

Appendix Three – Public survey results

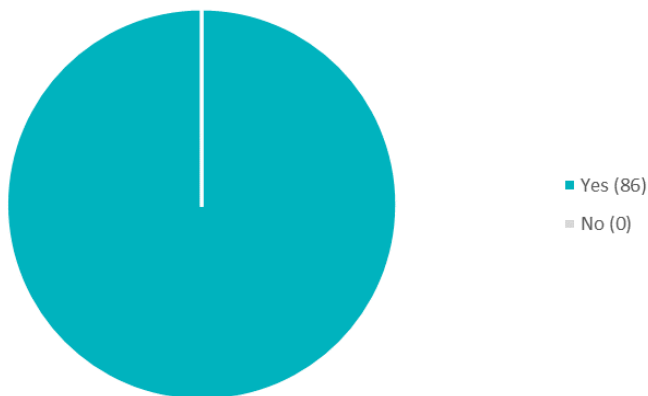
Survey ran 19th January 2022 to 14th February 2022

There were 86 responses

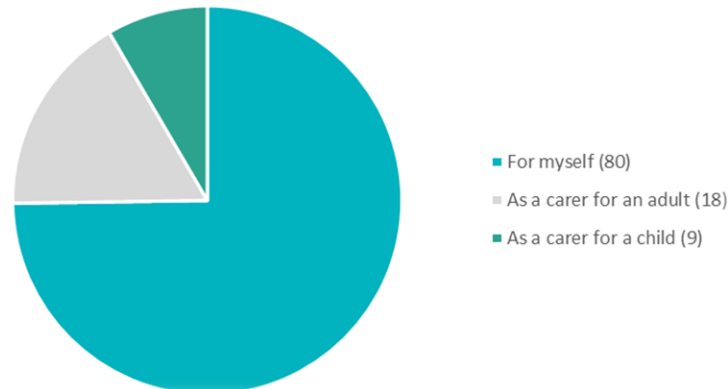
Q1 was removed from the response and plotted on map two

There were no responses to Q19, Q20, Q39 and Q42 when additional information to an answer was requested

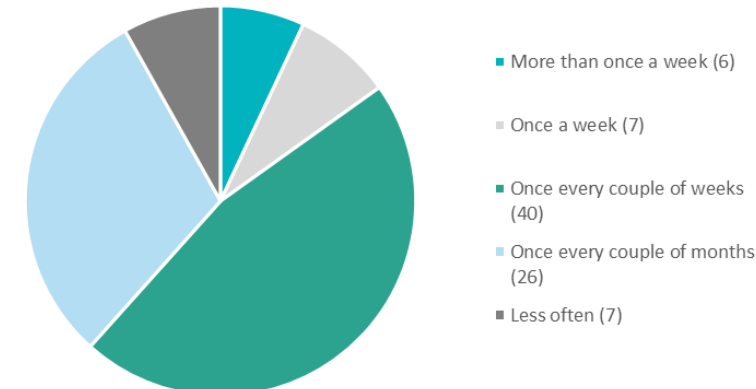
Q2. Do you use a pharmacy?



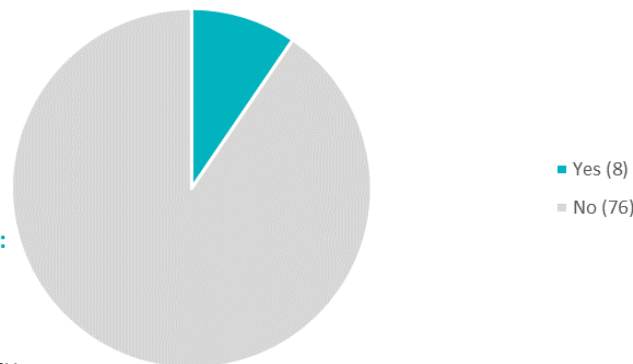
Q3. Why do you use a pharmacy? (Please tick all that apply)



Q4. If you do use a pharmacy, how often have you used one?



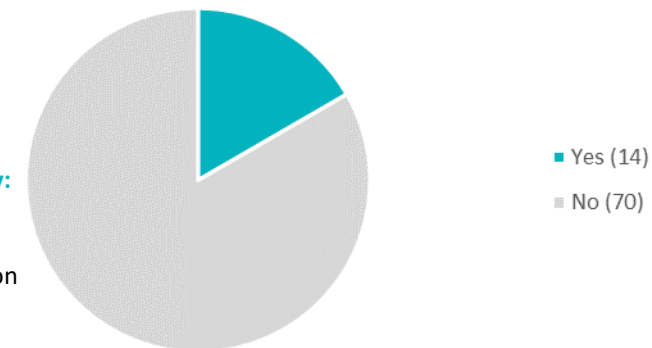
Q5. Do you have problems accessing a pharmacy due to location?



Q6. If you answered 'yes' to Q5, please explain why:

- Oldham Town centre parking is bad
- Not able to use public transport
- No local pharmacy close to where I live
- Due to the opening times of the local pharmacy
- Nearest is a bus ride away or 30-minute walk and 30 minutes back
- Long term illness, disabilities from osteoporosis and shielding due to severe respiratory conditions
- Have to travel sometimes to other pharmacies, due to family members having different GPs. Not having transport etc.
- The XXX chemist in XXX is situated on the "wrong" side of XXX Road where there is nearly no pavement and no parking on that side either. There is on-road parking on the opposite side, but it is usually already occupied. It is near the junction with XXX Lane that is often busy and there is no zebra crossing to get across to the chemist. This is bad for elderly people who are slow getting across. The only crossing is near XXX Lane about 400 metres away.

Q7. Do you have problems accessing a pharmacy due to opening hours?



