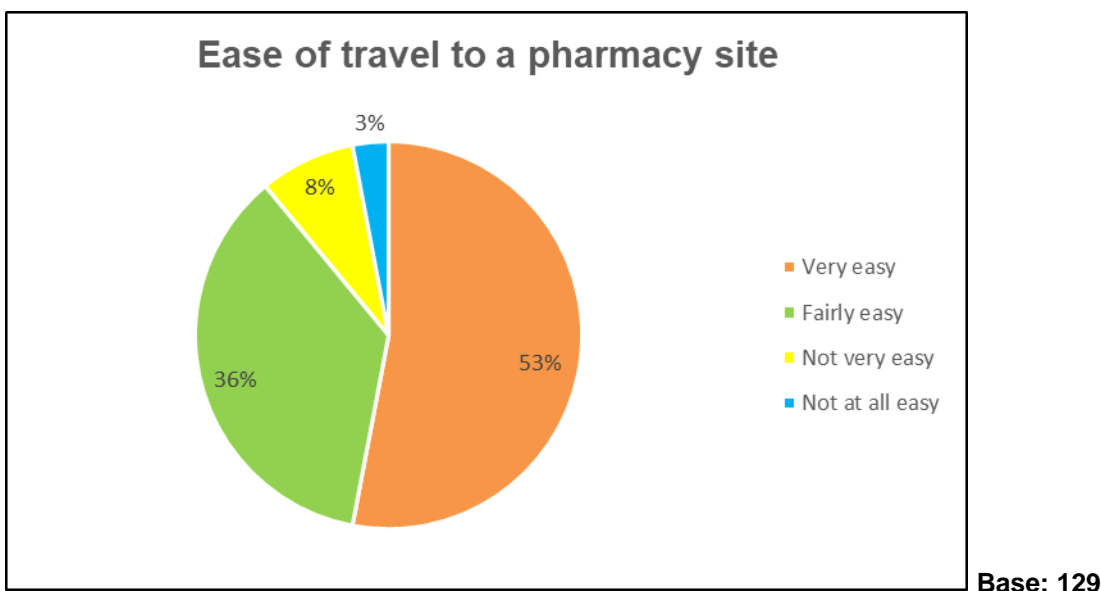


### 9a. Getting to the pharmacy

Residents were asked to consider how they commute to their preferred pharmacy. Over half (56%) use their car and 37% of residents walk. Only 2% of residents cycle to their preferred pharmacy.

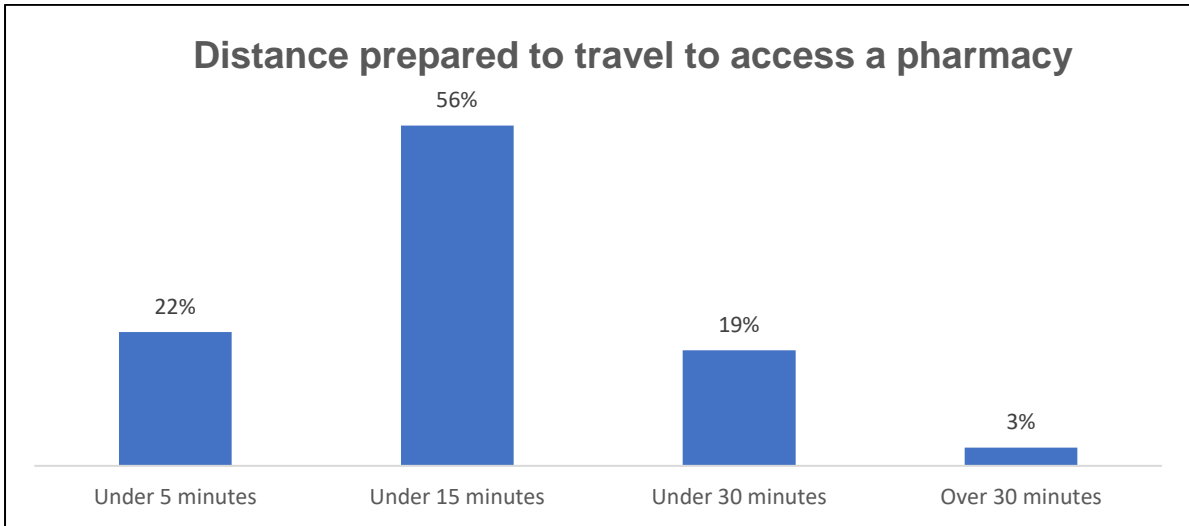


9b. Using their preferred mode of transport to commute to a pharmacy, over half of respondents (89%) find their commute fairly / very easy. 11% of residents find commuting to their pharmacy difficult to some degree.



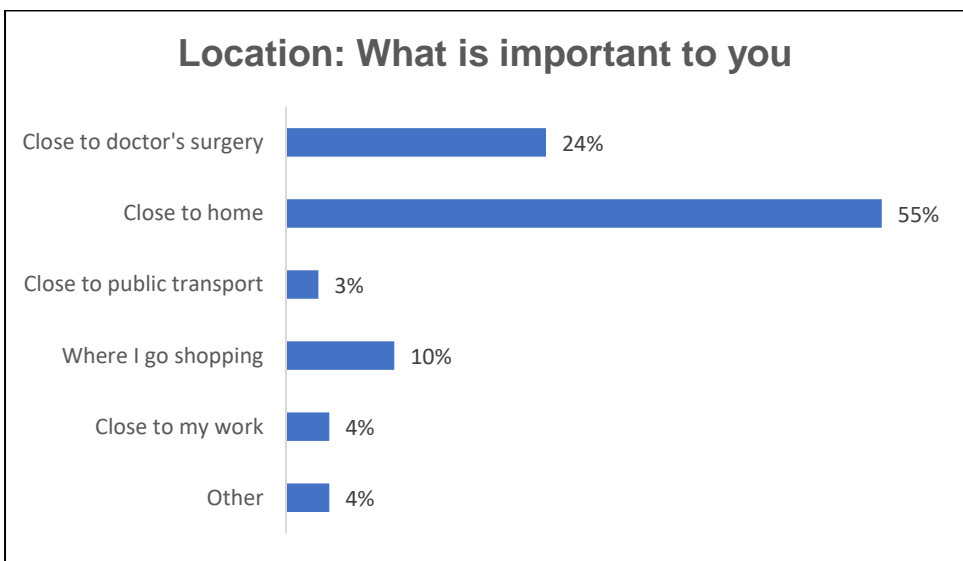
9c. When commuting from home, over half of respondents (56%) would be willing to commute for up to 15 minutes to access a pharmacy store. 22% would want to access a pharmacy within a 5-minute commute of their home and 19% within a 30 minute commute of their home.





