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# Pharmaceutical Needs Assessment questionnaire – results for patients and the public in Rutland

## 1. Introduction

Each of the Health and Wellbeing Boards in Leicester, Leicestershire and Rutland is working to produce local 'Pharmaceutical Needs Assessments' (PNAs), which will help ensure everyone living in their areas has the right access to pharmacy services.

The last PNAs were produced in 2010 and by law, all local authority Health and Wellbeing Boards in England must publish a new PNA by 1<sup>st</sup> April 2015.

The PNA will:

- look at what pharmaceutical services are currently available and assess the need for pharmaceutical services in the future;
- inform the planning and commissioning of pharmacy services by identifying which services should be commissioned for local people, within available resources, and where these services should be;
- be used to decide whether applications to provide new services by pharmacists and dispensing doctors will be approved, for example opening a new pharmacy. The organisation that will make these decisions is NHS England.

Separate PNAs will be produced for each of Leicester, Leicestershire and Rutland and these will need to be signed-off by their Health and Wellbeing Boards by the end of March 2015.

## Questionnaire

As they develop their PNAs, the three local authorities are working together to gather local information about community pharmacy and to share approaches to organising and publishing that information. This has included a questionnaire distributed to stakeholders, patients and the public, to understand how people use their local pharmacies, what their needs are, and how they could be improved, and a questionnaire distributed to local professionals.

The questionnaires were distributed widely, both electronically and in paper form, and a full list of organisations and groups contacted can be found at Appendix A. In addition an easy read version of the patients/public questionnaire was distributed to community and 'seldom heard' groups.

In total, 544 responded to the patients/public questionnaire.

209 of these were from Rutland, and their responses are analysed in this report. The questionnaire is given at Appendix B.

## Summary of the main points from the research

Rutland responses to the survey reflected the older population in the county, and the fact that it is a very rural area. Key points were:

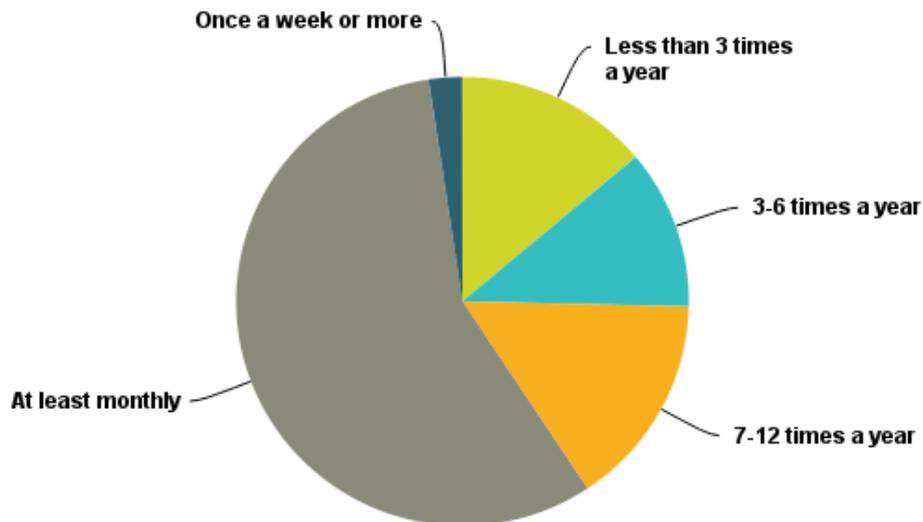
- Generally high levels of satisfaction
- Great appreciation of pharmacist located in GP surgery
- Waiting times should be as short as possible
- Even in this rural area most people can get to a pharmacist within 20 minutes
- There are sometimes dispensing issues

## 2. Patients and the public PNA survey results for Rutland

**Q1 asked where participants lived.** Altogether 209 people who said they were from Rutland replied to the survey.

### Q2 How often do you use a pharmacy? Please tick only one answer

Answered: 209 Skipped: 0



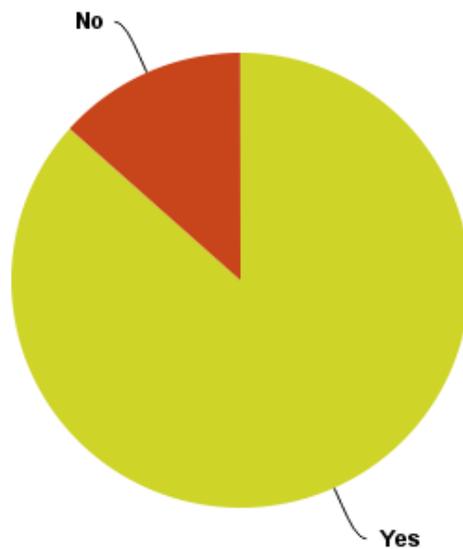
Answer Choices	Percent	Responses
Less than 3 times a year	13.88%	29
3-6 times a year	11.48%	24

Answer Choices	Percent	Responses
7-12 times a year	15.31%	32
At least monthly	56.94%	119
Once a week or more	2.39%	5

The largest number of people who replied used a pharmacy at least monthly and almost everyone who replied used a pharmacy at some point during the year, although 29 used one less than 3 times a year.

### Q3 Do you use the same pharmacy on a regular basis?

Answered: 209 Skipped: 0

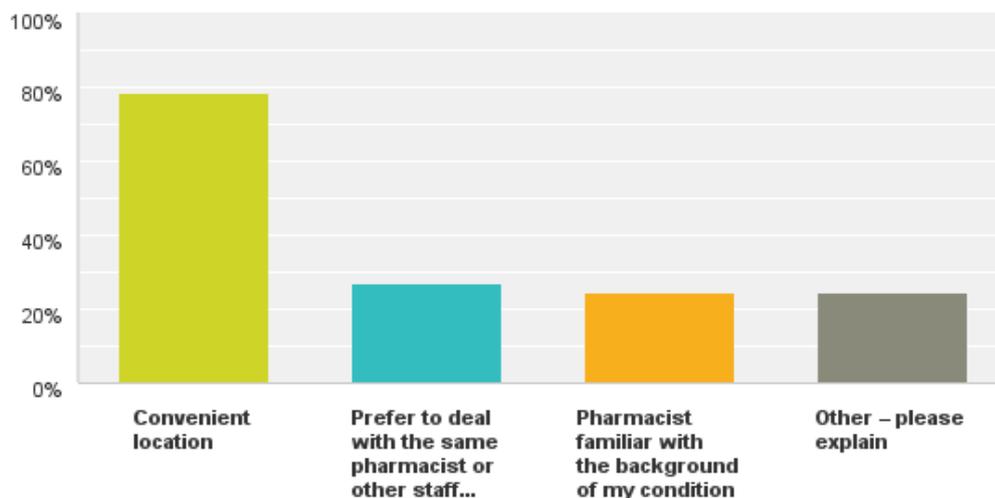


Answer Choices	Percent	Responses
Yes	86.60%	181
No	13.40%	28

Most of those who replied used the same pharmacy on a regular basis.

**Q4 If you do you use the same pharmacy on a regular basis please tick the reasons why. Please tick all that apply**

Answered: 169 Skipped: 40



Answer Choices	Percent	Responses
Convenient location	78.70%	133
Prefer to deal with the same pharmacist or other staff members	27.22%	46
Pharmacist familiar with the background of my condition	24.26%	41
Other – please explain	24.26%	41

Convenient location was the most popular reason, and a more or less equal number of people also liked dealing with the same pharmacist and liked the pharmacist to be familiar with the background of their condition. People also gave a number of other reasons.

**Other reasons stated below (qualitative responses)**

- The pharmacy my wife & I use is very conveniently located at our GP surgery in (Town Name). Our doctors prescribe medication and then it is available within minutes before we leave the surgery. This co-located pharmacy is therefore an ideal arrangement
- It's at my GP's