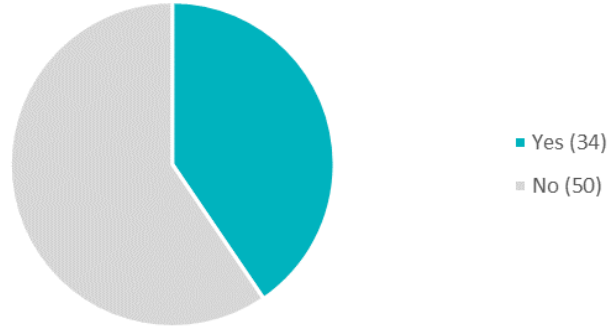
Q8. If you answered 'yes' to Q7, please explain why:

- Not open Sat and Sun
- I work same hours.
- Rely on family for transport none live in Royton
- The pharmacy is not open at the weekend.
- None open at weekends around this area
- Would like to see longer opening hours including weekends.
- My pharmacy closes at 6pm, but due to working hours and public transport, I find it difficult getting there in the week and it closes at weekends, which is when it'd be best for me to go.
- Closes for lunch
- My local pharmacy only opens during working hours and is shut at lunchtime. I work full time at home and have to leave work to visit the pharmacy.
- Only open for half a day on Saturday and this isn't every week. During the week it's open 08:30 - 18:00/18:30 which is often my working day. There's often a queue so can't risk going during lunch break.
- The pharmacist isn't on site until 10am on Thursdays and Fridays and the shop closes at 6 pm
- I work full time so either need to get prescriptions delivered to a pharmacy near work or have to wait till weekend to collect from my local pharmacy.
- The local pharmacy is small and not open the hours that are the easiest and most convenient for me to access
- Due to work I could not always get there in time and on Saturday the pharmacy closed at 1.00pm sometimes before then so even if I arrived before closing time, they would be closing the shutters

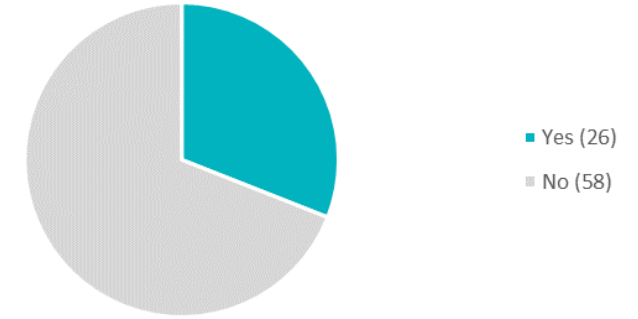
Q9. Did you know that there are pharmacies in Oldham that are open extended hours (e.g. early morning, late night, weekends and bank holidays)?



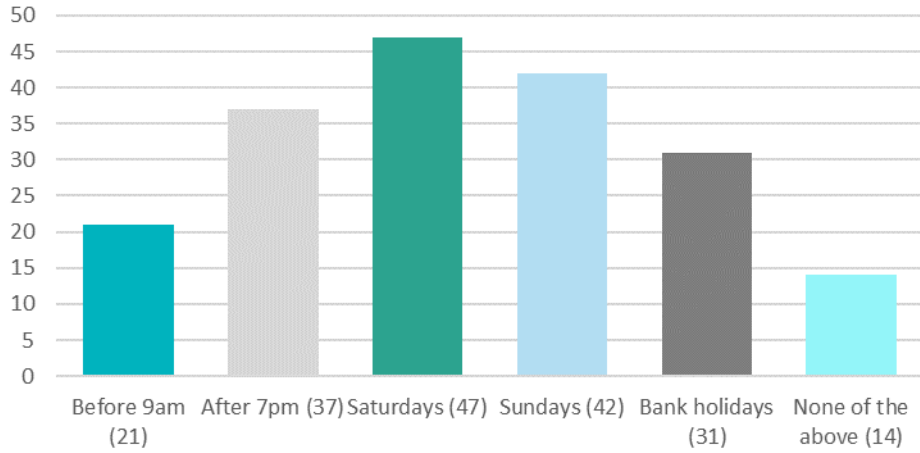
Q10. Do you know where these pharmacies are located?



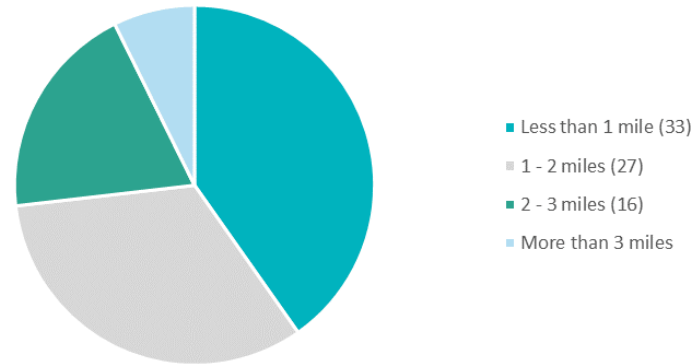
Q11. Have you used these pharmacies early in the morning (before 9am), later at night (after 7pm), at weekends or on bank holidays?



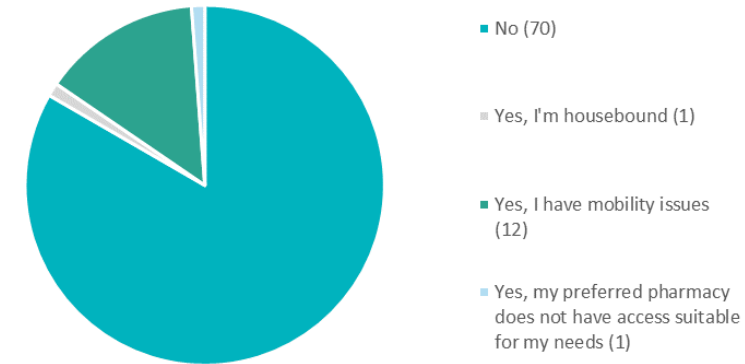
Q12. At what time would you, or do you, find pharmacies with extended hours most useful? (Please tick all that apply)



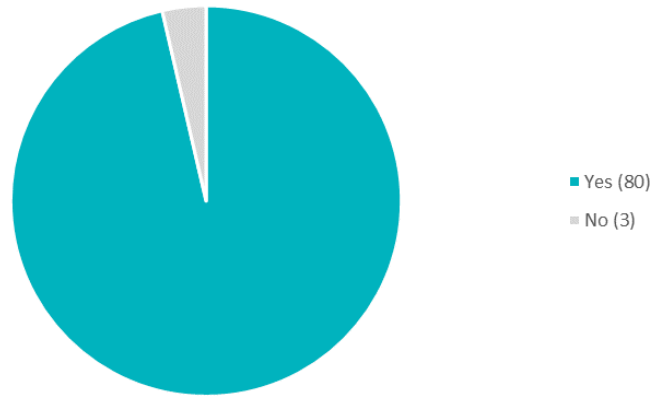
Q13. How far from your home or place of work would you be willing to travel to a pharmacy?