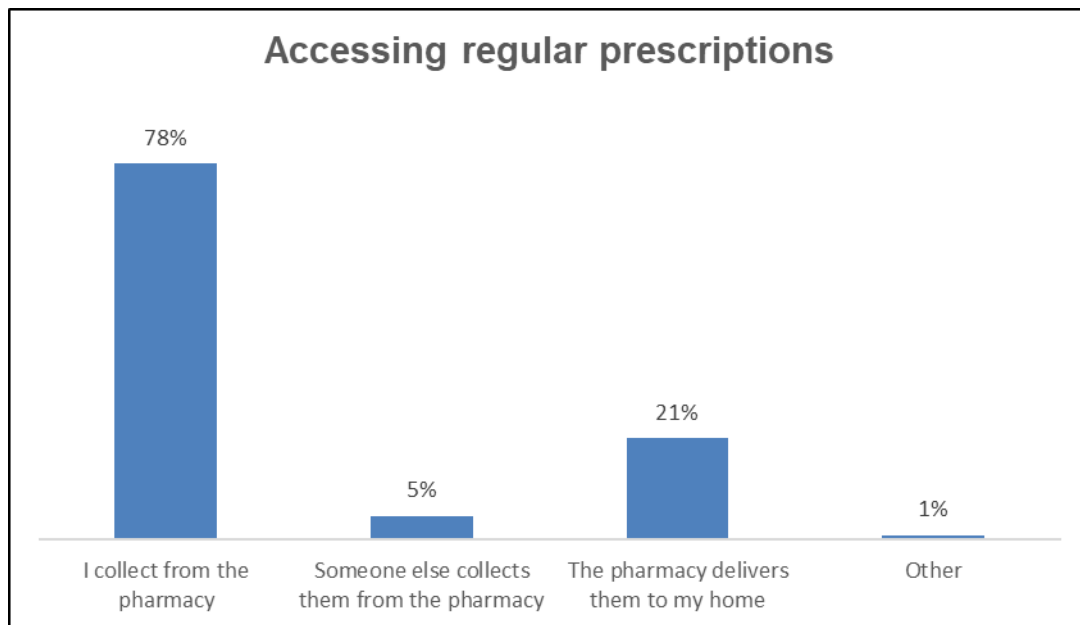
## 10. Location

The review is keen to understand the importance location is when accessing a pharmacy site. Over half of respondents (55%) would prefer to access a pharmacy close to their home. Just under one-quarter (24%) would prefer to access a pharmacy close to their GP. 10% of respondents would prefer to use a pharmacy in a retail space. Of those that answered 'other', predominantly wanted a blend of pharmacy offers, accessible in frequently visited sites such as work, GP and home. One felt that it was important to offer a service near to an 'out of hours' Primary Care service. Three comments focused on the pharmacy offer as being just as important as location, *“good brand pharmacy and who provide decent medicines,”* and *“it is reliable and dispenses correct advice and drugs, my neatest has not done that.”* Another comment focused on accessibility within cycling distance.



## 11. Regular prescriptions

Of those taking part in the consultation, 81% have regular prescription medicines, these being predominantly collected from the pharmacy (78%). 21% of respondents use the pharmacy home delivery service. Those that answered 'other' use the online delivery service.