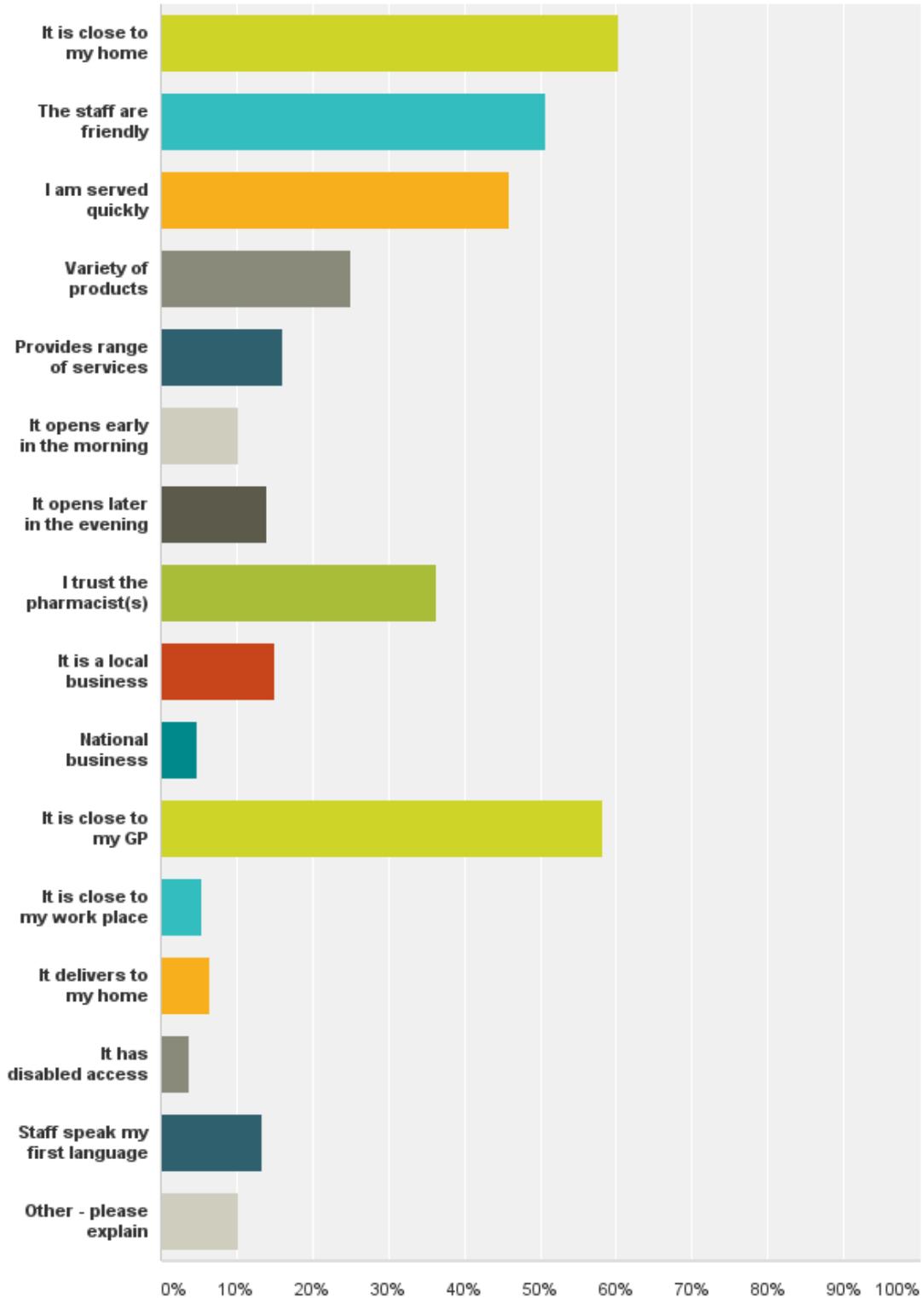
- Attached to my GP surgery
- Pick up repeat prescriptions from GP pharmacy. Other than this would use pharmacy in nearby towns
- It is in my doctors' surgery
- At doctors surgery which is very convenient as they have my medical records
- I like to combine collecting my repeat prescriptions with other shopping in (Chemist Name)
- As my GP is a rural practice the dispensary adjoins the surgery. It saves a separate journey into town.
- Pharmacy located at surgery. See the doctor, get the prescription Perfect.
- Pharmacy at medical centre provides excellent service and convenient.
- Pharmacy is part of GP practice
- Repeat prescription and located at doctors surgery
- convenient to use the practice pharmacy
- This pharmacy is the nearest one to my address.
- It is part of our local GP surgery
- I live in a small village so use the GP surgery pharmacy as it is the nearest and most convenient. It can be combined with the visit to the GP too.
- It is next door to the surgery
- At doctor's surgery
- Attached to the medical practice.
- Pharmacy is part of my G.P.'s practice and on the same premises, also I am on a repeat prescription basis for self-ordering my regular medication between reviews with Doctor.
- Located in GP surgery
- Automatic ordering and would deliver to home if required.
- Pharmacy is located at doctors' surgery
- Located as part of GP practice.
- Very useful/ helpful having the pharmacy within the surgery
- In the area and can use the surgery's own pharmacy
- Attached to the doctors surgery.
- Attached to medical centre
- Linked to medical centre
- in surgery
- Because attached to the local health centre.
- Pharmacy is at GP surgery
- Order repeat prescription online which the surgery authorises
- Surgery is closer than (Town Name) even though it requires a car journey
- Attached to the GP's practice, therefore easy to pick up after consultation.
- Pharmacy at our Practice
- Pharmacy at doctor's surgery. Not convenient, but they can deal with any problems or questions immediately.
- Linked to surgery
- The medical centre dispensary provides instant access to prescribed medication.
- At GP surgery so convenient as live in village location
- All (Chemist Name) are very knowledgeable wherever you are.

- Connected with GP Surgery
- Opening hours suit me and my family
- Day Lewis in (Town Name) collect prescriptions from GP & deliver to my home.
- As I live in (Town Name), my prescription is sent to (Chemist Name) in (Town Name) every month.
- I have yet to experience a prescription that could not be filled. Is this because the GPs are aware of the stock levels? When (due to a Saturday appt) I have been to another (Chemist Name) I have been disappointed to find the prescription not in stock. I was lucky and the third chemist in (Town Name) was able to fill the prescription, which was for an antibiotic.
- Our dispensing GP service could not be bettered as it links seamlessly to make immediate medication an accurate and personalised part of my primary care and all within my village. No delay, no travel, no unsolved queries.
- Would like to have the option of using the pharmacy at the surgery when I am there for an appointment, as currently I would have to then go into (Town Name) to pick up my prescription. I used to be able to pick up from the pharmacy, but that stopped.
- Pharmacy is in our GPs
- Sited at Drs surgery
- Speedy, repeat prescription is always waiting to be collected.
- Others are too slow and quite rude.
- Medication available on-line
- Pharmacist extremely nice person, other staff lovely too.
- Have to have 6months worth of repeat prescriptions at monthly intervals from same pharmacy.....idea of local GP practice, no consultation prior to this or explanation of how idea would work. Pharmacist very happy to explain
- The link between the pharmacy and my GP means that my repeat prescription will automatically be available to me in a timely manner. This means I do not have to remember to order repeat prescriptions.
- One next to surgery in PLACE is a joke - too slow and staff rude and unfriendly.

The overwhelming message from this feedback is that people in this rural area like having a pharmacy in a GP surgery and find it extremely convenient. There is also praise for larger chemists, with one particular retailer being mentioned several times. Another plus point was having a pharmacist who would 'explain' issues to do with repeat prescriptions. Repeat prescriptions were mentioned by a number of people and they clearly valued a reliable service from a known pharmacist to deliver these (sometimes literally).

### Q5 What are the most important reasons which help you decide which pharmacy you use? Please tick all that apply

Answered: 187 Skipped: 22



<b>Answer Choices</b>	<b>Percent</b>	<b>Responses</b>
It is close to my home	60.43%	113
The staff are friendly	50.80%	95
I am served quickly	45.99%	86
It stocks a variety of products	25.13%	47
It provides a range of services	16.04%	30
It opens early in the morning	10.16%	19
It opens later in the evening	13.90%	26
I trust the pharmacist(s) who work there	36.36%	68
It is a local business	14.97%	28
It is a national business	4.81%	9
It is close to my GP	58.29%	109
It is close to my work place	5.35%	10
It delivers to my home	6.42%	12
It has disabled access	3.74%	7
Staff speak my first language	13.37%	25
Other - please explain	10.16%	19