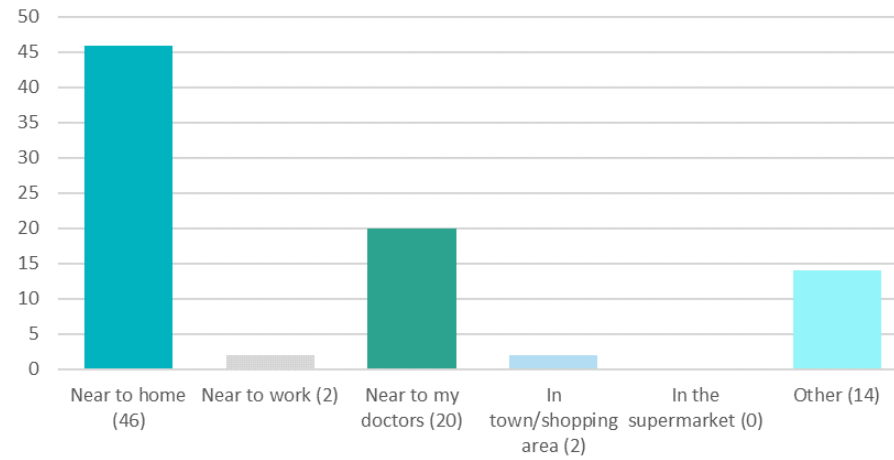
Q14. Do you have any difficulties accessing a pharmacy of your choice?



Q15. Do you have a regular pharmacy?



Q16. In terms of location, why do you use this pharmacy regularly?



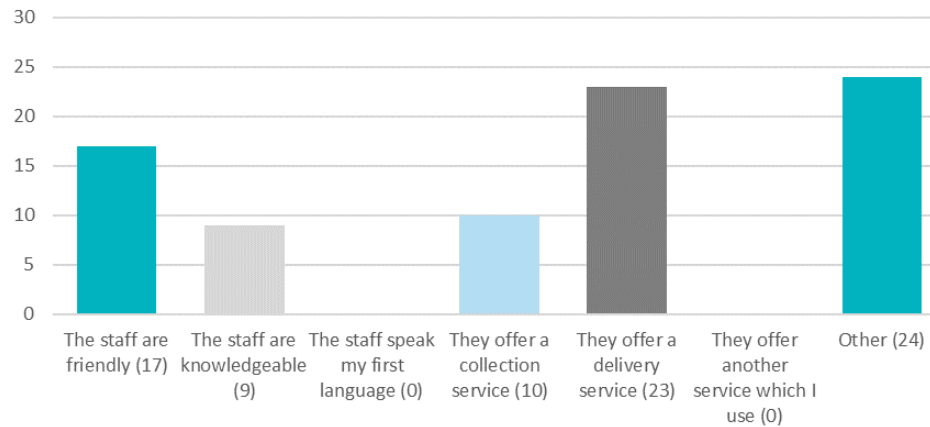
Q17. If you answered 'other' in Q16, please explain why:

- Service provided, staff courtesy and professionalism
- I use XXX, this is an online service that delivers to your door
- They deliver every 4 weeks, not been out 2 years only health appointment
- Just changed as they offer delivery service for my father's prescriptions but in the event I can't collect them he should be able to park and collect them himself
- Quality of service from an independent
- This pharmacy has parking available
- I have a monthly prescription depending on when the prescription comes through depends on which pharmacy I use, Monday to Friday one near work, Weekend one near home
- They offer a home delivery service.
- It is in the town centre which used to be open on Sundays and after 6pm.
- Convenient
- Delivers direct to my home
- I travel all over Greater Manchester
- Home delivery

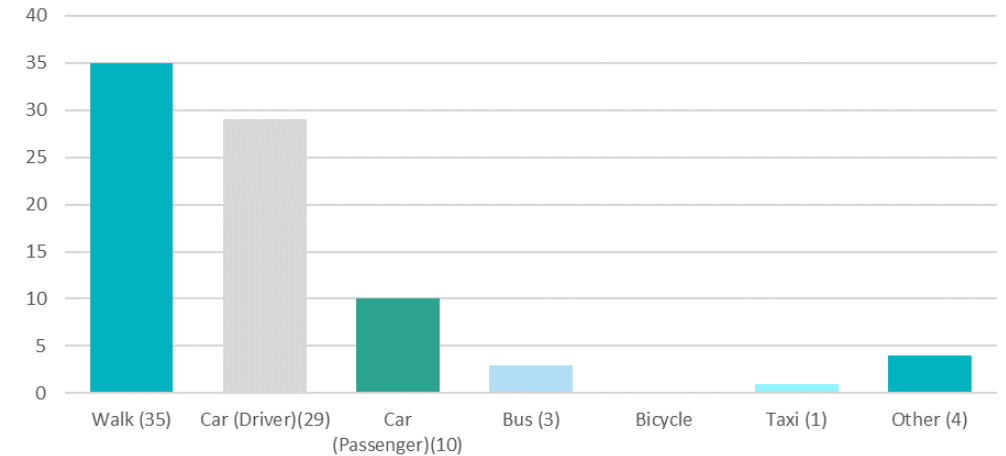
Q21. If you answered 'other' to Q18, please explain why:

- It is closest to my GP
- Its near home
- Convenience
- It's the nearest
- Convenient
- I'm too lazy to change to a better one.
- It's close to home
- It is my closest one
- Neat to home where I also work
- It's attached to my GP's surgery
- Walking distance from home.
- They are located where I shop
- I've used them for years
- Is next door with my GP
- Extended opening hours
- Convenience of location
- Next to my GP
- It's the nearest and they are fairly efficient
- Use of patient access to authorize repeat prescriptions and send to the pharmacy
- It was the pharmacy my GP sent the prescriptions to
- I was at one time able to go in while I did other tasks in town.
- It is linked to my patient line GP practice site and have not changed it to another chemist yet, but I will be doing shortly
- Location is the key factor as to why I use a particular pharmacy - close to home and school. Being close to a primary school is helpful, it allows me to combine the school run and calling at the pharmacy for prescriptions

Q18. If you use a particular pharmacy on a regular basis, is this because:
(please tick the one that applies most)



Q22. What is your usual method of travel when you visit a pharmacy?