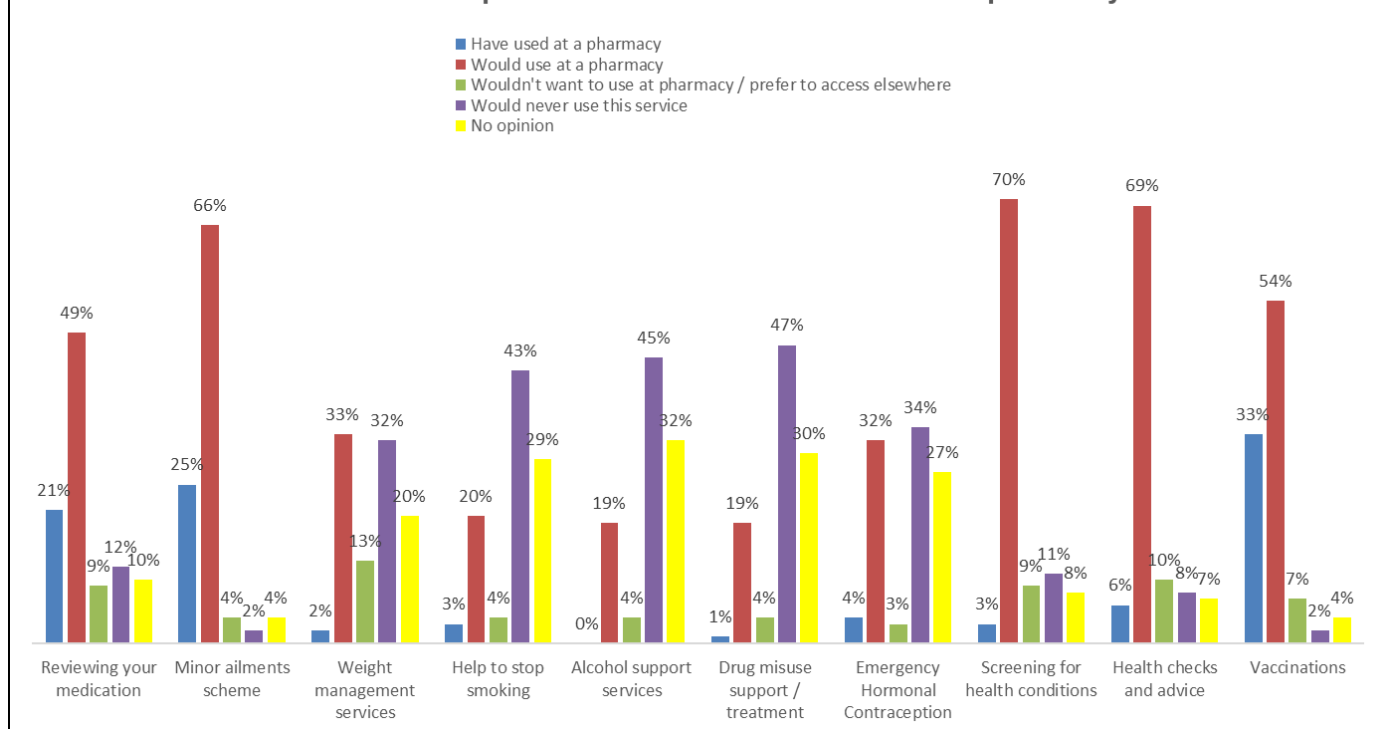
Base: 111

## 12a. Services

Respondents were asked to reflect upon the services they have accessed or would like to access, should the need arise, via the pharmacy network. Various services and provisions were outlined, and residents and stakeholders could choose to opt out of answering any of the options. 91% of respondents stated that they had/would use a pharmacy to access the Minor Aliments scheme. 87% have/would use a pharmacy to access vaccination clinics and 75% have/would access the pharmacy for health checks and advice.

Respondents also highlighted services that they would not want to access at a pharmacy or would never use if offered. The least popular services include support and treatment for drug misuse (51%), alcohol support services (49%) and help to stop smoking (47%).

## Services that respondents have or would access at a pharmacy



Average Base: 99

### 12b. Services valued

53% of respondents stated that there were specific services they valued from their pharmacy. 70% of respondents also stated that there were no additional services needed to be offered via the pharmacy network. 38 of these respondents went on to comment on using the pharmacy service prior to the pandemic. These comments can be themed into seven key areas:

Rank	Category	No. of respondents
a	Service delivery	8
b	Medication	5
c	Testing & vaccinations	9
d	Routine checks offered by GP/Health Service	6
e	Minor Aliment Service	4
f	Other	6

**Service delivery:** Respondents who commented on service delivery were predominantly concerned with opening hours and customer service, including waiting times.

*"Open longer hours including lunchtimes."*

*"Pharmacy open late hours - VERY IMPORTANT"*

*"A better approach to customer relations. They give the impression that they are doing me a favour".*

*"Promptness, I WAITED 45 MINS FOR TOOTHPASTE"*

*"Late hours and open as advertised"*

**Medication:** Respondents were keen to have a range of medications available via the pharmacy networks and that they be readily available.

*"Emergency dental medication or advice".*

*"Having the medicine available, not having to go back due to incomplete prescription."*

*"Prescription meds for basic things without needing to see the doctor."*

**Testing & vaccinations:** Comments received around this theme reflected upon the range of testing services available at pharmacies and access to vaccinations.

*"Blood pressure, diabetes, weight management etc."*

*"Blood Pressure testing Cholesterol tasting."*

*"Carry out my annual asthma check, provide Covid booster"*

*"Diagnostics for sugar level and hormone testing."*

*"Ear syringing, blood tests"*

*"Private blood tests eg routine screening, vitamin D levels"*

**Routine checks offered by GP/Health Service:** Some respondents strongly felt that routine check-ups, normally offered by a doctor, nurse or health practitioner, could become a service offered by the pharmacy network.

*"Pharmacies could provide many of the non-Doctor tasks carried out by practice nurses and non-medical staff rather than me having to take a day off work to have a simple blood test taken, and wait for hours on end for a phlebotomy nurse to become available".*

*Contraceptive pill checkup, rather than having to book with GP or nurse.*

*"Weighing babies".*

*"Perhaps a doctor surgery could be held in a pharmacy where there is no local doctor's surgery Perhaps a nurse or district nurse or dental hygienist at the local pharmacy."*

*"Highly trained health professionals who would be able to provide health services with appropriate training."*

**Minor Ailment Service:** Some respondents thought that the Minor Ailments service could be more accessible via a local pharmacy, *“Minor ailments, why isn’t this available in Bolton???”*.

**Other:** Additional comments were focused on several areas, including marketing and communications, resources, and knowledge of staff.

“More publicity so people know the services and expect help available at their local pharmacy”.