### Other reasons stated below (qualitative responses)

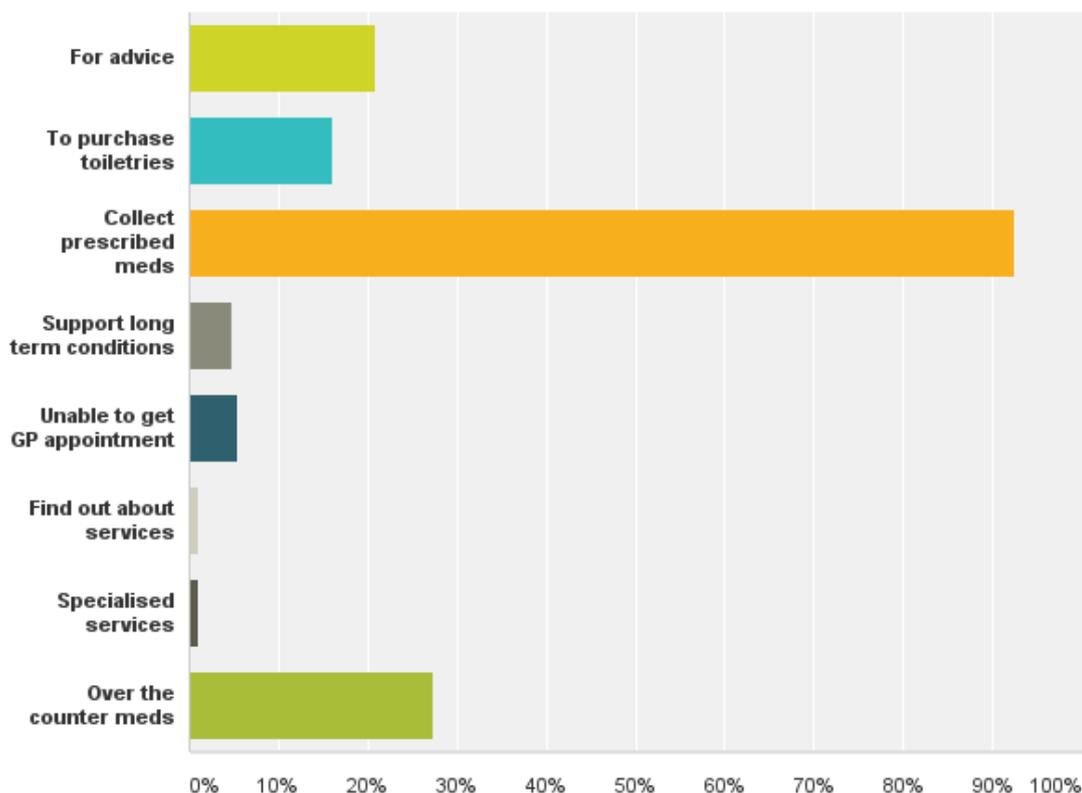
- It is part of my GP surgery so I can see Doctor + get prescription at once
- Operates repeat prescription service
- In the town centre so can be combined with shopping easy access by public transport
- I use it because it's a dispensary that's in the GP surgery and it's very good
- It is my GP
- It is the dispensary for my surgery and saves two trips in different directions
- It's part of my doctor's surgery
- Have to travel at least 6 miles to pharmacy so convenient parking is essential. Pharmacy is part of GP practice
- It is the nearest one and I try to combine it with a clinic visit wherever possible
- Fits in with the regular shopping!
- It is located at my medical practise
- Surgery pharmacy
- It is part of my GP practice and my prescriptions are fed straight through the local computer network which is very quick and efficient
- I live in (Town Name) but my medical practice is (Town Name)
- Do my repeat prescriptions automatically
- I use several pharmacies including GP surgery pharmacy and Rutland pharmacy in (Town Name) and sometimes (Chemist Name & Town Name). So this and subsequent questions difficult to answer accurately depending on which one I use.
- Repeat prescriptions via internet.
- As stated previously it is part of my GP's surgery
- The pharmacy is within the GP surgery so able to access prescription drugs as and when necessary easily.
- I don't find it particularly easy to use a pharmacy in (Town Name) as parking is difficult on the High Street. I currently use (Chemist Name), but have no particular reason for doing so.
- In our GPs
- Arranges collection of repeat prescriptions from GP
- THEY TEXT US WHEN SCRIPTS ARE READY
- The system of dealing with repeat prescriptions.
- Good repeat prescription service

In answer to this question, patients again had the opportunity to tick all factors that applied to them. The three most popular reasons for deciding which pharmacy to use were: It is close to my home; it is close to my GP; the staff are friendly. The next two most popular choices were: I am served quickly, and I trust the pharmacist(s) who work there.

Location is clearly very important, and people in Rutland also like the personal service offered, and to be served quickly. Other factors were less important than in, for example, Leicester.

### Q6 What do you use your local pharmacy for? Please tick all that apply.

Answered: 187 Skipped: 22



Answer Choices	Percent	Responses
For advice	20.86%	39
To purchase shampoo, toothpaste, and other toiletries	16.04%	30
To collect prescribed medication	92.51%	173
To gain support for long-term conditions	4.81%	9
If you are unable to get a GP appointment	5.35%	10
To find out about services available to you	1.07%	2
For specialised services (such as stop smoking services)	1.07%	2

Answer Choices	Percent	Responses
Buying over the counter medicines	27.27%	51

As before, people were given the option to tick more than one item on the list. The most ticked item was 'to collect prescriptions' showing that people do use their pharmacy for its core purpose. The next most popular items were: buying over the counter medicines and for advice; as well as for purchasing shampoo, toiletries etc. From the response to this list, it seems that not many Rutland people use their pharmacist for advice or if they're unable to get a doctor's appointment.

**Q7 Other than collecting medication from your local pharmacy, do you know that some pharmacies offer other services? We would like to know what you have heard of, what you use, and what you would like to use. Please tick all that apply.**

(The number underneath the percentage sign shows actual responses received)

	Heard of	Use	Would like to use	Total Respondents
<b>Dispensing of prescriptions</b>	47.54% 87	78.69% 144	1.64% 3	183
<b>Repeat dispensing</b>	50.27% 93	71.89% 133	1.08% 2	185
<b>Buying over the counter medicines</b>	50.00% 72	59.72% 86	10.42% 15	144
<b>Advice from your pharmacist on healthy lifestyles</b>	81.73% 85	18.27% 19	7.69% 8	104
<b>Advice from your pharmacist on medicines</b>	64.12% 84	43.51% 57	6.87% 9	131
<b>Advice from your pharmacist on minor ailments/injuries</b>	59.68% 74	37.90% 47	12.10% 15	124
<b>Disposing of old or unwanted medicines</b>	63.04% 87	39.13% 54	13.77% 19	138

	<b>Heard of</b>	<b>Use</b>	<b>Would like to use</b>	<b>Total Respondents</b>
<b>Sitting down with your pharmacist and talking about how you use your prescribed medicines</b>	78.89% 71	16.67% 15	11.11% 10	90
<b>Stop smoking/ nicotine replacement therapy</b>	96.30% 78	1.23% 1	2.47% 2	81
<b>Chlamydia testing</b>	96.61% 57	0.00% 0	5.08% 3	59
<b>Emergency contraception (the morning after pill)</b>	97.33% 73	1.33% 1	2.67% 2	75
<b>Provision of palliative care (end of life care) drugs</b>	80.43% 37	2.17% 1	19.57% 9	46
<b>Getting medicines without prescriptions for minor ailments free of charge (a scheme currently run in Leicester City for patients that do not have to pay for prescriptions)</b>	47.37% 27	3.51% 2	54.39% 31	57
<b>Supervised consumption of drugs</b>	92.31% 36	5.13% 2	5.13% 2	39
<b>Needle exchange</b>	92.31% 36	2.56% 1	5.13% 2	39
<b>Advice on</b>	94.44%	0.00%	5.56%	

	Heard of	Use	Would like to use	Total Respondents
alcohol consumption	34	0	2	36
H – Pylori testing (stomach ulcer breath test)	77.42% 24	0.00% 0	25.81% 8	31
Other – please state below	88.89% 8	0.00% 0	11.11% 1	9

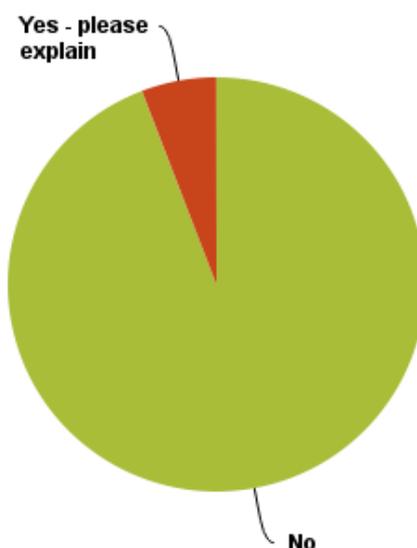
### Other reasons stated below (qualitative responses)

- Over the counter medicines and from sitting with your pharmacist N/A Doctors practice pharmacy. I use Boots for over the Counter and the nurse practitioners do most of this at surgery
- Buy over the counter medicine from local town
- Disposing of unwanted medicines - done at dispensary sitting down with pharmacist talking about how to use meds - my doctor does this Stop smoking onwards - N/A
- Didn't know about disposing of old or unwanted medicines, the 5 before advice on alcohol consumption and Pylori testing

The answers to this question show a good level of awareness for many of the services that can be offered by pharmacists. A significant number of people (54.39% - 31 responses) indicated that they would like to get medicines for minor ailments free of charge. Looking at the results in more detail will help with decisions about what to ask pharmacists to provide going forward. There were also a number of services about which a relatively small number of people had heard, and which they seemed to have little interest in using. This may reflect the age of the people who completed the questionnaire – some services were more relevant to them than others.

**Q8 In the last 12 months have you had any problems finding an open pharmacy to get a medicine dispensed, to get advice or to buy medicines?**

Answered: 189 Skipped: 20



Answer Choices	Percent	Responses
No	94.18%	178
Yes - please explain	5.82%	11

**Other reasons stated below (qualitative responses)**

- Occasionally - on weekend
- My daughter is unable to swallow tablets & amount of medicine needed not stocked (Amoxycillin)
- Have not needed this service
- Pharmacy has not had the prescription in stock and have had to go back another day to collect it. This is very inconvenient, time consuming and costly on petrol.
- Had to travel 30 miles to find insulin due to last minute trip away
- Have not needed to get medicines out of hours.
- I have difficulty collecting repeat prescriptions as I work in London and the surgery is in (Town Name) and dispensary hours start after I have already left home and finish before I can get back