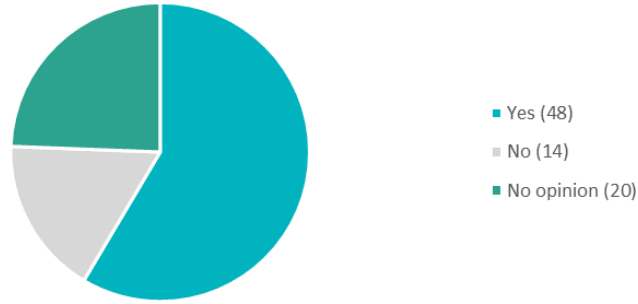
Q23. If you answered 'other' to Q22, please explain why:

- I have my stuff delivered
- I use a mobility scooter
- Have medication delivered
- They deliver as needed

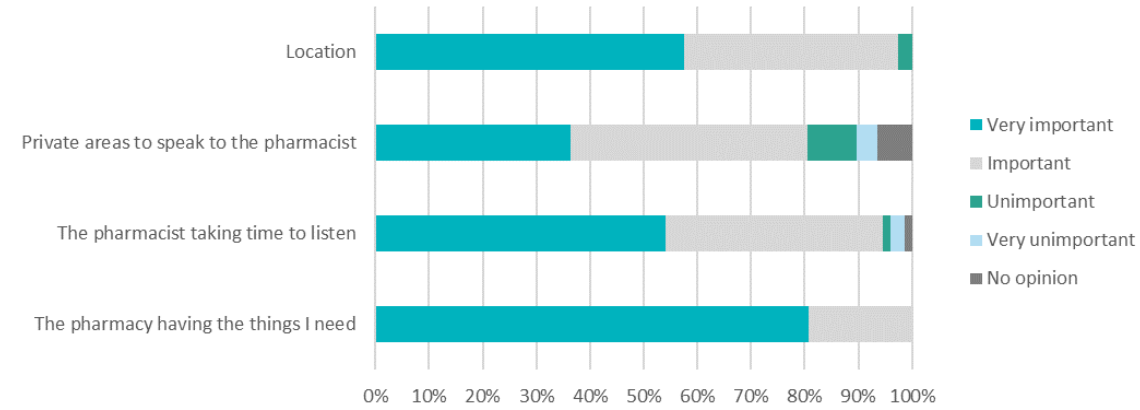
Q25. If you answered 'no' to Q24, please explain why:

- Most of the time the prescription is wrong e.g. last week I had to go 3 times to the pharmacy before I got what was needed and only got this when I complained which miraculously produced the prescription after being told it was not available
- Have never been advised of effects of medication when collecting.
- Never have any conversation due to having delivery service
- The staff are too busy most of the time. Not enough staff
- They often do not give extra information they always seem so busy.
- Just asked for payment and given medication.
- They never advise me on this
- The staff are rude and don't ever speak about the medicines I get
- I feel that they could provide more information.
- We just have to read the leaflet
- I think they are too busy
- Take too long to explain
- They rarely tell you anything

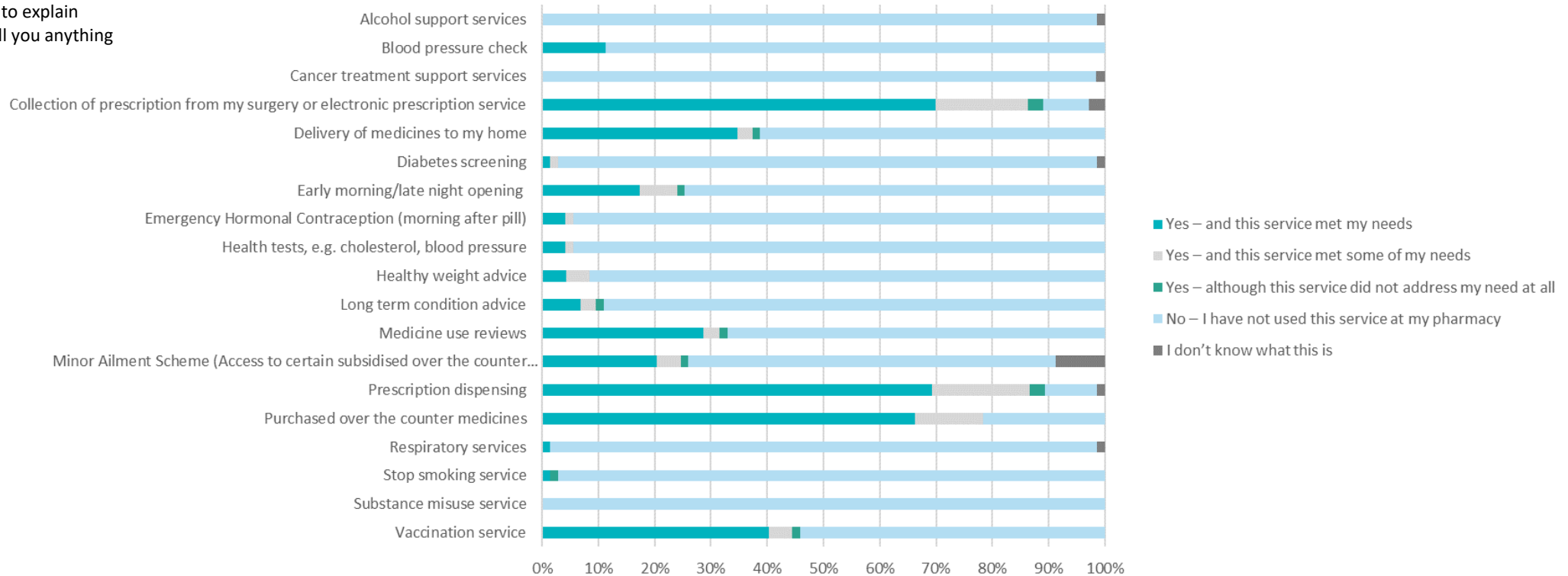
Q24. Do you feel that pharmacy staff provide you with sufficient information about your prescribed medication or medicines purchased over the counter e.g. dose, possible side effects, any warnings?



