









Appendix B

Public Survey

Section 1 - How you use pharmacy services

What do you generally use a pharmacy for? (Please select all that apply)		Response Percent	Response Total
To get a medicine on prescription for myself		95.21%	139
To get a medicine on prescription for someone else		54.8%	80
To buy a medicine		50.69%	74
To get advice from the pharmacist for myself		51.37%	75
To get advice from the pharmacist for someone else		19.86%	29
To use other healthcare services the pharmacy offers		11.64%	17
To shop for non-medical goods		25.34%	37
I don't use pharmacy services myself		0%	0
Other - please give details		1.37%	2




Total # of respondents **146**.
Statistics based on **146** respondents; **0** filtered; **0** skipped.



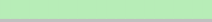


Do you access pharmacy services indirectly?		Response Percent	Response Total
Yes		0%	0
No		0%	0

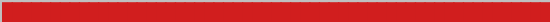











Total # of respondents **146**.
Statistics based on **0** respondents; **0** filtered; **146** skipped.









If you access pharmacy services indirectly, please select all that apply:		Response Percent	Response Total
A family member, carer or friend goes to the pharmacy for me		0%	0
A pharmacy orders my prescriptions and delivers them to my home		0%	0
I order prescriptions from my GP online and these are delivered to my home		0%	0
I use an online / internet pharmacy that doesn't have a physical shop, to get my prescriptions dispensed or to buy medicines		0%	0
I go online for advice		0%	0
Other - please give details		0%	0






Total # of respondents **146**.
Statistics based on **0** respondents; **0** filtered; **146** skipped.





Do you....?		Response Percent	Response Total
Use the same pharmacy all of the time		44.52%	65
Use different pharmacies but visit one most often		52.06%	76
Use different pharmacies and none more frequently than any other		3.43%	5
<p>Total # of respondents 146. Statistics based on 146 respondents; 0 filtered; 0 skipped.</p>			

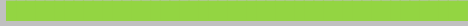


Where do you normally visit a pharmacy? (Select all that apply)		Response Percent	Response Total
Close to my home		76.55%	111
Close to work		11.72%	17
Close to my doctor		27.59%	40
Close to the children's school or nursery		0%	0
Close to other shops		12.41%	18
The pharmacy which is most convenient at the time I need to use it		20%	29
Other - please specify		4.14%	6
<p>Total # of respondents 146. Statistics based on 145 respondents; 0 filtered; 1 skipped.</p>			





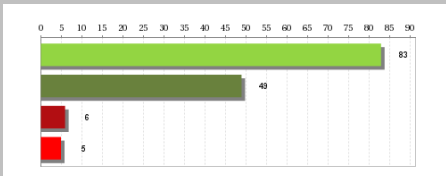
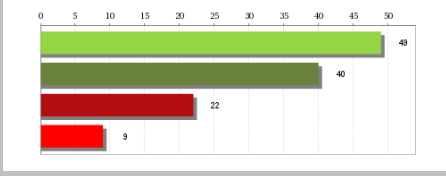
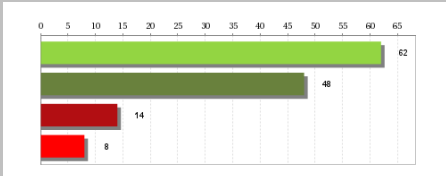
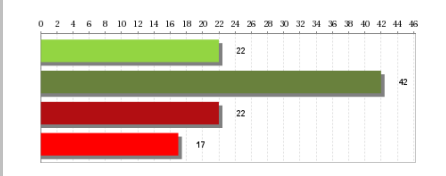
What other factors influence your choice of pharmacy? (Select all that apply)		Response Percent	Response Total
It is easy to get to the pharmacy		71.23%	104
It is easy to park at the pharmacy		36.3%	53
They have good opening hours		45.89%	67
There is a private area if I need to talk to the pharmacist		19.86%	29
The pharmacy collects my prescriptions from the GP practice		47.95%	70
The pharmacy delivers my medicines to my home		6.85%	10
The customer service		41.1%	60
The staff know me		34.25%	50
The staff look after me		26.71%	39
The staff provide good advice and information		44.52%	65
They don't know me		0.69%	1
Other (please specify)		7.53%	11
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.			

Have any of the following discouraged you from using a pharmacy in the past? (Select all that apply)		Response Percent	Response Total
It is not easy to park		21.92%	32
It is not open when I need it		24.66%	36
There is not enough privacy		4.8%	7
It is not wheelchair/baby buggy friendly		0%	0
I have had a bad experience in the past		13.7%	20
The service is too slow		23.29%	34
They don't have what I need in stock		24.66%	36
Not applicable		36.99%	54
Other (please specify)		9.59%	14
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.			