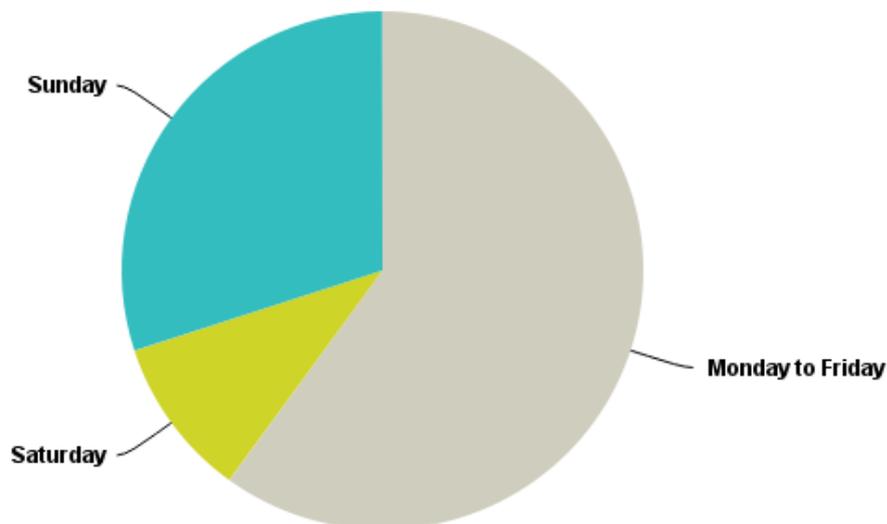
- No pharmacy open after 5pm until very recently
- The problem is that the pharmacy only pick up on certain days so there can be a delay in getting medicines & so you have to plan ahead & get repeats well in advance.
- My pharmacist is part of the Doctor's surgery. They do not sell any medicinal products. At the moment I am not allowed to drive and getting to any other pharmacist is very difficult. Therefore non-prescription medication has to be purchased online either as part of my weekly grocery order from Tesco's or from eBay
- After 12am on a Sunday / Monday
- Sunday evenings after 10pm

These results show that most of the sample in Rutland have not experienced any difficulty accessing a pharmacist when they needed one. If this is set alongside the early question which showed how often respondents used a pharmacist, it shows that access levels in Rutland are reasonably good.

However, there were 11 people who had experienced difficulty. Their issues are described in the answers to the next few questions. It is noted that one person who had difficulty did not provide additional information.

### Q9 What day of the week was it?

Answered: 10 Skipped: 199

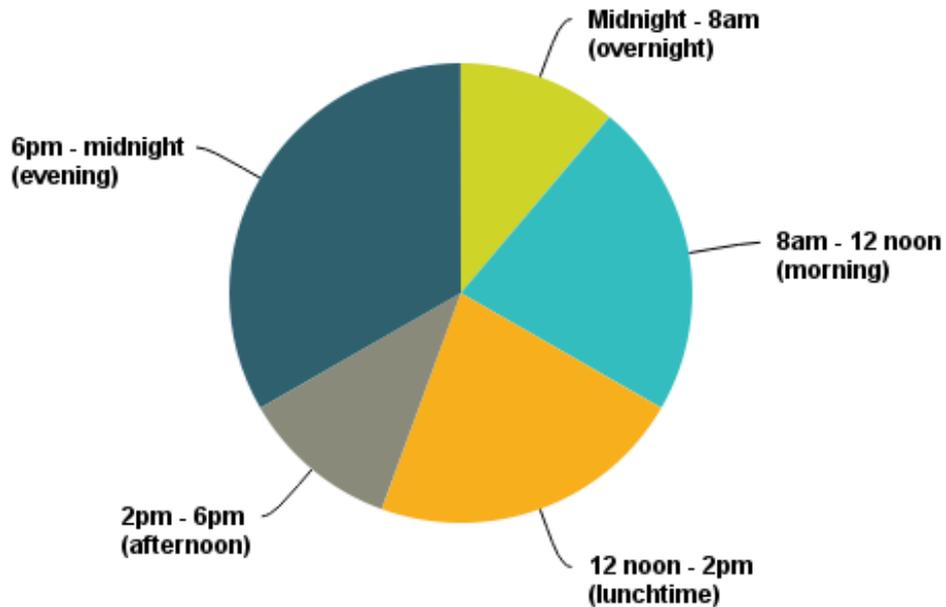


Answer Choices	Percent	Responses
Monday to Friday	60.00%	6
Saturday	10.00%	1
Sunday	30.00%	3
Bank Holiday	0.00%	0

Eleven people experienced difficulties, but one person did not say what day of the week it was. The fact that it was on normal weekdays may indicate that some pharmacists are not available during the week when people would like to attend them – however the sample is very small.

### Q10 What time of the day was it?

Answered: 9 Skipped: 200

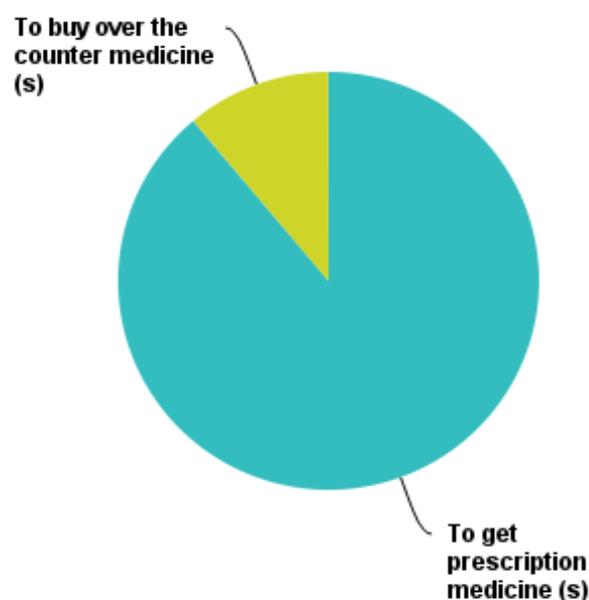


Answer Choices	Percent	Responses
Midnight - 8am (overnight)	11.11%	1
8am - 12 noon (morning)	22.22%	2
12 noon - 2pm (lunchtime)	22.22%	2
2pm - 6pm (afternoon)	11.11%	1
6pm - midnight (evening)	33.33%	3

The answers to this question do not show any particular trend. It is also noted that not all the people who had difficulty accessing a pharmacy provided additional information.

### Q11 What was your main reason for going to the pharmacy on the day you had a problem?

Answered: 9 Skipped: 200

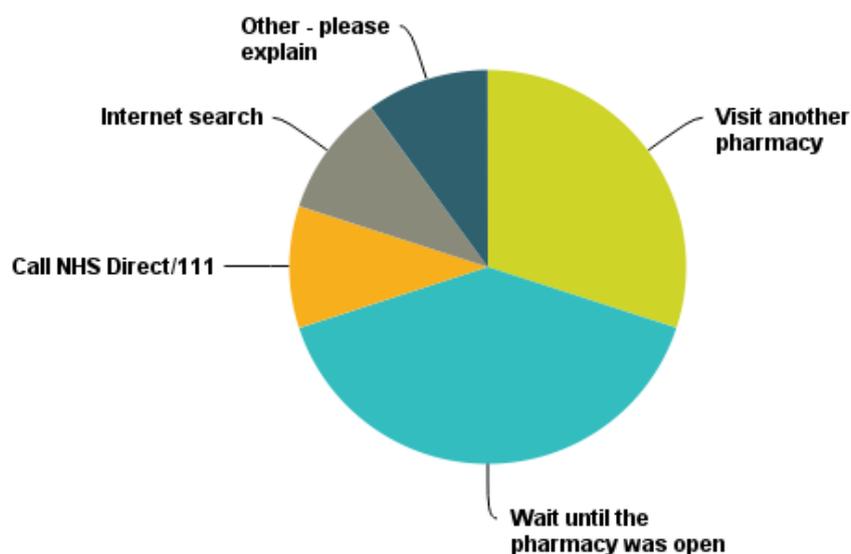


Answer Choices	Percent	Responses
To get prescription medicine (s)	88.89%	8
To buy over the counter medicine (s)	11.11%	1
To get advice at the pharmacy	0.00%	0
Other - please explain	0.00%	0

These results show that the people who could not use the pharmacy had an important reason for attending – to collect prescribed medication – and therefore access issues should be considered carefully in the Pharmaceutical Needs Assessments.

### Q12 On the day you had the problem what did you do?

Answered: 10 Skipped: 199



Answer Choices	Percent	Responses
Visit another pharmacy	30.00%	3
Wait until the pharmacy was open	40.00%	4
Visit your GP	0.00%	0
Visit a hospital	0.00%	0
Visit a Walk-in Centre	0.00%	0
Visit a GP led Health Centre	0.00%	0
Visit an urgent care centre	0.00%	0
Call NHS Direct/111	10.00%	1
Internet search	10.00%	1
Other - please explain	10.00%	1

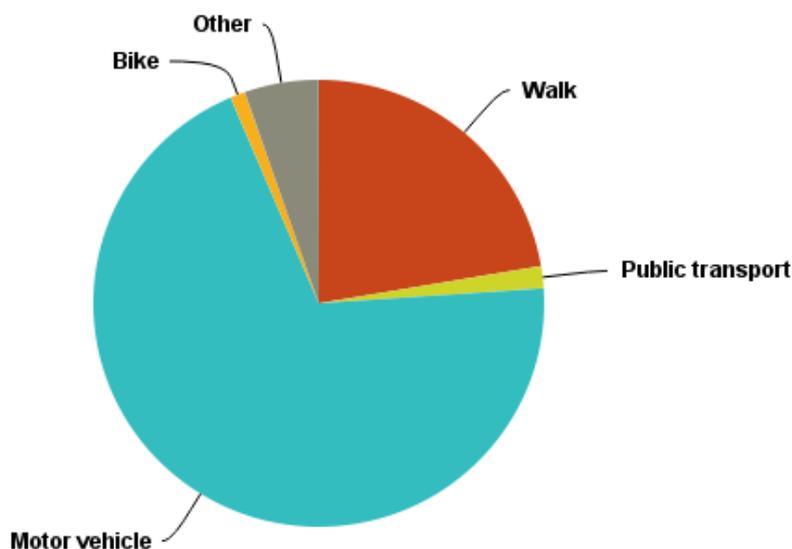
### Other reasons stated below (qualitative responses)

- I had to get a taxi to travel 3 miles to the next nearest pharmacy that was open
- None open so had to drive all the way back to Leicester for 24 hour service (27 miles, so another 54 mile round trip with a sick child)
- (Internet search)
- Nothing I could do

Here, most people seem to have found a solution, perhaps visiting another pharmacist or waiting until the pharmacist they wanted was open. Only one person used NHS Direct/111 and only one did an internet search. One person was clearly greatly inconvenienced. It is also noted not all people who had difficulty in accessing a pharmacy provided additional information.