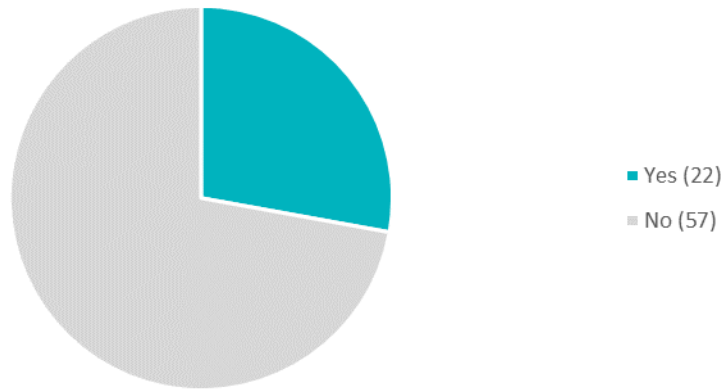
Q26. How important are the following aspects of pharmacy services?



Q27. Have you ever paid for or used any of the following services from your pharmacy?



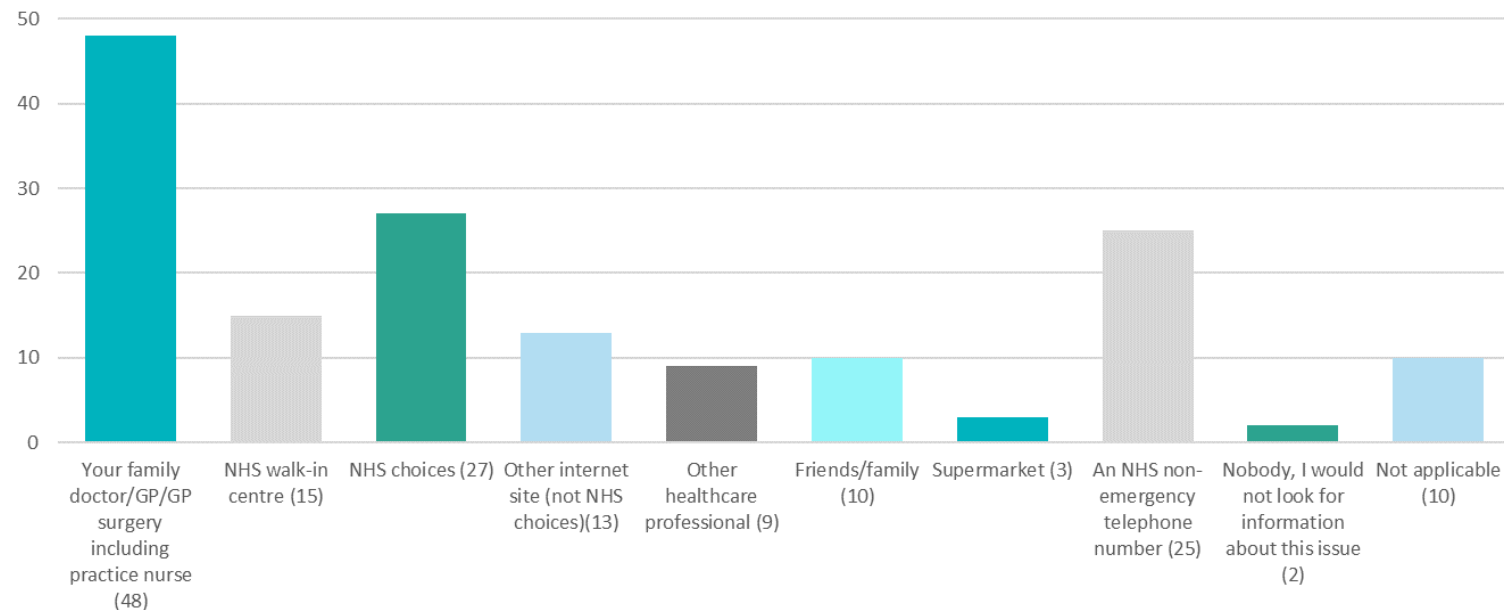
Q28. Are there any other services you would like your pharmacy to offer?