How do you usually get to the pharmacy? (Select all that apply)		Response Percent	Response Total
Walk		75.34%	110
Bus		13.01%	19
Train		0.69%	1
Car		52.06%	76
Bike		0%	0
Taxi		0%	0
Other (please specify)		0.69%	1
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.			

....and how long does it usually take to get there?		Response Percent	Response Total
Less than 5 minutes		23.29%	34
5 to 10 minutes		51.37%	75
11 - 20 minutes		21.92%	32
21 - 30 minutes		3.43%	5
More than 30 minutes		0%	0
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.			

Is there sufficient privacy when discussing sensitive issues with your pharmacist?		Response Percent	Response Total
Yes		59.59%	87
Sometimes - depending on which pharmacy I use		25.34%	37
No		15.07%	22
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.			

How satisfied are you with the pharmacy opening hours?						
	A 	B 	C 	D 		Response Total
Weekdays (9am - 5.30pm)	58.04 % (83)	34.27 % (49)	4.2 % (6)	3.5 % (5)		143
Weekday evenings	40.83 % (49)	33.33 % (40)	18.33 % (22)	7.5 % (9)		120
Saturday	46.97 % (62)	36.36 % (48)	10.61 % (14)	6.06 % (8)		132
Sunday	21.36 % (22)	40.78 % (42)	21.36 % (22)	16.51 % (17)		103
<div> <div>Total # of respondents 146.</div> <div>Statistics based on 146 respondents; 0 filtered; 0 skipped.</div> </div>						

Legend for Rank Grid table:How satisfied are you with the pharmacy opening hours?

Columns:

- A



Very satisfied
- B






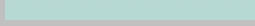

Satisfied
- C










Dissatisfied
- D



Very dissatisfied

If there has been a time recently when you weren't able to use your preferred pharmacy, what did you do?		Response Percent	Response Total
Went to another pharmacy		50.69%	74
Waited until the pharmacy was open again		13.7%	20
Went to my GP		0%	0
Went to a hospital		0%	0
Went to a Walk In Centre		0%	0
Called 111		0.69%	1
Not applicable		32.88%	48
Other (please specify)		2.06%	3
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.			

Section 2 - Services from your pharmacist

Which of the following medicines & appliance related services have you used in the last 12 months? (Select all that apply. Click on an option title to see a full description of the service)		Response Percent	Response Total
Repeat prescription services		76.71%	112
Repeat dispensing services		35.62%	52
Urgent supply of repeat medicine(s)		21.23%	31
Medicines use reviews		13.01%	19
New medicine service		7.53%	11
Appliance reviews (e.g. catheters, stoma appliances etc)		0%	0
Stoma appliance customisation service		0.69%	1
I haven't used any of these services		15.75%	23
I'd prefer not to say		0%	0
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.			

If you currently use, or need to use one of the following medicines and appliance related services in the future, would you be happy to use any pharmacy or would you prefer to use your regular pharmacy? (Click on an option title to see a full description of the service)

	A 	B 	C 		Response Total
Repeat prescription services	77.4 % (113)	11.64 % (17)	10.96 % (16)		146
Repeat dispensing services	67.12 % (98)	9.59 % (14)	23.29 % (34)		146
Urgent supply of repeat medicine(s)	51.37 % (75)	19.18 % (28)	29.45 % (43)		146
Medicine use reviews	45.89 % (67)	4.8 % (7)	49.32 % (72)		146
New medicine service	42.47 % (62)	8.22 % (12)	49.32 % (72)		146
Appliance reviews (e.g. catheters, stoma appliances etc)	15.07 % (22)	6.16 % (9)	78.77 % (115)		146
Stoma appliance customisation service	14.38 % (21)	6.16 % (9)	79.45 % (116)		146
<p>Total # of respondents 146. Statistics based on 146 respondents; 0 filtered; 0 skipped.</p>					

Legend for Rank Grid table:If you currently use, or need to use one of the following medicines and appliance related services in the future, would you be happy to use any pharmacy or would you prefer to use your regular pharmacy? (Click on an option title to see a full description of the service)

Columns:

- A




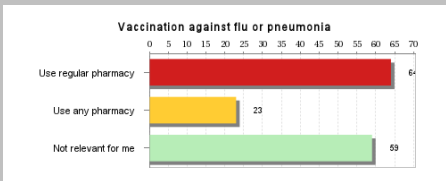
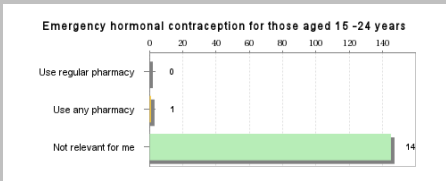
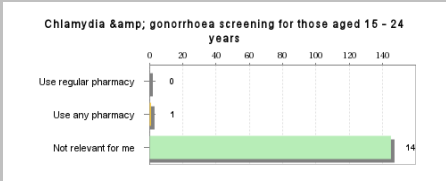
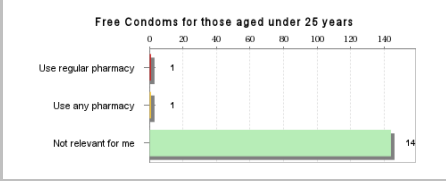
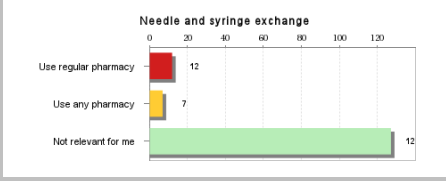
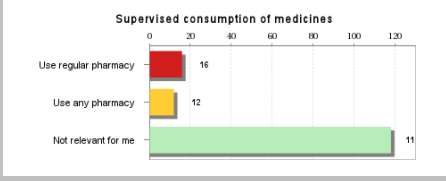
Use regular pharmacy
- B

Use any pharmacy
- C

Not relevant for me

Which other pharmacy-based services have you used in the last 12 months? (Select all that apply. Click on an option title to see a full description of the service)		Response Percent	Response Total
Vaccination against flu or pneumonia	<div></div>	18.49%	27
Emergency hormonal contraception for those aged 15 -24 years		0%	0
Chlamydia & gonorrhoea screening for those aged 15 - 24 years		0%	0
Chlamydia treatment		0%	0
Free Condoms for those aged under 25 years		0%	0
Needle and syringe exchange		0%	0
Supervised consumption of medicines	<div></div>	1.37%	2
I haven't used any of these services	<div></div>	80.82%	118
I'd prefer not to say		0%	0
Total # of respondents 146. Statistics based on 146 respondents; 0 filtered; 0 skipped.			

If you currently use, or need to use one of the following pharmacy-based services in the future, would you be happy to use any pharmacy or would you prefer to use your regular pharmacy? (Click on an option title to see a full description of the service)

	A 	B 	C 		Response Total
Vaccination against flu or pneumonia	43.84 % (64)	15.75 % (23)	40.41 % (59)		146
Emergency hormonal contraception for those aged 15 -24 years	0 % (0)	0.69 % (1)	99.32 % (145)		146
Chlamydia & gonorrhoea screening for those aged 15 - 24 years	0 % (0)	0.69 % (1)	99.32 % (145)		146
Chlamydia treatment	0.69 % (1)	0.69 % (1)	98.63 % (144)		146
Free Condoms for those aged under 25 years	0.69 % (1)	0.69 % (1)	98.63 % (144)		146
Needle and syringe exchange	8.22 % (12)	4.8 % (7)	86.99 % (127)		146
Supervised consumption of medicines	10.96 % (16)	8.22 % (12)	80.82 % (118)		146

Total # of respondents **146**.
Statistics based on **146** respondents; **0** filtered; **0** skipped.

Legend for Rank Grid table: If you currently use, or need to use one of the following pharmacy-based services in the future, would you be happy to use any pharmacy or would you prefer to use your regular pharmacy? (Click on an option title to see a full description of the service)

Columns:

- A

Use regular pharmacy
- B

Use any pharmacy
- C





Not relevant for me


In your experience, are the pharmacies in your area easily accessible for people in wheelchairs or for prams/pushchairs?		Response Percent	Response Total
Not relevant to me as I have no direct experience	<div></div>	39.04%	57
Yes	<div></div>	41.78%	61
No	<div></div>	5.48%	8
Don't know	<div></div>	13.7%	20
Total # of respondents 146. Statistics based on 146 respondents; 0 filtered; 0 skipped.			




Please describe why not or describe how the pharmacy helps you access the premises?		Response Total
		8
Total # of respondents 146. Statistics based on 8 respondents; 0 filtered; 138 skipped.		

If you have a hearing impairment, does your regular pharmacy have facilities available to help you communicate, e.g. a hearing loop or sign language?		Response Percent	Response Total
Not relevant to me. I do not have a hearing impairment	<div></div>	69.18%	101
Yes	<div></div>	7.53%	11
No	<div></div>	0.69%	1
Don't know	<div></div>	22.6%	33
Total # of respondents 146. Statistics based on 146 respondents; 0 filtered; 0 skipped.			