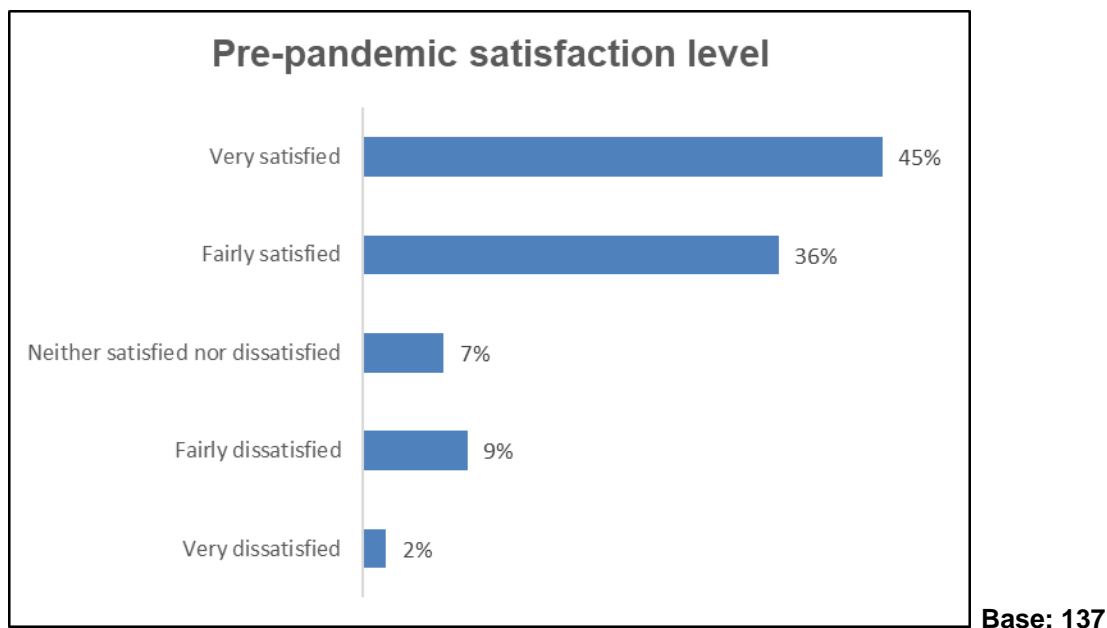
“Signposting for things that can affect my health and wellbeing.”

“Availability of compliance aids.”

“Having staff who know what an FFP2 mask is!”

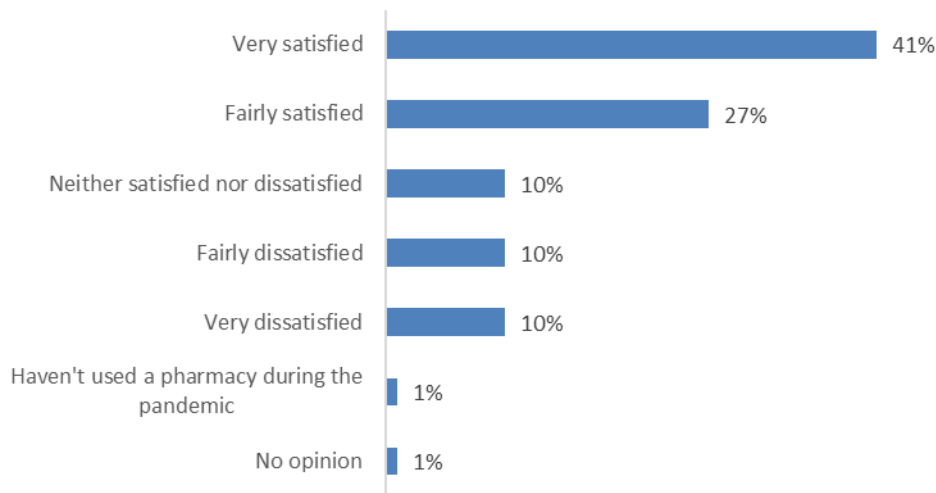
### 13a. Overall

Residents and stakeholders were asked to reflect upon the services they received from their regular pharmacy before the pandemic. Overall, over four-fifths (81%) of respondents were fairly – very happy with the services provided prior to the outbreak of Covid-19. 11% of respondents felt some degree of dissatisfaction with the services provided.



When asked to reflect upon the services offered by pharmacies during the pandemic, satisfaction levels dropped to 68%, with 20% of respondents being dissatisfied by the services they received.

### Satisfaction level of services delivered during the pandemic

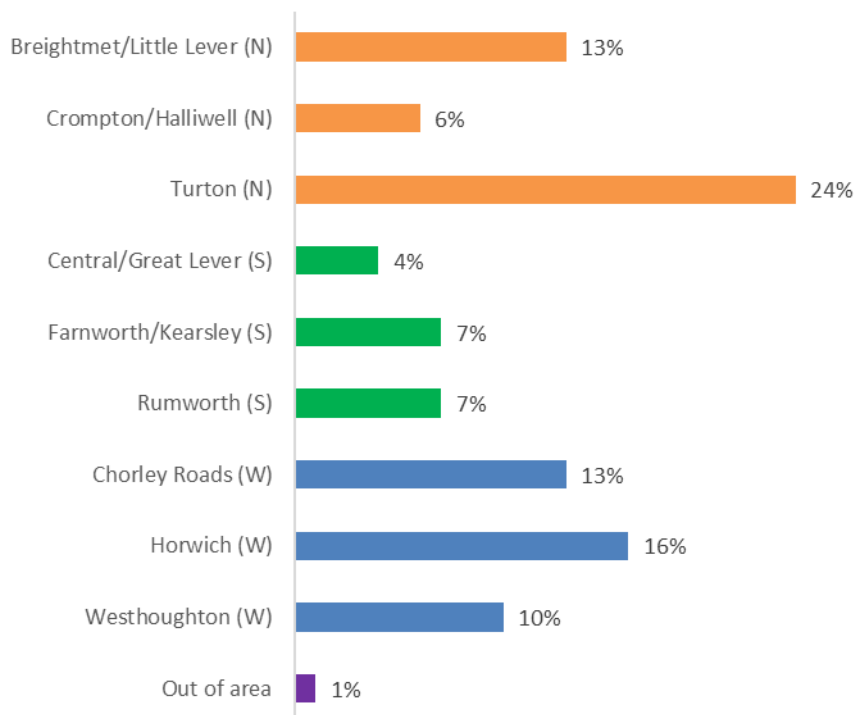


Base: 136

### 14a. Demographics: Geographical location

The table below outlines the demographics of respondents by geographical district. A total of 135 respondents provided their full postcode. Engagement was evenly split across the North (43%) and West (39%) of the borough, with lower representation in the South (18%).