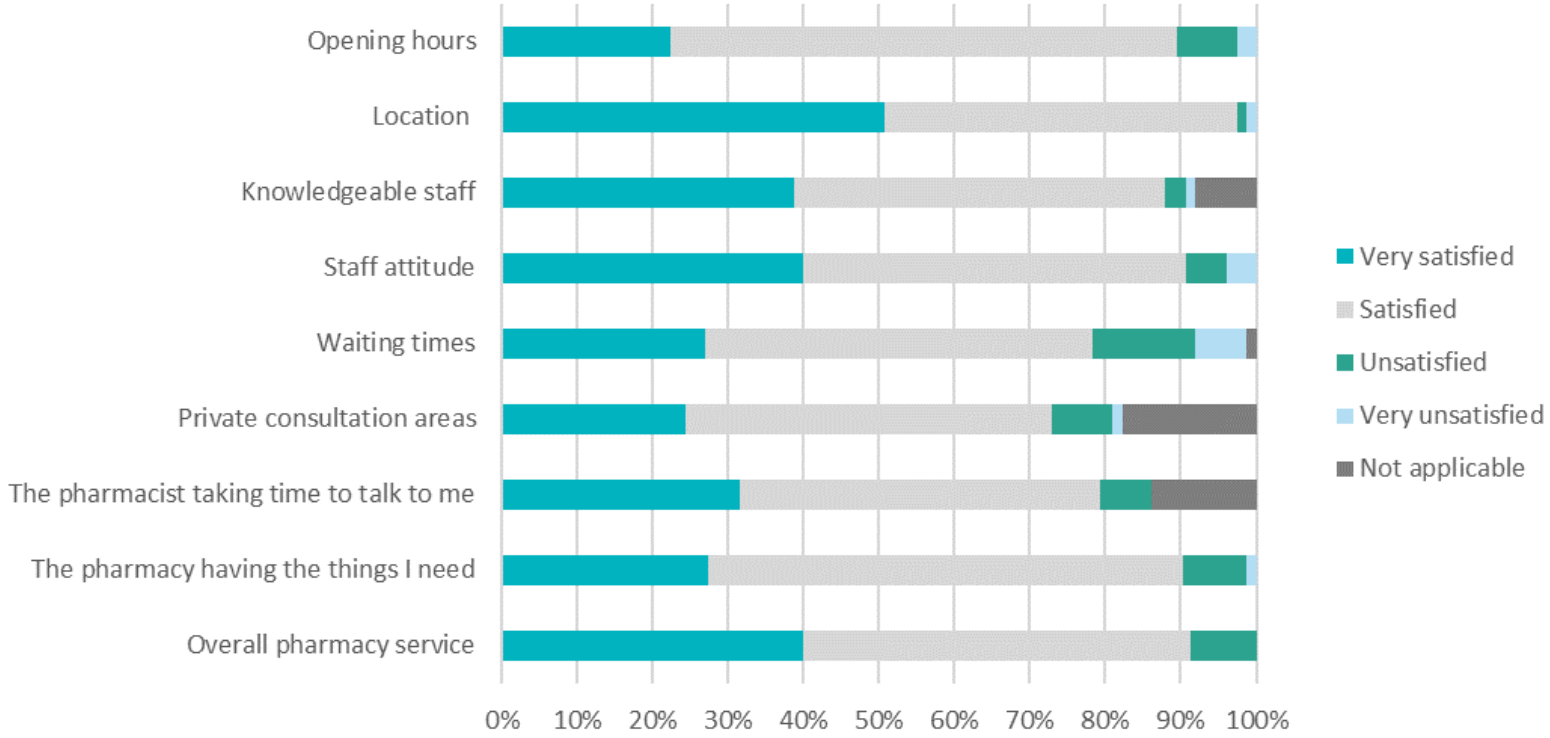
Q29. If you answered 'yes' to Q28, please explain why:

- Want to know my cholesterol levels without going to the doctors
- To provide what is ordered on time
- To talk to customers, invest in people, best medicine!
- I would like the pharmacy to be able to prescribe/provide antibiotics
- This would make it more accessible and relieve pressure other areas of the NHS
- More seating, long waits while prescription is being made up sometimes
- Because I would find them useful.
- Would be useful if they did vaccinations, COVID testing, blood tests
- Ensuring the medications are ready to go after receiving text to pick them up rather than wait while they recheck
- Support for breastfeeding women or at least information where this can be accessed
- Appointments for minor conditions
- Prescribing for obvious infections/problems
- More information health conditions. Access to discussing medication and the different types of medication for your condition. Cancer screening like cervical screening
- Keep the local pharmacies open, they are a god send to older, vulnerable residents, who get to the know local people and their needs. They are able to be more caring, and understanding, than using different pharmacies, and not knowing the person's regular medication etc.
- Electronic confirmation of when prescriptions are ready would be helpful
- A stop smoking service in the pharmacy rather than having to be referred elsewhere
- Delivery of medications
- Pharmacist taking the time to explain about conditions I need to talk about.

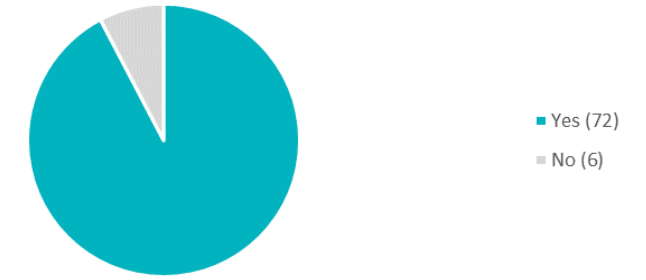
Q30. If you don't go to a pharmacist for any of the services listed in Q27, who would you contact if you wished to get information: (Please tick as many answers as appropriate)



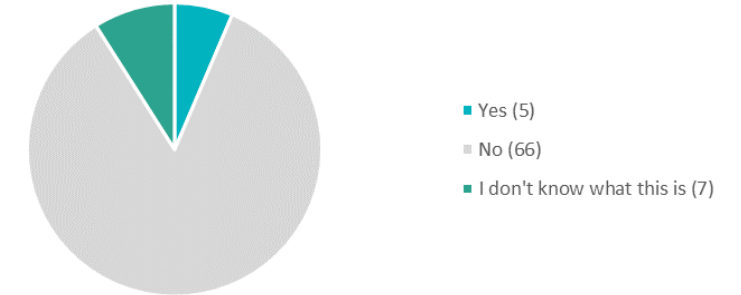
Q31. How satisfied are you with the following aspects of service provided by pharmacies?



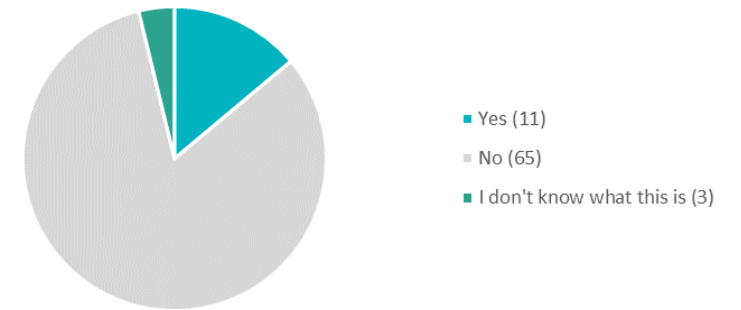
Q32. Did you know pharmacy staff could provide advice of treating minor ailments such as viral infections, mild skin conditions, minor cuts, aches and pains, hay fever and allergies etc?



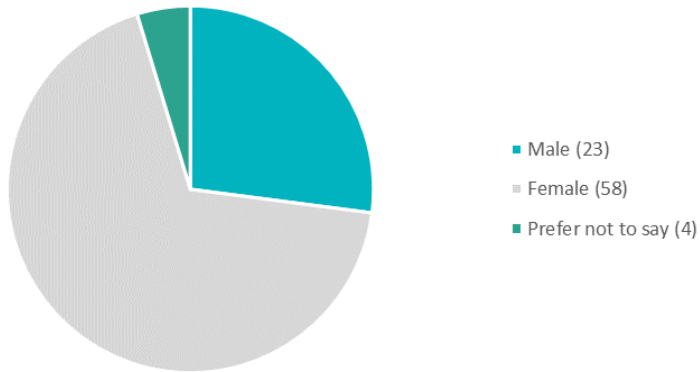
Q33. Do you use a dispensing appliance contractor (which isn't a pharmacy) for items such as continence or stoma products?