### Q13 How do you usually travel to your preferred pharmacist?

Answered: 188 Skipped: 21



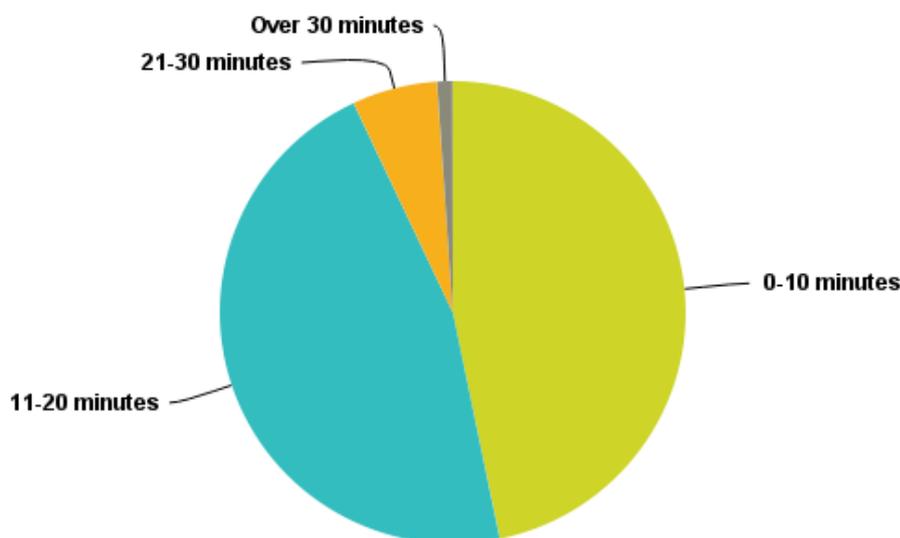
Answer Choices	Percent	Responses
Walk	22.34%	42
Public transport	1.60%	3
Motor vehicle	69.68%	131
Bike	1.06%	2
Other	5.32%	10

Most of those who replied other used more than one means of transport, so ‘other’ referred to (for example) ‘various, depending on where or when’ or ‘walk and car’ etc. The only other mode of transport mentioned was disability or mobility scooter – two people used this.

The vast majority of respondents used a motor vehicle to get to their local pharmacist. This is almost certainly because Rutland is a rural location, where people generally need to travel further to services than in a city.

### Q14 How long does it usually take you to travel to your preferred pharmacist?

Answered: 186 Skipped: 23



Answer Choices	Percent	Responses
0-10 minutes	46.77%	87
11-20 minutes	46.24%	86
21-30 minutes	5.91%	11
Over 30 minutes	1.08%	2

The time it took most people to get to their local chemist was 0-20 minutes. 13 people took even longer. The fact that so many people took longer than 10 minutes to get to their pharmacist again reflects the fact the Rutland is a rural location.

### Q15 Is there anything particularly good about pharmaceutical services from your pharmacy/GP dispensary that you would like to tell us about?

67 people commented. The comments show that many people found their local services friendly, helpful, and (14 mentions) efficient. Four people described them as excellent and several used the word 'good'.

As we've seen from earlier comments, the Rutland people who completed this survey particularly like the fact that their pharmacist is co-located with their GP. They like the fact that this makes service very speedy.

### **Reasons stated below (qualitative responses)**

- Convenient - comprehensive
- The (Town Name) medical centre pharmacy which my wife and I use regularly is most efficient and provides a very speedy, convenient & friendly service
- Very helpful. Always confirm that you understand how to take new medications can book repeat prescriptions -in person - by phone - on line Always ready when promised
- They are friendly and polite and usually fairly speedy. could sit to wait
- Friendly, competent, local
- Excellent service
- Very good advice -  
On-site at my GP. Stock the medication I am pre-scribed as it's not standard
- It's all a great services. When you come out of GP's room your medicines are waiting in dispensary
- Our GP dispensary is always helpful and keeps a check on repeat prescriptions a) they know me well b) I can order by phone
- Very reliable
- Staff always helpful
- Excellent service on the spot! Could not be without pharmacy at GP.
- It is part of our doctor's surgery. They are quick, efficient and friendly. they offer advance service
- Good service
- No. They often don't have all the medication and I have to go back.
- Always available; always pleasant; always correct
- Can order repeat items on line, at any time.
- Quick, efficient and convenient
- prompt and efficient
- Immediate dispensing of medication after seeing the doctor.
- It is situated conveniently at the surgery.
- Very helpful
- Open all hours and automatically re-order prescriptions and then inform when they are ready to collect
- Never had previous experience of GP dispensary, and think WONDERFUL! Although NOT housebound, and have transport It saves SO much time (so thank you for that !)
- Good service
- Order On Line
- Quick service
- My GP dispensary is run very efficiently
- My GP pharmacy is well run and friendly

- As they are on the same building, there is no time lag between the doctors prescribing and my collection of a new prescription
- same site as GPs
- Direct communication from my GP, quick and efficient dispensing. Also I can order repeat prescriptions on line and collect within two days.
- very efficient
- none
- Conveniently located in the doctors' surgery so the prescription is dispensed before one leaves
- Repeat prescription service
- Arrangement at GPs is dead easy, well staffed, least hassle.
- They deliver as promised
- Very efficient and caring staff
- Online service for repeat prescription
- I can order on line for repeat prescriptions at GP dispensary.
- Convenient to have them both in same building
- Generally efficient and flexible re. holiday repeat prescriptions etc.
- For families and older patients. online repeat ordering
- Very helpful and knowledgeable.
- Good efficient and friendly service
- They deliver to my home so this can save me travel expenses.
- Efficient, cheerful, caring.
- It is within the GP practice
- Efficient and helpful
- See my previous replies Excellent and My GP backed service in my
- It is very good they are located together.
- Getting prescriptions from the pharmacy is good because it means you immediately have your medication. It means you don't have to then try and park in (Town Name) which if you are unwell you just want to go home - not try and park and wait for your prescription
- Pharmacist can check immediately with doctor if needed
- At the surgery so, immediate contact with doctor if necessary
- They are friendly and helpful
- Very good service
- Reliable and knowledgeable
- they are friendly and if you they will lend you some medication to last till you get a prescription un out of your prescription and can't get
- friendly and efficient

**Q 16 Is there anything that could be improved?**

51 people commented. Although only 26 of these were comments relating to improvement – the rest said no, N/A or commented that all was fine.

The main issues were waiting times and opening hours and access, together with speed of service. There was one mention of 'a smile occasionally would help' but in general people did not have issues to do with staff attitudes. For some people, there were issues to do with dispensing, for example 'should issue repeat

medicines 2 monthly instead of monthly', and someone mentioning different directions for taking medicines. In some cases people were not happy with the service they received, finding staff unfriendly, not having medicines in stock or seeming chaotic. There were requests for further services to be offered.

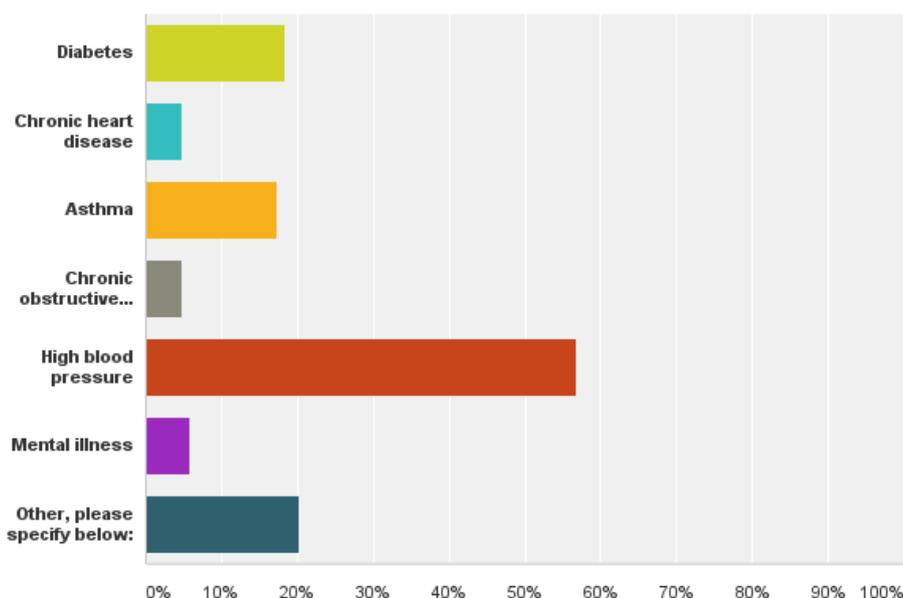
**Other reasons stated below (qualitative responses)**