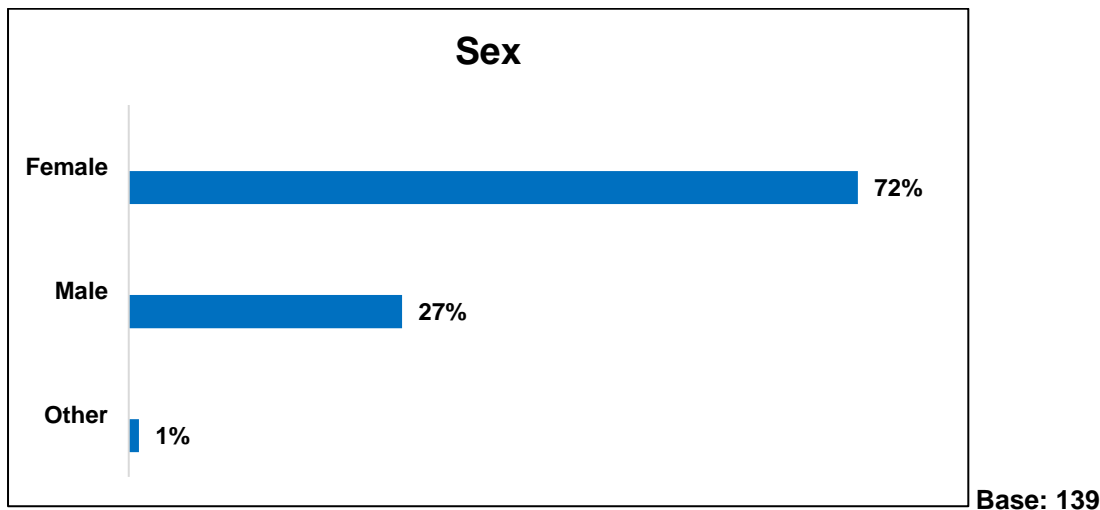
### Interest by geographical location



Base: 135

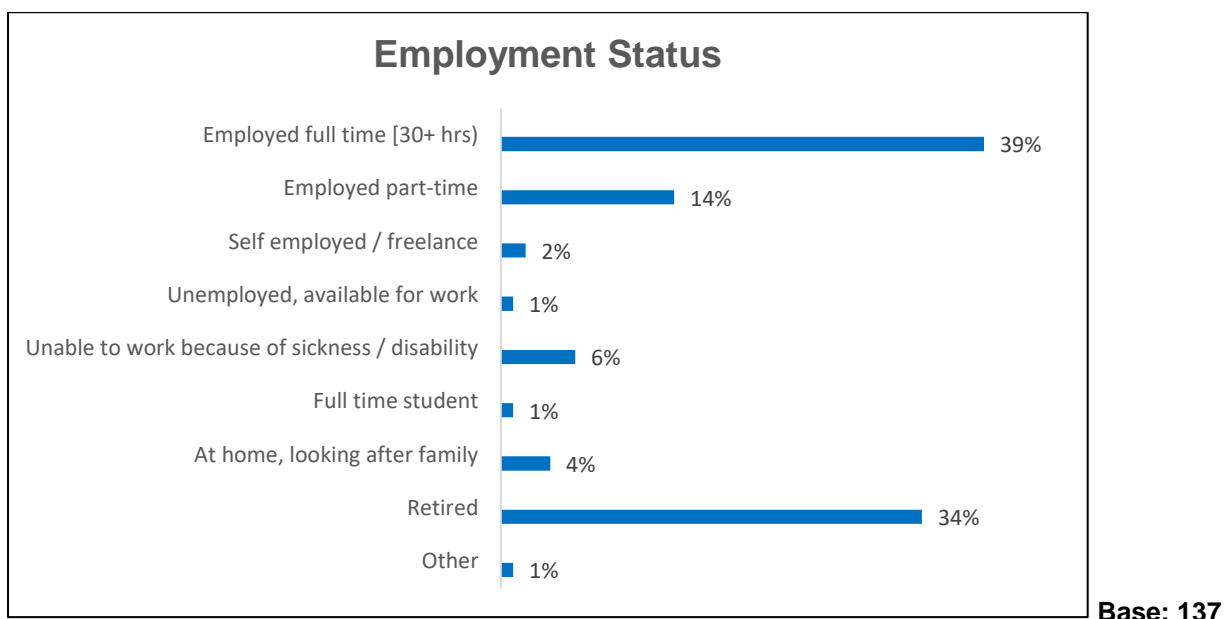
### 14b. Sex

139 responses were received providing the respondent's sex. 72% of respondents' identity as being female, 27% as male and 1% respondent identified as 'other'.