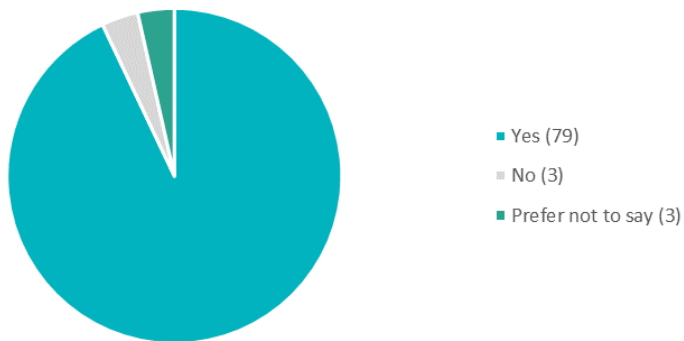
Q34. Do you use a distance selling pharmacy where you have ordered medicines/appliances over the internet, by mail order or by telephone?



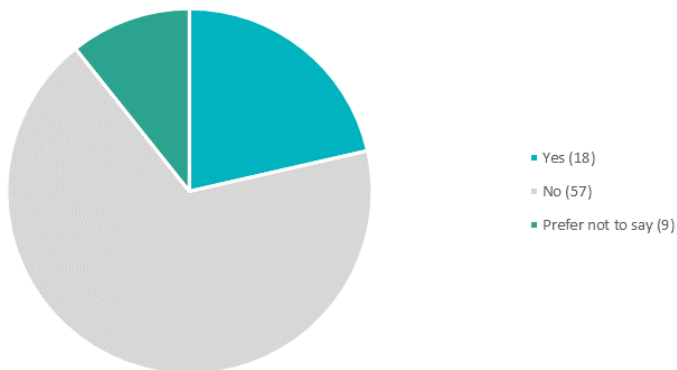
Q35. My gender is:



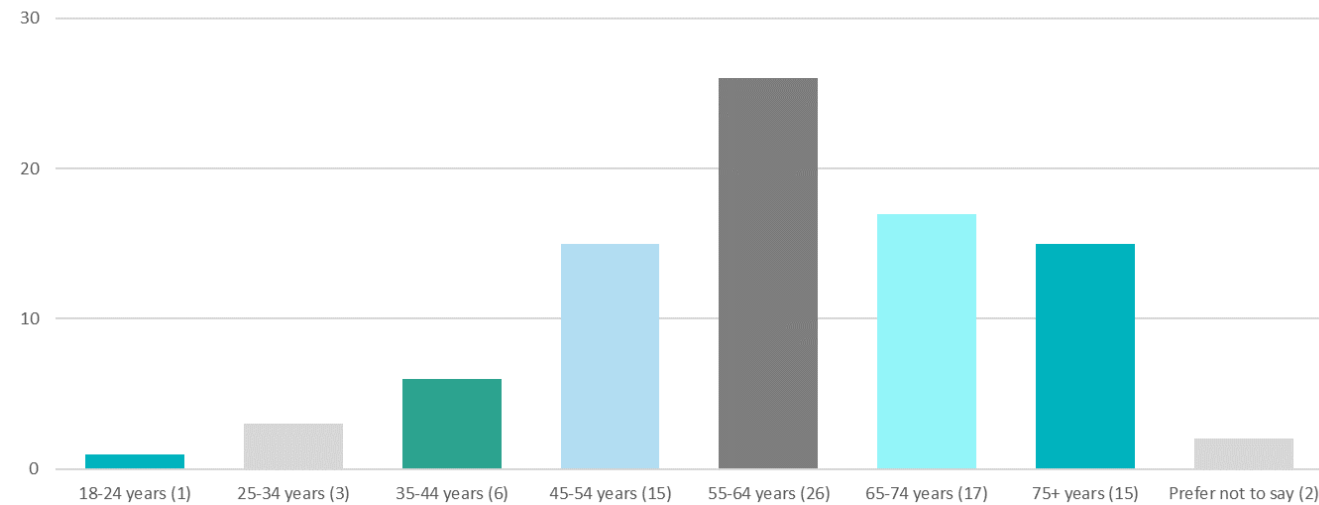
Q36. Do you identify with the gender you were assigned at birth? (e.g. Male or Female)