- Weekend availability
- No
- No
- No
- No
- Not a thing
- Reduced waiting - often a queue develops
- Our GP surgery & dispensary are very efficient and at the moment I can't think of anything that could be improved. We my husband & I have been with the (GP Name) surgery for 28 years. Over time improvements have been made.
- A local trusted agent in this village (there is one, used only by a (Town Name) to receive medicines
- No
- No we are very happy with them
- I have experienced differing directions for taking a medication from the previous same prescription. They had doubled the quantity for the daily dosage. My consultant had prescribed 2 tablets a day before bedtime. The pharmacy on my repeat prescription had changed this to 4 tablets a day at anytime. The prescription was for a strong laxative. I only realised this error because I had kept the original tablet packet and the pharmacist had not read the instructions on the leaflet inside the packet.
- a smile occasionally would help
- Its location. People waiting for medication block the doorway to the surgery.
- Do not think so
- Truthfully NO!
- Not that I can think of.
- No
- Not in my experience.
- No
- The medication should have more items showing the week day on each tablet, currently only one item has the day noted
- Could be open slightly later for people who must work until early evening
- I think the service is fine as it is
- Bigger counter would be preferable.
- "advertise" any additional services
- No, I am extremely happy with the service and the staff.
- no
- no
- sometimes a queue at busy times

- Have more than one person attending to patients at any onetime - second or larger hatch window needed
- Waiting times. They have extended as the practice is now busier
- improve on time required to do repeat prescriptions
- not that I can think of.
- Telephone answering
- Not at the moment.
- Pick up prescription from GP's surgery.
- No
- Should issue repeat medicines 2 monthly instead of monthly ie you should be able to get 2 months of pills
- more late/Sunday/bank holiday pharmacies open
- Physical access and limited privacy. (It is located in a "pinch point" immediately adjacent to the surgery access door.)
- (Chemist Name) needs modernisation
- Weekend opening would be helpful
- Not for me
- Attitude of staff
- Waiting time, seems like lots of staff my they take ages to get your medication
- no
- No
- They are doing well
- **SPEED OF SERVICE**
- opening hours there are 3 chemists and they all shut at 5-30 and you have to travel 10mile to the next I think the should rotor it to stay open till late
- No

**Q17 Do you have any of the following long-term conditions? If you do not want to answer this question please move on to the next question**

Answered: 104 Skipped: 105



Answer Choices	Percent	Responses
Diabetes	18.27%	19
Chronic heart disease	4.81%	5
Asthma	17.31%	18
Chronic obstructive pulmonary disease	4.81%	5
High blood pressure	56.73%	59
Mental illness	5.77%	6

High blood pressure was far and away the most common long term condition among the Rutland people who answered the survey. Diabetes followed by asthma were the next most common. The other long term conditions named by respondents are listed below. NB 12 people out of 21 say they have hypo-thyroidism or a thyroid condition.

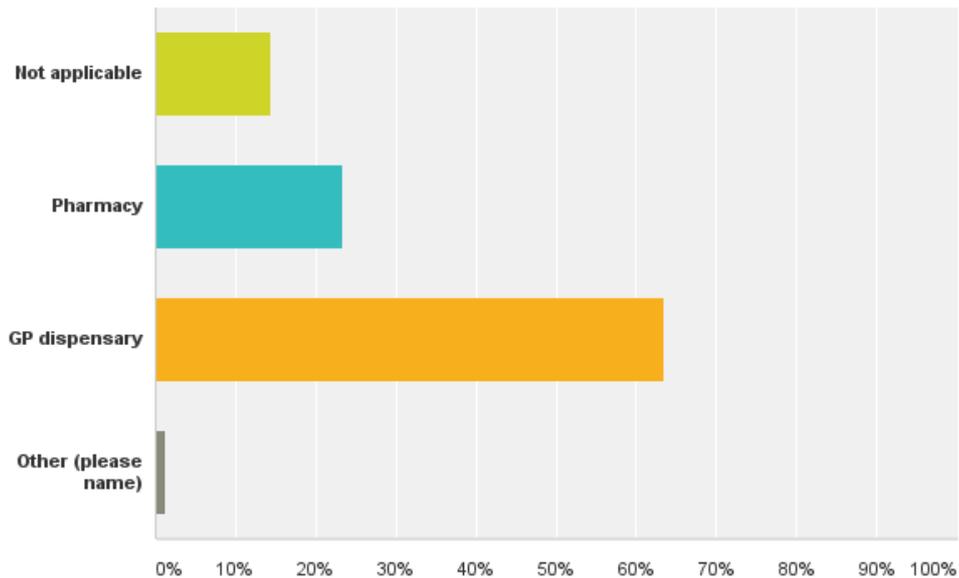
### **Other reasons stated below (qualitative responses)**

- Glaucoma
- My wife has diabetes
- None of the above. Crohns ulcerative colitis - well in control with medication and care with diet
- Thyroid problems
- Prostate cancer treatment
- No
- Herpetic keratitis
- Epilepsy
- None
- Joint pain
- Under active thyroid
- severe peripheral neuropathy
- C. L. L.
- Cancer
- Acromegaly Injection in surgery by the Nurse
- stroke
- AF (improved now I have pace-maker)
- Epilepsy
- High platelet count, Inflammation of the colon, High Cholesterol, had MI, and heart bypass.
- Under active thyroid
- Deafness, prostatitis, glaucoma, hiatus hernia
- Cholesterol
- Underactive thyroid Tamoxifen for cancer care
- My son has Type 1 Diabetes
- RA
- Neuromyelitis Optica
- Severe heart failure
- Psoriasis
- Large vessel Vasculitis
- hypothyroidism
- Barrats oesophagus
- Kidney
- None of the above
- Migraine requiring 2 or 3 monthly prescriptions
- Type 2 diabetes
- Thyroid problems
- Thyroid problems and taking medication following completion of treatment for cancer (but the latter not now really a long term condition hopefully)
- Hypothyroid, S.A.D.
- Degenerative back condition
- under-active thyroid
- High Cholesterol

- Under active thyroid and arthritis
- Under active thyroid
- Chronic back & neck pain, IBD
- Gout!
- Fibrosis of the lungs
- Enlarged prostate
- Osteoporosis
- Epilepsy
- Hiatus hernia
- Leukaemia
- chronic arthritis
- Osteo arthritis
- IBS
- Allergy
- hypothyroidism
- Severe back pain

**Q18 Do you get your long term conditions medication (if applicable) from your pharmacy or GP dispensary?**

Answered: 167 Skipped: 42



Answer Choices	Percent	Responses
Not applicable	14.37%	24

Answer Choices	Percent	Responses
Pharmacy	23.35%	39
GP dispensary	63.47%	106
Other (please name)	1.20%	2

Most people got their long term conditions medication from a pharmacy within a GP surgery, reinforcing the theme we have already seen in answers to this questionnaire.

### Other reasons stated below (qualitative responses)

Although only 2 people ticked 'other' 3 people described other places they got their medication:

- NAME (a delivery service) but they provide a very poor service and have done for 7 months now. I have to use them as it's the only way to get my medication
- My Infusions are given as an outpatient at (Town Name)
- On the internet

## Part 2 About You

**Q19 Which part of Leicester, Leicestershire or Rutland do you live in? Please state the name of your ward, village or town.** 177 people answered this question.

Region	Percent	Responses
Ashwell	0.6%	1
Barleythorpe	2.3%	4
Barnsdale	0.6%	1
Barrow	1.1%	2
Barrowden	0.6%	1
Belton	0.6%	1
Brooke	1.1%	2
Burley	2.3%	4
Clipsham	1.1%	2
Cottesmore	8.5%	15

Region	Percent	Responses
Edith Weston	7.3%	13
Egleton	1.1%	2
Empingham	15.2%	27
Exton	2.3%	4
Great Casterton	1.1%	2
Greetham	5%	9
Ketton	3.4%	6
Langham	1.1%	2
LE15	0.6%	1
Lutterworth	1.1%	2
Lyndon	0.6%	1
Morcott	2.8%	5
North Luffenham	6.2%	11
Oakham	17%	30
Rutland	1.7%	3
Ryhall	1.7%	3
South Luffenham	5%	9
Stretton	2.3%	4
Tickencote	0.6%	1
Uppingham	1.1%	2
Whissendine	1.7%	3
Wing	2.3%	4

The Rutland people who answered the questionnaire were from a good spread from around Rutland. There was a concentration of people from Oakham and Empingham, and Cottesmore, Edith Weston and North Luffenham all had responses in double figures.

**Q20 Please state the first 4 letters and numbers of your postcode eg LE18 or LE3 5.** 178 people answered this question.

