

HHW Pharmacy Survey

Introduction

Following feedback, we are launching a new survey to find out people's experiences of getting medication and using pharmacies.

What do we mean by 'pharmacy'?

Community Pharmacy: Also known as a retail pharmacy or chemist's shop. These can be independently run or part of a larger chain.

Hospital Pharmacy: Manages medications in a hospital or prescribed by staff at a hospital.

Nominated pharmacy: A pharmacy chosen by a patient, for GPs to send prescriptions to.

What difference will your feedback make?

We would like to know if your needs are being met. The aim is to help the people of Warwickshire get the pharmacy services they need.

Who are Healthwatch Warwickshire?

Healthwatch Warwickshire are an independent service for everyone who uses health and social care in Warwickshire. We help people understand the health and social care system through sign posting. Together with our volunteers we make your voice heard to help improve NHS and Adult Social care services, so the care you receive meets your needs.

You will be able to read our findings, and find out more about our other work, on our website. www.healthwatchwarwickshire.co.uk

Tell us a bit about you.

By telling us more information about yourself, throughout these questions, you will help us better understand how people's views may differ depending on their personal characteristics. However, if you do not wish to answer all the questions you do not have to.

For more information about how we use your data, please see our privacy notice on our website.

Thank you for taking the time to answer these questions.

If you need more information about our organisation or you would like to tell us in more detail about your experiences, please contact us:



Call: 01926 422 823



Email: info@healthwatchwarwickshire.co.uk



Website: www.healthwatchwarwickshire.co.uk

Posting back: Write FREEPOST HEALTHWATCH WARWICKSHIRE on your envelope to post your questionnaire back to us for free.

1. Please tell us the district or borough you live in.

- | | |
|---|--|
| ☐ Warwick District | ☐ Stratford District |
| ☐ North Warwickshire Borough | ☐ Nuneaton & Bedworth Borough |
| ☐ Rugby Borough | ☐ Other |

If you chose 'other' please tell us where you live:

2. Please select any of the following that apply to you.

- ☐ I have a disability
- ☐ I have a long-term condition
- ☐ I am a carer
- ☐ I am a serving member of the UK Armed Forces
- ☐ I am a veteran of the UK Armed Forces (including Reservist)
- ☐ None of the above
- ☐ I prefer not to say

Please tell us any other circumstances that apply to you:

3. When was the last time you used a pharmacy?

- | | |
|---|--|
| ☐ In the last month | ☐ In the last year |
| ☐ In the last 3 months | ☐ More than a year ago |
| ☐ In the last 6 months | ☐ I have never visited a pharmacy |

4. Approximately how often do you visit a pharmacy?

- | | |
|--|---|
| ☐ Weekly | ☐ Once every 6 months |
| ☐ Monthly | ☐ Once per year |
| ☐ Once every two months | ☐ I don't visit a pharmacy |

5. Do you always use the same pharmacy?

- | | |
|------------------------------|-----------------------------|
| ☐ Yes | ☐ No |
|------------------------------|-----------------------------|

Please tell us more:

6. Thinking about the last time you used a pharmacy, why did you go to that particular pharmacy? Choose any that apply

- ☐ I decided to go there myself
- ☐ I went on behalf of someone else
- ☐ I went for the person I care for
- ☐ A GP directed me there
- ☐ It is the pharmacy I nominated at my GP surgery
- ☐ It is the pharmacy attached to my GP surgery (tell us which surgery below)
- ☐ NHS 111 directed me there
- ☐ I needed to use the pharmacy in a hospital
- ☐ It was the closest pharmacy to where I live
- ☐ It was the closest pharmacy to where I work

Please tell us any other reasons:

7. If you do use a pharmacy, why do you usually visit? Choose any that apply to you.

- ☐ To get prescription medication
- ☐ To collect repeat prescriptions (tell us more below)
- ☐ To buy over the counter medication
- ☐ To get advice from the pharmacist
- ☐ To buy non-medical items
- ☐ For vaccinations
- ☐ I do not visit a pharmacy

Please tell us how many items you usually get on repeat prescription and any other reasons that you visit a pharmacy:

8. Which community pharmacy have you visited most often in the last 6 months?

- ☐ ASDA Pharmacy
- ☐ Avicenna Pharmacy
- ☐ Boots pharmacy
- ☐ Lister Pharmacy
- ☐ Lloyds Pharmacy
- ☐ Sainsbury's Pharmacy
- ☐ Superdrug Pharmacy
- ☐ Tesco Pharmacy

Please tell us which **branch**, or **add a pharmacy that is not on the list**:

9. In the last 6 months have you used the pharmacy at any of these hospitals?

- ☐ St Cross Hospital
- ☐ George Eliot Hospital
- ☐ Stratford Hospital
- ☐ University Hospital Coventry
- ☐ Warwick Hospital
- ☐ Other (please specify):

Please tell us about your experience of using hospital pharmacy

10. How satisfied are you with the pharmacy service you got in the last 6 months?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ My satisfaction varies
- ☐ Dissatisfied
- ☐ Very dissatisfied

Please tell us more about this:

11. If you have repeat prescriptions that you do not collect in person from a pharmacy, how do you get your medication? Please tell us what does and does not work well for you:

12. If you have ever had a medication delay, what do you think was the cause?

- ☐ Lack of stock
- ☐ Staff shortages
- ☐ Postal issues
- ☐ Communication issues between GP and Pharmacy
- ☐ Problem with technology
- ☐ Pharmacy opening hours

How was the issue resolved?

13. Have you ever used the Prescription Ordering Direct (POD) service?

- ☐ Yes
- ☐ No
- ☐ Don't know/ don't remember
- ☐ I was unaware of this service

14. If you did use Prescription Ordering Direct, now that the POD telephone service is closing, how will this change how you manage your repeat prescriptions?

15. Do you use any of the following to help manage your prescriptions?

- ☐ NHS App
- ☐ Patient Access App
- ☐ Patient Access website
- ☐ My GP's website
- ☐ I don't use any of these (tell us more below)

Please tell us about your experience of using technology to manage your prescriptions or why you don't use any of these options:

16. Patients are being encouraged to use Pharmacy First, for a range of issues where a pharmacist may be able to offer treatment, and some prescription medicine for some conditions, without you needing to see a GP. Have you heard of, or seen any advertising for, Pharmacy First?

- ☐ Yes
- ☐ No
- ☐ Don't know/ don't remember

If yes, please tell us more:

17. In the last 6 months, have you visited a pharmacy for support with any of the following? Choose all that apply.

- ☐ earache (patient aged 1 to 7 years)
- ☐ impetigo (patient aged 1 year and over)
- ☐ infected insect bite (patient aged 1 year and over)
- ☐ shingles (patient aged 18 years and over)
- ☐ sinusitis (patient aged 12 years and over)
- ☐ sore throat (patient aged 5 years and over)
- ☐ urinary tract infection or UTI (woman aged 16 to 64 years)

Please tell us more about your experience:

18. Please tell us any other feedback you would like to share with us:

Tell Us a Bit About You

By telling us more information about yourself, you will help us better understand how people's experiences may differ depending on their personal characteristics. However, if you do not wish to answer all the questions you do not have to.

19. Please tell us your age.

☐ 13-15 years ☐ 16-17 years ☐ 18-24 years ☐ 25-34 years ☐ 35-49 years
☐ 50-64 years ☐ 65-79 years ☐ 80+ years ☐ Prefer not to say

20. Please tell us which gender you identify with.

☐ Woman ☐ Man ☐ Non-binary ☐ Intersex ☐ Prefer to self-describe
☐ Prefer not to say

21. Please tell us if your gender is different to the sex you were assigned at birth

☐ Yes ☐ No ☐ Prefer not to say

22. Please tell us which sexual orientation you identify with

☐ Asexual ☐ Bisexual ☐ Gay man ☐ Heterosexual/straight
☐ Lesbian/ Gay woman ☐ Pansexual ☐ Prefer to self-describe
☐ Prefer not to say

23. Please select your ethnicity

☐ Arab ☐ Asian or Asian British – Bangladeshi ☐ Asian or Asian British – Chinese
☐ Asian or Asian British – Indian ☐ Asian or Asian British – Pakistani
☐ Asian or Asian British – Any other Asian or Asian British Background
☐ Black or Black British – African ☐ Black or Black British – Caribbean
☐ Black or Black British – Any other Black or Black British Background
☐ Mixed/ Multiple ethnic groups – Asian and White ☐ Mixed/ Multiple ethnic groups – Black African and White
☐ Mixed/ Multiple ethnic groups – Black Caribbean and White ☐ Mixed/ Multiple ethnic groups – Any other Mixed/ Multiple ethnic groups background
☐ White: British/ English/ Northern Irish/ Scottish/ Welsh ☐ White: Irish
☐ White: Gypsy, Traveller, or Irish Traveller ☐ White: Roma ☐ White: Any other White background
☐ Any other ethnic group ☐ Prefer not to say

24. Please select which religion or belief you identify with

☐ Buddhist ☐ Christian ☐ Hindu ☐ Jewish ☐ Muslim ☐ No religion ☐ Sikh
☐ Other religion ☐ Prefer not to say