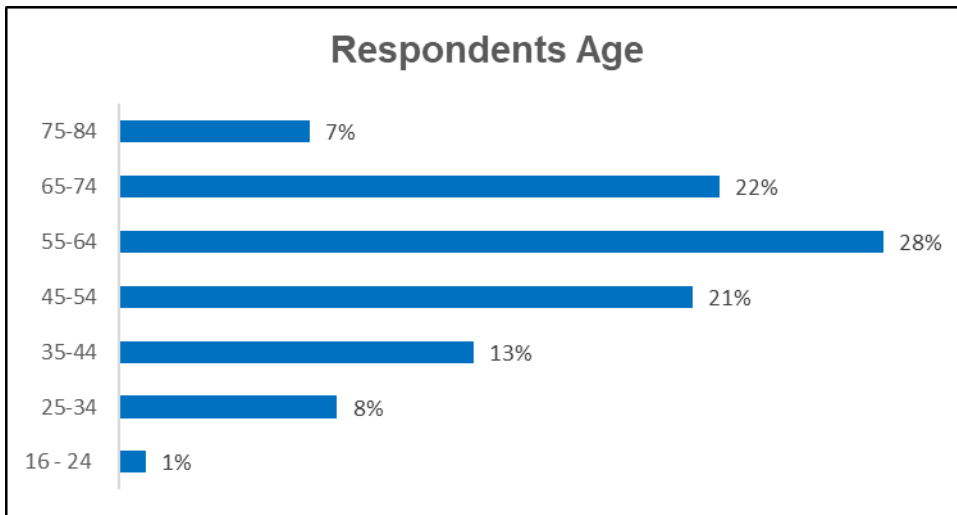
### 14c. Employment Status

55% of responses received were from individuals in some form of employment. 1% of responses were from individuals in education. 1% of responses were from individuals that were unemployed, but available for work and 6% of responses were received from individuals unable to work due to sickness or a disability. 4% of respondents stayed at home to look after the family and 34% responded as retirees.



#### 14d. Age

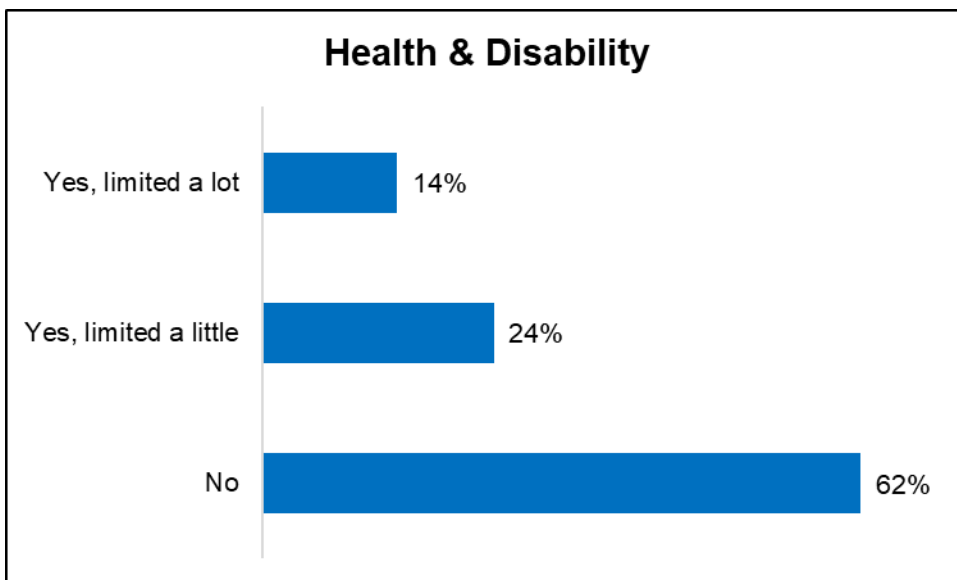
Responses were received from individuals in all age categories. 9% of respondents were under the age of 34 years. 62% of respondents were aged between 35 – 64 years, and 29% of responses were from residents and stakeholders above the age of 65 years.



Base: 138

#### 14e. Health

38% of residents and stakeholders undertaking the survey, stated that their day-to-day activities had been impacted by a physical or mental illness/condition that had lasted longer than 12 months.

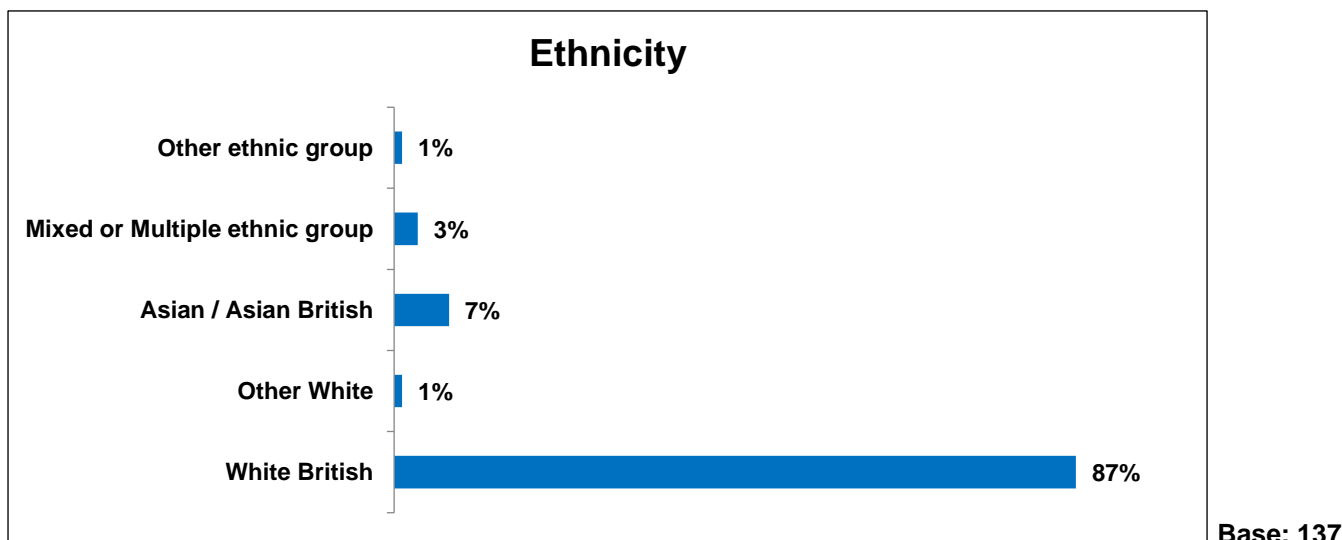


Base: 139



## 14f. Ethnicity

87% of responses received are from residents and stakeholders who identify as being 'white British'. 12% of responses are representative of communities other than 'white-British', this includes 7% from Asian/Asian British communities.