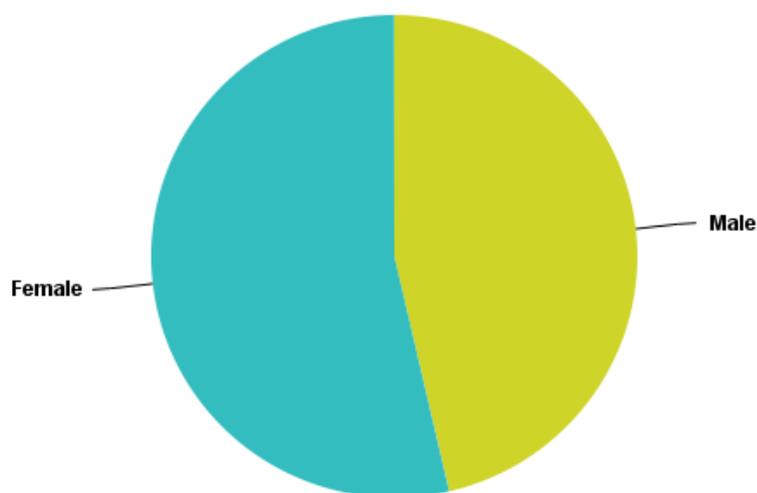
Post Code	Percent	Responses
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Post Code	Percent	Responses
LE15	92.1%	164
LE17	1.1%	2
LE4	0.6%	1
PE9	6.2%	11

This shows that virtually all the people who answered the questionnaire were from Rutland or nearby – as with the Leicester City responses there is a slight question mark over one of the post codes which may indicate that someone ticked Rutland when they should have ticked Leicester.

### Q21 What is your gender?

Answered: 179 Skipped: 30



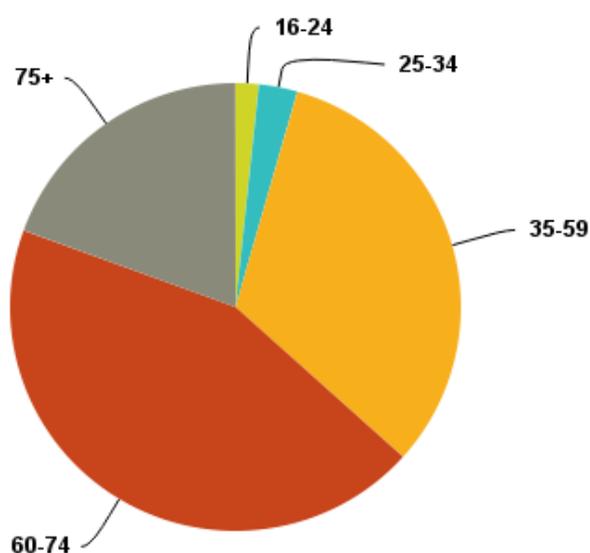
Answer Choices	Percent	Responses
Male	46.37%	83
Female	53.63%	96
Transgender	0.00%	0

Answer Choices	Percent	Responses
Prefer not to say	0.00%	0

It is usual for more women than men answer questionnaires, although on this occasion the numbers were almost equal.

### Q22 What is your age?

Answered: 180 Skipped: 29



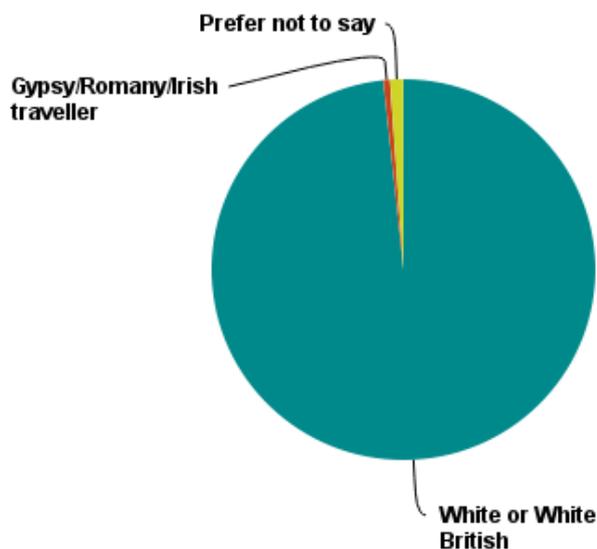
Answer Choices	Percent	Responses
Male	46.37%	83
Female	53.63%	96
Transgender	0.00%	0
Prefer not to say	0.00%	0

These figures show that more older people than younger people completed the questionnaire, including 35 people aged more than 75. The smaller number of younger people who have answered the questionnaire will need to be addressed with more focused engagement in the public consultation. It should also be noted

that the age profile of Rutland is older than the national age profile and it is likely that this response reflects the age of people who mainly use pharmacies.

### Q23 What is your Ethnic Group?

Answered: 179 Skipped: 30



Answer Choices	Percent	Responses
Asian or Asian British	0.00%	0
Black or Black British	0.00%	0
Chinese	0.00%	0
Mixed dual heritage	0.00%	0
White or White British	98.32%	176
Gypsy/Romany/Irish traveller	0.56%	1
Prefer not to say	1.12%	2
Other (please specify	0.00%	0

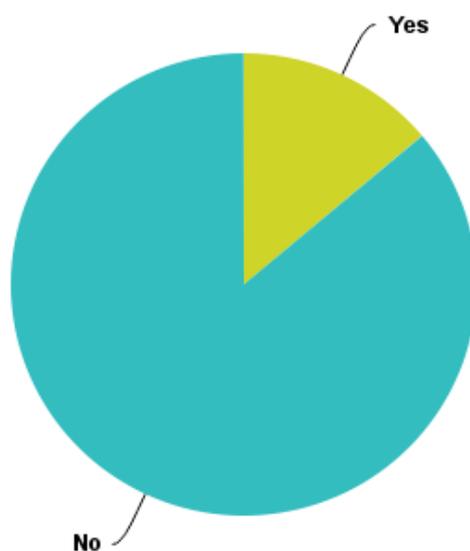
**Other reasons stated below (qualitative responses)**

- English
- Irrelevant
- English
- Black African

This ethnic monitoring showed that the questionnaire respondents' ethnicity did not fully reflect the ethnicity of Rutland. This will need to be addressed in the public consultation.

**Q24 Do you consider yourself to have a disability?**

Answered: 180 Skipped: 29

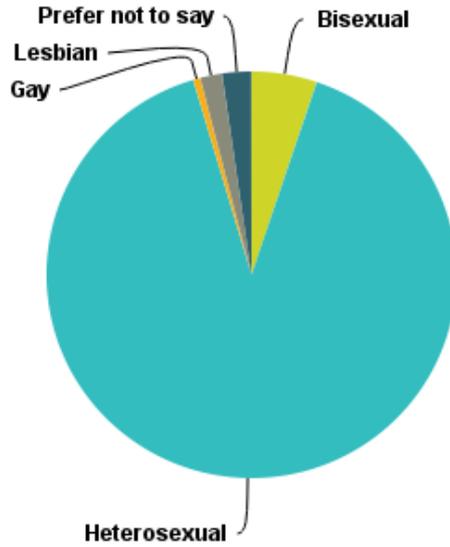


Answer Choices	Percent	Responses
Yes	13.89%	25
No	86.11%	155
Prefer not to say	0.00%	0

Fourteen per cent of respondents considered themselves to have a disability. However, as noted above, a larger number of people had a long term condition.

### Q25 What is your Sexual Orientation?

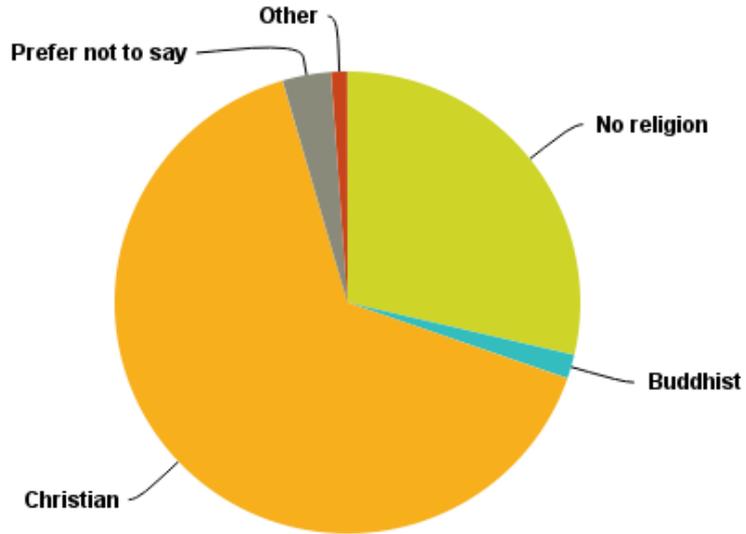
Answered: 174 Skipped: 35



Answer Choices	Percent	Responses
Bisexual	5.17%	9
Heterosexual	90.23%	157
Gay	0.57%	1
Lesbian	1.72%	3
Prefer not to say	2.30%	4

### Q26 What is your religion and belief?

Answered: 178 Skipped: 31



Answer Choices	Percent	Responses
No religion	28.65%	51
Baha'i	0.00%	0
Buddhist	1.69%	3
Christian	65.17%	116
Hindu	0.00%	0
Jain	0.00%	0
Jewish	0.00%	0
Muslim	0.00%	0
Sikh	0.00%	0

Answer Choices	Percent	Responses
Prefer not to say	3.37%	6
Other	1.12%	2

### Other reasons stated below (qualitative responses)

- A mix between Buddhism, Christianity and Spiritualism
- Atheist
- Christian
- Spiritual Humanist

### 3. Conclusion

Overall, the survey results show a good level of satisfaction with pharmacy services in Rutland. The results also reflect the fact that Rutland is a predominantly rural area, with an ageing population.