How does the pharmacy communicate effectively with you?		Response Total
		1
Total # of respondents 146. Statistics based on 1 respondents; 0 filtered; 145 skipped.		

If you are visually impaired, does the pharmacy provide large print labels on your medicines?		Response Percent	Response Total
Not relevant to me. I am not visually impaired		80.82%	118
Yes		3.43%	5
No		0.69%	1
Don't know		15.07%	22
Total # of respondents 146. Statistics based on 146 respondents; 0 filtered; 0 skipped.			

Would large print labels be helpful to you?		Response Percent	Response Total
Yes		0%	0
No		100%	1
Total # of respondents 146. Statistics based on 1 respondents; 0 filtered; 145 skipped.			

If you are blind (or someone you care for is blind), does the pharmacy try and provide containers with braille?		Response Percent	Response Total
Not relevant to me		84.25%	123
Yes		2.74%	4
No		0%	0
Don't know		13.01%	19
Total # of respondents 146. Statistics based on 146 respondents; 0 filtered; 0 skipped.			

Would containers with braille be helpful to you?		Response Percent	Response Total
Yes		0%	0
No		0%	0
Total # of respondents 146. Statistics based on 0 respondents; 0 filtered; 146 skipped.			






If you have a condition which means you need assistance to get to a pharmacy, would you find a home delivery service useful?		Response Percent	Response Total
Not relevant to me		73.97%	108
Yes		25.34%	37
No		0.69%	1
Total # of respondents 146. Statistics based on 146 respondents; 0 filtered; 0 skipped.			



Does your pharmacy provide a home delivery service for medicines?		Response Percent	Response Total
Yes	<div><div></div></div>	72.97%	27
No	<div><div></div></div>	2.7%	1
Don't know	<div><div></div></div>	24.32%	9
Total # of respondents 146. Statistics based on 37 respondents; 0 filtered; 109 skipped.			



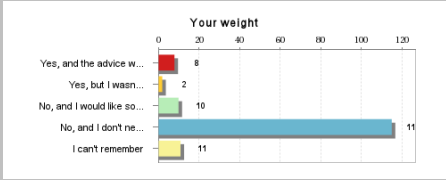
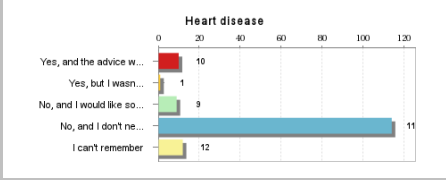
Are there any other services you would like to see available at your pharmacy?		Response Total
1.		33
2.		12
3.		7
4.		5
Total # of respondents 146. Statistics based on 33 respondents; 0 filtered; 113 skipped.		

Is there anything else you would like to tell us about local pharmacy services?		Response Total
		55
Total # of respondents 146. Statistics based on 55 respondents; 0 filtered; 91 skipped.		

If you have a minor illness (eg, cough, cold, indigestion, etc) where would you go first for advice?		Response Percent	Response Total
A pharmacy	<div><div></div></div>	62.33%	91
NHS 111 service	<div><div></div></div>	2.06%	3
GP	<div><div></div></div>	6.85%	10
A & E		0%	0
Go online	<div><div></div></div>	22.6%	33
Other	<div><div></div></div>	6.16%	9
Total # of respondents 146. Statistics based on 146 respondents; 0 filtered; 0 skipped.			


If you have a minor illness (eg, cough, cold, indigestion, etc) where would you go first for treatment?		Response Percent	Response Total
A pharmacy		56.85%	83
GP		9.59%	14
A & E		0%	0
Go online		1.37%	2
Treat myself		29.45%	43
Other		2.74%	4
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.			

Do you think pharmacies have a role to play in providing advice on how to stay healthy?		Response Percent	Response Total
Yes		89.04%	130
No		10.96%	16
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.			




Has a pharmacist ever talked to you about?							Response Total
	A 	B 	C 	D 	E 		
Smoking	3.43 % (5)	2.06 % (3)	2.06 % (3)	89.04 % (130)	3.43 % (5)		146
Alcohol	2.06 % (3)	2.74 % (4)	0.69 % (1)	90.41 % (132)	4.11 % (6)		146
Your weight	5.48 % (8)	1.37 % (2)	6.85 % (10)	78.77 % (115)	7.53 % (11)		146
Heart disease	6.85 % (10)	0.69 % (1)	6.16 % (9)	78.08 % (114)	8.22 % (12)		146
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.							




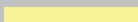




Legend for Rank Grid table:Has a pharmacist ever talked to you about?