## 15. Summary

139 residents and stakeholders have taken part in the review of pharmacy services in the borough of Bolton. The majority of those engaged in the consultation are female (72%). Residents and stakeholders are predominantly of working age (55%) or are retirees (34%). 38% of those that took part in the review, have a physical or mental health illness or condition.

Prior to the Covid-19 pandemic, there has been a reduction in satisfaction levels, by 13%, of residents accessing the services offered by pharmacies in Bolton. Of those engaged in the review, 92% had accessed a pharmacy within the month prior to completing the survey. 93% regularly access the same pharmacy, travelling by car (56%), to collect a prescription for themselves (67%) or someone else (36%). 81% of respondents collect regular medications or prescriptions.

63% preferred visiting a pharmacy between the hours of 9am and 6pm on a weekday, with 37% stating they had had difficulty accessing a pharmacy after 7pm. This led 11% of respondents to access alternative services, including NHS 111, the out-of-hours doctors and their local hospital. 15% stated they were dissatisfied with the opening hours of pharmacies across the borough, which resulted in further comments for longer opening hours.



Accessing a pharmacy close to the resident's home was important to most respondents (55%).

Popular pharmacy services for residents and stakeholders include the Minor Aliments scheme, vaccination clinics, health checks and accessing advice. Respondents were keen that some of these services could be widened to include additional testing and health checks, currently only available via GPs, nurses and health practitioners.

# Tell us what you think about pharmacies...

How can they help you stay well and manage your health conditions and what services do you want from them now and in the future?

- Better access and opening times?
- Flu Jabs?
- Health advice?
- Health assessments?
- Dispensing prescriptions?
- Self-test kits and other products and services?

Simply scan the QR code on your smart phone or fill the survey online at:  
[https://bit.ly/Bolton\\_Pharmacy](https://bit.ly/Bolton_Pharmacy)



Survey closes on  
Wednesday 6th April 2022



**Bolton  
Council**

## Pharmaceutical services

This survey asks for your views about services that pharmacies provide now, and about services they may provide in the future. It's part of national research carried out every three years to assess how well pharmaceutical services meet our residents' needs.

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.

Pharmacies may also offer other services, such as selling sunglasses or sandwiches. This survey is just looking for your views on pharmaceutical services which are or could be provided in a pharmacy.

## Your responses - keeping your data safe

If you're responding as an individual you won't be identified in any report; your responses will be anonymised and grouped together with those from other people. All questions are optional, so please feel free to skip any that you prefer not to answer.

Reports may be made public. If you are responding in an official capacity your response may be published, but no personal details will be made public.

Any personal data you provide will be held securely, in line with our retention schedule and privacy policy, which can be found online [www.bolton.gov.uk/data-protection-freedom-information/privacy-notices](http://www.bolton.gov.uk/data-protection-freedom-information/privacy-notices)

We use professional software called Snap Surveys to collect and process your data. As data processor, Snap Surveys Ltd. follow the UK General Data Protection Regulation [GDPR]. You can view their privacy policy online: [www.snapsurveys.com/survey-software/privacy-policy-uk/](http://www.snapsurveys.com/survey-software/privacy-policy-uk/)

If you can't view the documents online please ring the Consultation & Research Team on 01204 334875

## Visiting a pharmacy

**Q1 When did you last use a pharmacy to get a prescription, buy medicines or to get advice?**  
Please think about your last visit whether the pharmacy was in Bolton or not

- |   |   |
|---|---|
| <input type="radio"/> Within the last two weeks | <input type="radio"/> Within the last 12 months |
| <input type="radio"/> Within the last month     | <input type="radio"/> More than a year ago      |
| <input type="radio"/> Within the last 3 months  | <input type="radio"/> Never - please got to Q3  |
| <input type="radio"/> Within the last 6 months  | <input type="radio"/> Can't remember            |

## Q2 Why did you make this visit to the pharmacy?

- |  |  |
|--|--|
| <input type="checkbox"/> To collect a prescription for yourself          | <input type="checkbox"/> To collect a COVID-19 Lateral Flow Test kit |
| <input type="checkbox"/> To collect a prescription for someone else      | <input type="checkbox"/> Other reason - please state below           |
| <input type="checkbox"/> To get advice from the pharmacist               | <input type="checkbox"/> Can't remember                              |
| <input type="checkbox"/> To buy other medications I cannot buy elsewhere |  |

If 'other' please explain

## Regular pharmacy

### Q3 Do you have a regular pharmacy - one that you use most often?

- Yes  No

## Opening hours

### Q4 How satisfied / dissatisfied 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     | No opinion            |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## Visits

### Q5 When do you usually visit a pharmacy?

- |   |  |
|---|--|
| <input type="checkbox"/> Weekdays: early morning [before 9:00am]                    | <input type="checkbox"/> Saturday: mornings [9:00am -2:00pm]     |
| <input type="checkbox"/> Weekdays: during the day [9:00am-12:00noon, 2:00pm-6:00pm] | <input type="checkbox"/> Saturday: afternoons [2:00pm -6:00pm]   |
| <input type="checkbox"/> Weekday: lunchtimes [12:00noon -2:00pm]                    | <input type="checkbox"/> Saturday: evenings [after 6:00pm]       |
| <input type="checkbox"/> Weekdays: early evening [after 6:00pm, before 9:00pm]      | <input type="checkbox"/> Sunday: early morning [before 9:00am]   |
| <input type="checkbox"/> Weekdays: late evening [from 9:00pm]                       | <input type="checkbox"/> Sunday: during the day [9:00am -5:00pm] |
| <input type="checkbox"/> Saturdays: early morning [before 9:00am]                   | <input type="checkbox"/> Sunday: evenings [after 5:00pm]         |
|   | <input type="checkbox"/> Never visit a pharmacy                  |

## When a pharmacy is closed

### Q6 How many times recently have you needed to use your usual pharmacy / the pharmacy closest to you when it was closed?

