



# Lewisham Pharmaceutical Needs Assessment - 2018

**Appendix D – Public Consultation**

The consultation was conducted primarily online, with an additional five paper copies sent to every pharmacy and GP practice in the borough. The survey was open to respondents from the 1<sup>st</sup> September 2017 - 6<sup>th</sup> November 2017. A total of 119 responses were received.

- The questionnaire covered the following topics:
  - Use of pharmacy services
  - Access to pharmacy services
  - Types of services used
  - Opening hours
  - Dispensing
  - Accessibility
  - About you

- The majority of respondents were residents of the borough (82%). Of the five respondents who stated they did not use a Lewisham pharmacy, two stated it was due to opening hours.
- The vast majority of respondents (84%) stated they had a preferred pharmacy in Lewisham. Within this group, the most frequently cited response for doing so was proximity to where the respondent lived, followed by proximity to GP practice (45%) and convenient opening hours (29%).
- The majority of respondents (64%) attend a pharmacy once a month, with a further 19% attending once a week.
- Seven in ten respondents (70%) stated that they were most likely to consult a GP on a healthcare issue, however almost a quarter (22%) stated they would most likely consult a pharmacy.

- There was a positive response regarding ease of access to pharmacies in Lewisham, with over nine in ten respondents (93%) stated it was either very or quite easy to get to a pharmacy.
- Over six in ten respondents stated that it took them less than 10 minutes to get to their preferred pharmacy. Walking was the dominant method for transport (83%).
- Respondents were asked about all the services that they used within pharmacies. The most common response was prescriptions, however almost half (48%) of respondents stated they also used the pharmacy for advice or a consultation.

# Full breakdown of services used by respondents

Service	%
Prescriptions	87%
Repeat Prescriptions	65%
Consultations/advice	48%
Specific support for a health condition	13%
Support with a medical appliance	6%
Vaccinations	23%
Buying Medicines	61%
Buying Other Goods	48%
NHS Health Checks	7%
Emergency Contraception	3%
Free Condoms (C Card Scheme)	0%
Healthy Start Vitamins	5%
Needle Exchange	1%
Other	2%

Q. Which services do you use at your preferred pharmacy?

When asked about specific advice the following responses were received. It is notable that sexual health falls some way behind the other advice areas which makes it an area for development with pharmacists.

Q. Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?

Advice Area	%
Stopping smoking	14
Healthy eating	15
Physical exercise	17
Sexual health	4

- Over six in ten respondents (64%) said that their preferred pharmacy provided advice on a current health problem or a longer term health condition either very or fairly well.
- Four in ten respondents (40%) thought their preferred pharmacy provided general advice on leading a healthier lifestyle either very or fairly well.
- Just under half (48%) of respondents thought their preferred pharmacy provided advice on health services or information available elsewhere either very or fairly well.
- 17 respondents gave examples of additional services that they felt were needed in pharmacies, within these responses blood tests and vaccinations were the most commonly mentioned.

- Respondents were asked when they used pharmacy services. Weekdays during standard hours was the most frequent, followed by Saturdays.

Time Slot	%
Monday-Friday before 9am	7
Monday-Friday between 9am and 6pm	77
Monday-Friday after 6pm	24
Saturday	50
Sunday	8

Respondents were also asked outside of core opening hours (Monday-Friday, 9am-6pm), what other times they would find it useful to visit a pharmacy. The most popular response was at the weekend, (9am-6pm) and after 6pm during the week.

- Respondents were asked about access to pharmacies generally. The responses indicate that generally there is good access to pharmacies, however evening access could be improved.

	Agree to some extent	Disagree to some extent
I can easily find an open pharmacy when needed	69%	13%
I can easily find a pharmacy near where I want it	79%	10%
I can easily find a pharmacy open in the evening (i.e. after 6pm)	41%	40%
I can easily find a pharmacy open at the weekend	59%	19%

- The survey also asked ‘If your preferred pharmacy was not open when you needed it, when did this occur?’ Not all respondents said this question was relevant to them but of those who replied, the most common answer was Sunday (29%), followed by after 6pm on a week day (24%) and 21% on a bank holiday.
- Half of respondents stated there had been an occasion when they were not able to get a prescription dispensed. Of these respondents the most commonly cited reason was the pharmacy being out of stock.



## Privacy

Over half of respondents (54%) considered there was enough privacy at their preferred pharmacy, however a quarter (25%) stated that they did not know.

## Electronic Prescription Service

Almost eight in ten respondents (79%) were aware of the Electronic Prescription Service.

## Language

No respondent stated a main language other than English.

Other questions