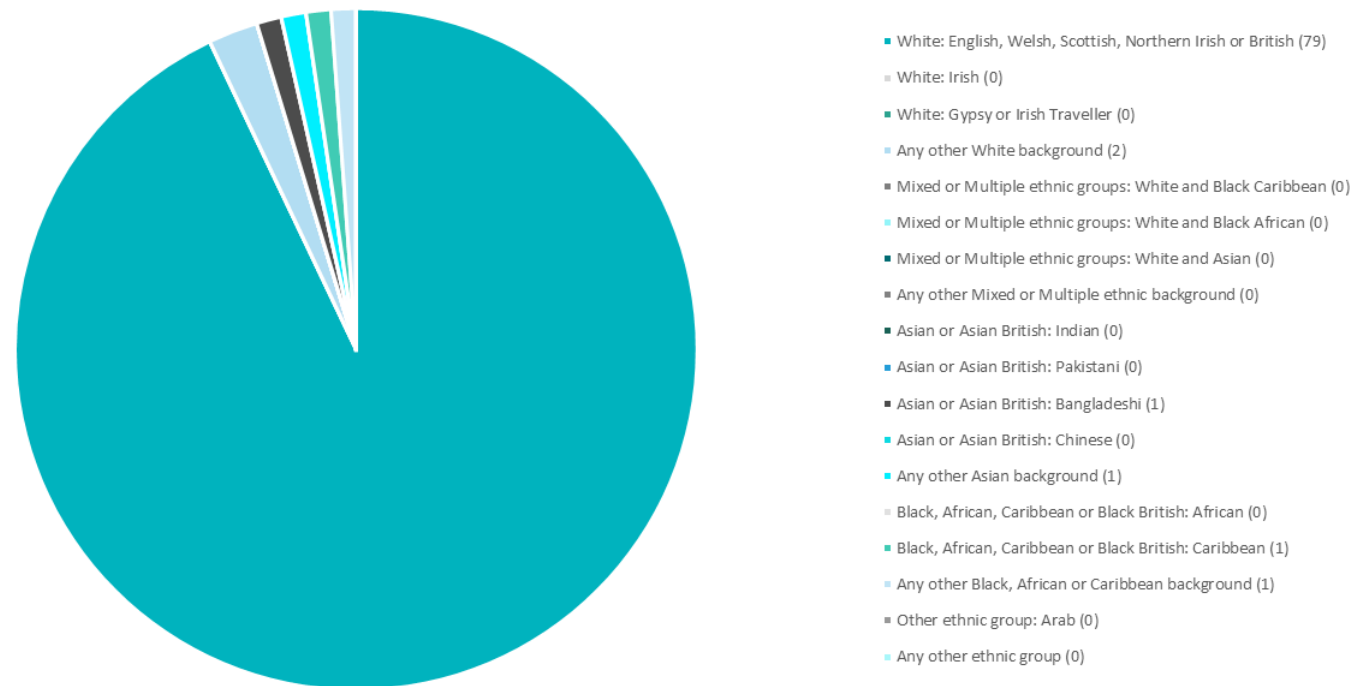
Q40. Do you consider yourself to be disabled?



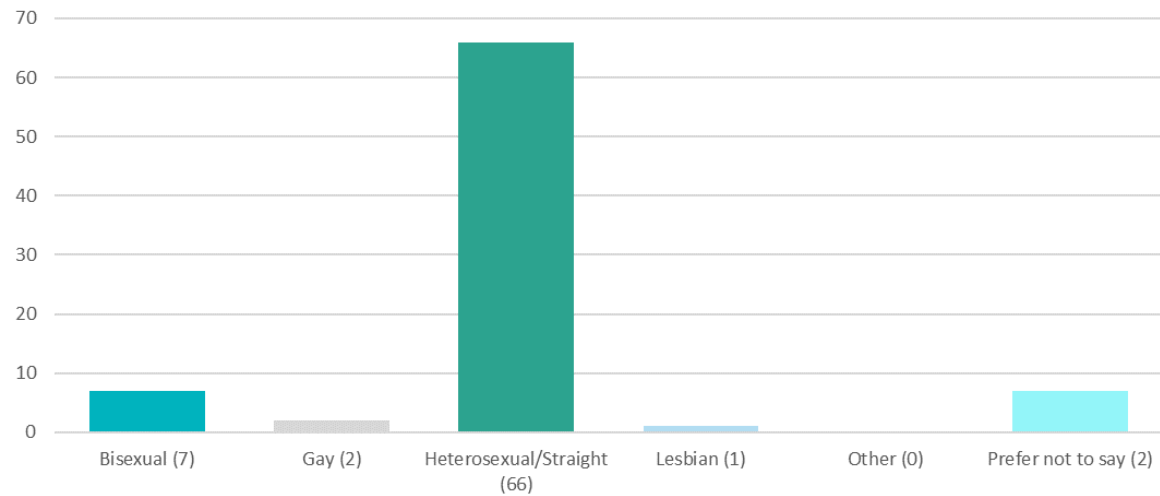
Q37. My age is:



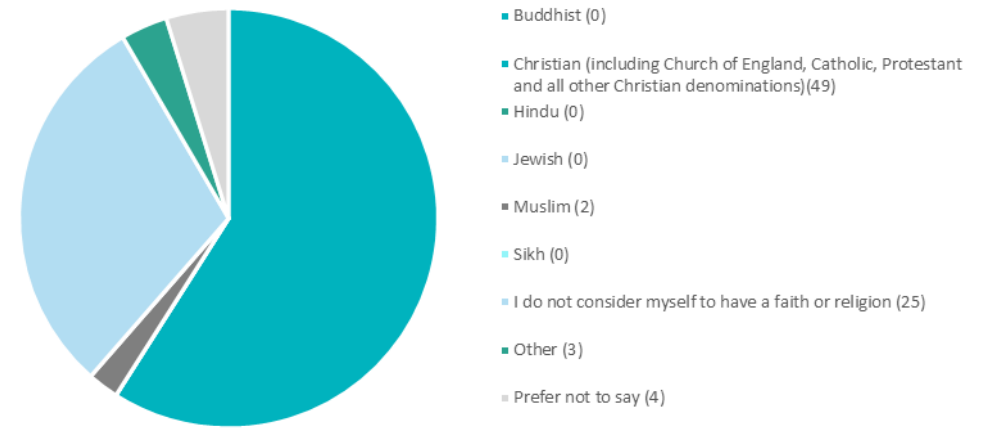
Q38. I would describe my ethnic origin as:



Q41. I would describe my sexuality as:



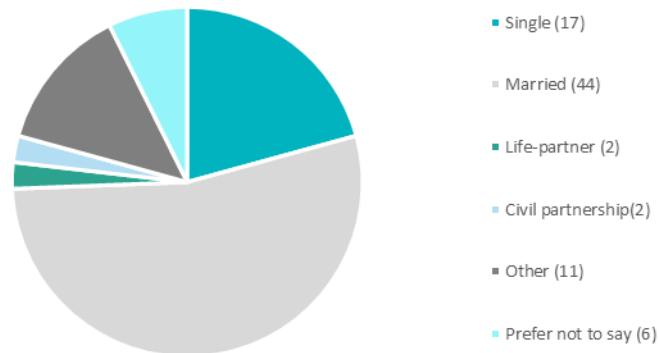
Q43. Please tell us your faith or religion:



Q44. If you answered 'other' to Q43, please describe your faith or religion:

- Pagan (2)

Q45. What is your marital status?



Q46. If you answered 'other' to Q45, please describe your marital status:

- Widowed (8)
- Divorced
- Separated
- Not married to partner

Q47. Which of the following best describes your working situation?