- Once or twice  
 Three or four times  
 Five or more times  
 I haven't needed to use the pharmacy when it was closed - please go to Q10

**Q7 What day of the week was it?**

- Monday to Friday       Sunday       Can't remember  
 Saturday       Bank Holiday

**Q8 What time of the day was it?**

- Morning       Afternoon       Can't remember  
 Lunch-time [between 12noon and 2pm]       Evening [after 7pm]

**Q9 What did you do when your pharmacy was closed?**

- Went to another pharmacy       Went to a hospital       Other - please state below  
 Waited until the pharmacy was open       Called NHS 111       Can't remember  
 Contacted GP out of hours

If 'other' please explain

**Getting to the pharmacy**

**Q10 How do you usually travel to a pharmacy? Please choose one main method**

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

**Q11 How easy is it to travel to pharmacies in Bolton borough, using your usual means of travel?**

- Very easy      Fairly easy      Not very easy      Not at all easy      No opinion / don't visit pharmacies
- 

**Q12 From home, how far would you be prepared to travel to access a pharmacy?**

- Under 5 minutes       Over 30 minutes  
 Under 15 minutes       No opinion / don't visit pharmacies  
 Under 30 minutes

**Location**

**Q13 Thinking about the location of a pharmacy, which is most important to you? Please tick one**

- Close to doctor's surgery       Close to my work  
 Close to home       Other [please specify below]  
 Close to public transport       No opinion / don't visit pharmacies  
 Where I go shopping

If 'other' please explain

## Regular prescriptions

**Q14 Do you use any regular prescription medicines?**

- Yes  No - please go to Q16

**Q15 How do you normally collect any regular prescription medicines you need?**

- I collect from the pharmacy  The pharmacy delivers them to my home  
 Someone else collects them from the pharmacy  Other - please explain below

If 'other' please explain

## Services

**Q16 Which of the following have you or would you use if they were available at a pharmacy in Bolton borough?**

	Have used at a pharmacy	Would use at a pharmacy if required	Wouldn't want to use at pharmacy / prefer to access elsewhere	Would never use this service	No opinion
Reviewing your medication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor ailments scheme [where the pharmacist can supply certain medicines on prescription to save you needing to visit your GP]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight management services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help to stop smoking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alcohol support services [help to cut down]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug misuse support / treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Hormonal Contraception [morning after pill]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Screening for health conditions [e.g. diabetes]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health checks and advice [e.g. heart health, blood pressure]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q17 Is there any service you particularly value from pharmacies?**

- Yes  No



If 'Yes' please explain

**Q18 Are there any additional services that local pharmacies should provide?**

- Yes  No

If 'Yes' please explain

## Overall

**Q19 How satisfied / dissatisfied were you services received from your pharmacy before the pandemic?**

- Very satisfied  
 Fairly satisfied  
 Neither satisfied nor dissatisfied  
 Fairly dissatisfied  
 Very dissatisfied  
 Didn't use a pharmacy before the pandemic  
 No opinion

**Q20 How satisfied / dissatisfied were you services received from your pharmacy during the pandemic?**

- Very satisfied  
 Fairly satisfied  
 Neither satisfied nor dissatisfied  
 Fairly dissatisfied  
 Very dissatisfied  
 Haven't used a pharmacy during the pandemic  
 No opinion

## About you

Your answers in this section help us to make sure that we are getting views from different types of people. They will not be used to contact you.

**Q21 Are you ...?**

- Female  Male  Other



**Q22 Which most closely describes you?**

- |   |   |
|---|---|
| <input type="radio"/> Employed full time [30 hours or more a week]    | <input type="radio"/> Full time student             |
| <input type="radio"/> Employed part-time [up to 30 hours a week]      | <input type="radio"/> At home, looking after family |
| <input type="radio"/> Self employed / freelance                       | <input type="radio"/> Retired                       |
| <input type="radio"/> Unemployed, available for work                  | <input type="radio"/> Other - please explain below  |
| <input type="radio"/> Unable to work because of sickness / disability |   |

If 'other' please explain

**Q23 Which age group are you in?**

- |                               |                               |                                  |
|-------------------------------|-------------------------------|----------------------------------|
| <input type="radio"/> 16 - 24 | <input type="radio"/> 45 - 54 | <input type="radio"/> 75 - 84    |
| <input type="radio"/> 25 - 34 | <input type="radio"/> 55 - 64 | <input type="radio"/> 85 or over |
| <input type="radio"/> 35 - 44 | <input type="radio"/> 65 - 74 |                                  |

**Q24 Are your day to day activities limited because of a long-term physical or mental health conditions or illness?**

Long-term means something that has lasted or is expected to last 12 months or more.

- |  |   |                          |
|--|---|--------------------------|
| <input type="radio"/> Yes, limited a lot | <input type="radio"/> Yes, limited a little | <input type="radio"/> No |
|--|---|--------------------------|

**Q25 Please give your full postcode**

We ask this so we can identify the general area / electoral ward that you live in.

**Q26 What is your ethnic group?**

- |  |  |
|--|--|
| <input type="radio"/> White British                  | <input type="radio"/> Asian or Asian British                     |
| <input type="radio"/> White other                    | <input type="radio"/> Black, Black British, Caribbean or African |
| <input type="radio"/> Mixed or Multiple ethnic group | <input type="radio"/> Other ethnic group                         |

**Thanks for your time. Please click 'submit' to send your response to us.**