Few of the respondents had problems accessing pharmacy services when they needed them.

Most people were able to get to their local pharmacy within 20 minutes.

Respondents were appreciative of the services offered by pharmacists, and of the customer service they received. They particularly liked dispensing GP surgeries, which received many positive comments.

Where there were issues, they were to do with access, waiting times and some dispensing issue.

The information gathered through the questionnaire will help to show areas where people want 'more of the same' and areas where commissioners may wish to provide certain services which are appreciated more widely.

## Appendix A

The following organisations (listed below) were contacted to ask for responses from 1) professionals and/or 2) patients and the public.

	<b>Organisation</b>
1	Health and Wellbeing Boards
2	Health Overview Scrutiny Committees
3	Local Professionals Network Chair for Pharmacy
4	NHS England
5	Clinical Commissioning Groups
6	Local Pharmaceutical Committee
7	Directors of Public Health
8	Multiple Pharmacy Groups (Boots, Lloyds, Co-op)
9	Independent Community Pharmacies
10	Healthwatch (Leicester City, Leicestershire and Rutland)
11	Housing and Planning Authorities
12	Parish Councils
13	Patient Participation Groups
14	GP Practices
15	Dispensing GPs
16	Ethnic Minority and other Minority Groups (e.g vulnerable groups)
17	Macmillan
18	Safeguarding Adults & Children's Board
19	Private Providers
20	Care Homes
21	Area Prescribing Committee
22	Patients and the public
23	Sexual Health Clinics
24	Dentists
25	Specialist Supported Housing
27	Substance Misuse Service Providers
29	Staff of CCGs, NHS organisations
30	111
31	Library Services
33	Adult Social Care
34	Police
36	Age UK
37	Media
39	Neighbouring Local Authorities
40	Local MPs & Councillors
43	Out of Hours Services
44	Schools, Colleges & Universities
45	Mental Health Trust
46	Acute Provider Trust
47	East Midlands Ambulance Service
49	Prisons
50	Domiciliary Care Providers



## **Appendix B: Pharmaceutical Needs Assessment Community pharmacy services – chemist shops and GP surgeries questionnaire**

Each of the Health and Wellbeing Boards in Leicester, Leicestershire and Rutland is working to produce local 'Pharmaceutical Needs Assessments' (PNAs), which will help ensure everyone living in this area has the right access to pharmacy services.

This questionnaire will help the three Health and Wellbeing Boards understand what people use community pharmacies for and how they feel about access to these pharmacies. The questionnaire is asking about community pharmacies, including those in GP surgeries, and NOT about hospital pharmacies. This is a joint questionnaire between Leicestershire County Council, Rutland County Council and Leicester City Council. There will be a separate PNA for each area.

Community pharmacists (chemists) provide a range of health services, some funded by the NHS and some by local authorities. Every day about 1.6 million people visit a pharmacy in England.

### **What Is the *Pharmaceutical Needs Assessment* (PNA)?**

By law, all local authority Health and Wellbeing Boards in England must publish a *Pharmaceutical Needs Assessment* (PNA) by 1<sup>st</sup> April 2015. The PNA will:

- tell us what pharmaceutical services are currently available and assesses the need for pharmaceutical services in the future;
- inform the planning and commissioning of pharmacy services by identifying which services should be commissioned for local people, within available resources, and where these services should be.

### **What will the PNAs be used for?**

The PNAs will be used to decide whether applications to provide new services by pharmacists and dispensing doctors will be approved, for example opening a new pharmacy. The organisation that will make these decisions is NHS England.

### **This questionnaire**

By completing this questionnaire you are making sure that your views influence the services delivered from your local pharmacy. To make sure that all your answers will remain anonymous and confidential, please **DO NOT** write your name or address anywhere on the questionnaire.

If you prefer you can complete this questionnaire online at [www.surveymonkey.com/s/LLRPNA2014Patients](http://www.surveymonkey.com/s/LLRPNA2014Patients)

## QUESTIONNAIRE

**Please note: throughout this questionnaire, where we refer to pharmacy this means pharmacies (chemists) in shops and also GP dispensaries. It does NOT include hospital pharmacies.**

**1. Do you live in Leicester, Leicestershire or Rutland?**

- Leicester
- Leicestershire
- Rutland

**2. How often do you use a pharmacy?**

**Please tick only one answer**

- Less than 3 times a year
- 3-6 times a year
- 7-12 times a year
- At least monthly
- Once a week or more

**3. Do you use the same pharmacy on a regular basis?**

- Yes please go to Q4
- No please go to Q5

**4. If you do you use the same pharmacy on a regular basis please tick the reasons why**

**Please tick all that apply**

- Convenient location
- Prefer to deal with the same pharmacist or other staff members
- Pharmacist familiar with the background of my condition
- Other – please explain

**5. What are the most important reasons which help you decide which pharmacy you use?**

**Please tick all that apply**

- It is close to my home
- The staff are friendly
- I am served quickly
- It stocks a variety of products
- It provides a range of services
- It opens early in the morning
- It opens later in the evening
- I trust the pharmacist(s) who work there
- It is a local business
- It is a national business
- It is close to my GP
- It is close to my work place
- It delivers to my home
- It has disabled access
- Staff speak my first language
- Other - please explain

**6. What do you use your local pharmacy for? Please tick all that apply.**

- For advice
- To purchase shampoo, toothpaste, and other toiletries
- To collect prescribed medication
- To gain support for long-term conditions
- If you are unable to get a GP appointment
- To find out about services available to you
- For specialised services (such as stop smoking services)
- Buying over the counter medicines

**7. Other than collecting medication from your local pharmacy, do you know that some pharmacies offer other services? We would like to know what you have heard of, what you use, and what you would like to use. Please tick all that apply.**

	Heard of	Use	Would like to use
Dispensing of prescriptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repeat dispensing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buying over the counter medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<b>Heard of</b>	<b>Use</b>	<b>Would like to use</b>
Advice from your pharmacist on healthy lifestyles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice from your pharmacist on medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice from your pharmacist on minor ailments/injuries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disposing of old or unwanted medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting down with your pharmacist and talking about how you use your prescribed medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stop smoking/ nicotine replacement therapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency contraception (the morning after pill)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of palliative care (end of life care) drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting medicines without prescriptions for minor ailments free of charge (a scheme currently run in Leicester City for patients that do not have to pay for prescriptions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised consumption of drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needle exchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice on alcohol consumption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H – Pylori testing (stomach ulcer breath test)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other – please state below**

**8. In the last 12 months have you had any problems finding an open pharmacy to get a medicine dispensed, to get advice or to buy medicines?**

No (please go to Q13)

Yes- please explain

**9. What day of the week was it?**

Monday to Friday

Saturday

Sunday

Bank Holiday

**10. What time of the day was it?**

Midnight - 8am (overnight)

8am - 12 noon (morning)

12 noon - 2pm (lunchtime)

2pm - 6pm (afternoon)

6pm - midnight (evening)

**11. What was your main reason for going to the pharmacy on the day you had a problem?**

To get prescription medicine (s)

To buy over the counter medicine (s)

To get advice at the pharmacy

Other - please explain

**12. On the day you had the problem what did you do?**

- Visit another pharmacy
- Wait until the pharmacy was open
- Visit your GP
- Visit a hospital
- Visit a Walk-in Centre
- Visit a GP led Health Centre
- Visit an urgent care centre
- Call NHS Direct/111
- Internet search
- Other - please explain

**13. How do you usually travel to your preferred pharmacist?**

- Walk
- Public transport
- Motor Vehicle
- Bike
- Other (please state).....

**14. How long does it usually take you to travel to your preferred pharmacist?**

- 0-10 minutes
- 1-20 minutes
- 2-30 minutes
- Over 30 minutes

**15. Is there anything particularly good about pharmaceutical services from your pharmacy/GP dispensary that you would like to tell us about?**

**16. Is there anything that could be improved?**

**17. Do you have any of the following long-term conditions? If you do not want to answer this question please move on to the next question.**

- Diabetes
- Chronic heart disease
- Asthma
- Chronic obstructive pulmonary disease
- High blood pressure
- Mental illness
- Other, please specify below:

**18. Do you get your long term conditions medication (if applicable) from your pharmacy or GP dispensary?**

- Not applicable
- Pharmacy
- GP dispensary
- Other (please name).....

**Equalities monitoring**

So that we can ensure that our survey is representative of the population we would like you to complete the information below. This will only be used for the purposes of monitoring and will not be passed on for use by third parties.

**19. Which part of Leicester, Leicestershire or Rutland do you live in? Please state the name of your ward, village or town**



**There is also a survey for professionals to complete. If you would like to complete this please go to [www.surveymonkey.com/s/LLRPNASurvey2014Professional](http://www.surveymonkey.com/s/LLRPNASurvey2014Professional)**

**Questionnaires should be returned by 14 July 2014.**