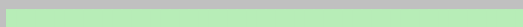


Columns:



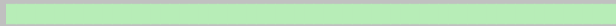

A		Yes, and the advice was welcome
B		Yes, but I wasn't interested
C		No, and I would like some advice
D		No, and I don't need advice
E		I can't remember


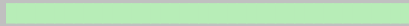


Section 3 - About you



What gender are you?		Response Percent	Response Total
Male		32.88%	48
Female		65.75%	96
Transgender		0%	0
I'd prefer not to say		1.37%	2
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.			

What age are you?		Response Percent	Response Total
Under 16		0%	0
16 to 24		1.37%	2
25 to 34		4.11%	6
35 to 44		11.64%	17
45 to 54		17.81%	26
55 to 64		21.23%	31
65 to 74		32.19%	47
75 to 84		9.59%	14
85+		0%	0
I'd prefer not to say		2.06%	3
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.			

Do you have to pay prescription charges?		Response Percent	Response Total
Yes - I pay each time I get a prescription		23.29%	34
Yes - I purchase a pre-payment certificate		6.85%	10
No - I am eligible for free NHS prescriptions		67.12%	98
Don't know		0%	0
Not relevant - I don't take any prescribed medicines		2.06%	3
I'd prefer not to say		0.69%	1
Total # of respondents 146. Statistics based on 146 respondents; 0 filtered; 0 skipped.			

Do you consider yourself to have a disability?		Response Percent	Response Total
Registered disabled		6.16%	9
Unregistered disabled		9.59%	14
Not disabled		79.45%	116
I'd prefer not to say		4.8%	7
Total # of respondents 146. Statistics based on 146 respondents; 0 filtered; 0 skipped.			

How does your disability affect you? (Select all that apply)		Response Percent	Response Total
Hearing		17.39%	4
Sight		0%	0
Physical		52.17%	12
I'd prefer not to say		26.09%	6
Other (please specify)		17.39%	4
Total # of respondents 146. Statistics based on 23 respondents; 0 filtered; 123 skipped.			

Are you housebound?		Response Percent	Response Total
Yes		1.37%	2
No		98.63%	144
I'd prefer not to say		0%	0
Total # of respondents 146. Statistics based on 146 respondents; 0 filtered; 0 skipped.			









Do you have easy access to the internet?		Response Percent	Response Total
Yes	<div><div></div></div>	97.26%	142
No	<div><div></div></div>	0.69%	1
I'd prefer not to say	<div><div></div></div>	2.06%	3
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.			











Are you a Carer?		Response Percent	Response Total
Yes	<div><div></div></div>	13.7%	20
No	<div><div></div></div>	84.25%	123
I'd prefer not to say	<div><div></div></div>	2.06%	3
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.			

Is English your first language?		Response Percent	Response Total
Yes	<div><div></div></div>	95.21%	139
No	<div><div></div></div>	3.43%	5
I'd prefer not to say	<div><div></div></div>	1.37%	2
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.			

What is your first language?		Response Total
		5
Total # of respondents 146 . Statistics based on 5 respondents; 0 filtered; 141 skipped.		

Please tell us your postcode - we only want to know which part of Bexley you live in to help us plan pharmacy services. To make sure we only know the general area, please do not tell us the last two letters. For example: If your postcode is DA15 7DU just type DA15 7 in the box below. For DA5 1BT just type DA5 1		Response Total
		146
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.		

What is your work situation?		Response Percent	Response Total
Full time (days)		26.03%	38
Full time (nights)		0%	0
In full time education		1.37%	2
House wife/ husband		4.11%	6
Part time		10.27%	15
Retired		47.26%	69
Unemployed		2.74%	4
I'd prefer not to say		4.8%	7
Other (please specify)		3.43%	5
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.			

To which of these ethnic groups would you say you belong?		Response Percent	Response Total
White British		78.08%	114
White Irish		3.43%	5
Any other White background		2.74%	4
Mixed White and Black Caribbean		0%	0
Mixed White and Black African		0%	0
Mixed White and Asian		0.69%	1
Other Mixed background		0.69%	1
Asian or Asian British Indian		5.48%	8
Asian or Asian British Pakistani		0%	0
Asian or Asian British Bengali		0%	0
Other Asian background		0%	0
Black or Black British Caribbean		0.69%	1
Black or Black British African		1.37%	2
Any other Black background		0%	0
Chinese		0%	0
Any other ethnic background		2.06%	3
I'd prefer not to say		4.8%	7
Total # of respondents 146 . Statistics based on 146 respondents; 0 filtered; 0 skipped.			

