

Appendix 4:

Results of the Warwickshire

Community Pharmacy Survey

2017

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Premises Details

Q8 Is this pharmacy one which is entitled to Pharmacy Access Scheme payments?

Possibly

29%

Yes

11%

No

60%

Q9 Is this pharmacy a 100-hour pharmacy?

Yes

8%

No

92%

Q10 Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract?

Yes

12%

No

88%

Q11 Is this pharmacy a Distance Selling Pharmacy?

Yes

3%

No

97%

Pharmacy Access

Q18 Can customers legally park within 50 metres of the Pharmacy?

No

5%

Yes

95%

Q19 Can customers park within 10 metres of your pharmacy?

No

11%

Yes

89%

Q20 Is there a bus stop within walking distance of the pharmacy?

No

1%

Yes

99%

Q22 Are there any steps to climb when entering the pharmacy?

Yes

23%

No

77%

Q23 Is the entrance of the pharmacy suitable for customers using wheelchairs, pushchairs and walking frames unaided?

No

14%

Yes

86%

Q24 Are all areas of the pharmacy floor accessible by wheelchair?

No

5%

Yes

95%

Q26 W hich other facilities do you have in the pharmacy that are aimed at helping disabled people access your services?

60

50

40

30

20

10

0



Consultation Facilities

Q28 Is there a consultation area (meeting the criteria for the Medicines Use Review service)

on the premises?

80

70

60

50

40

30

20

10

0

None Available (including wheelchair access)

Available (without wheelchair access)

Planned within the next 12 months

Other (please specify)

Q29 Thinking about your consultation area....

Are there any planned improvements due to be

completed over the next 6 months? 10 74

Is there a computer terminal within the area to access patient records and the internet?

73 11

Are there other facilities e.g. scales, height chart

59 25

Is there an examination couch that could be used for

simple physical examinations? 5 79

Is there a bench or table suitable for writing or examining medicines / products?

831

Is there seating for 3 people?

68 16

Is it a closed room?

804

0 10 20 30 40 50 60 70 80 90

1. Yes 2. No

Q32 Has your consultation room been used to deliver services by other professionals?

Yes

25%

No

75%

Q33 W ould you consider making it available where appropriate?

No

25%

Yes

75%

Q34 Does the pharmacy carry out DDA assessments?

No

51%

Yes

49%

Q35 During consultations are there hand-washing facilities?

70

60

50

40

30

20

10

0

In the consultation area Close to the consultation area None

Q36 Do patients attending consultations have access to toilet facilities?

Yes

29%

No

71%

Off-site consultation area

Q37 Does the pharmacy have access to an off-site consultation area?

Yes

25%

No

75%

Q38 Is the pharmacy willing to undertake consultations in patient’s home / other suitable

sites?

No

25%

Yes

75%

IT Facilities

Q42-43 Do your computers have access to the internet? Type of access?

No

2%

Limited access

44%

Full access

56%

Yes

98%

Q44 Can the internet be accessed while the

PMR system is running?

Q45 Does the pharmacy have facility to open documents in the following formats?

PDF 86

MS Access 38

MS Excel 77

100%

MS Word 84

0 20 40 60 80

Q46 Does the pharmacy access emails on a daily basis?

Q47 Do you use NHS mail?

No

3%

No

19%

Yes

97%

Yes

81%

Q49 Do you have a printer that will print

A4 size paper?

Q50 Does the pharmacy have a website?

No

31%

Yes

100%

Yes

69%

Q51 Is Electronic Prescription Service

Release 2 enabled?

Q52 Is NHS Summary Care Record enabled?

No

1%

Yes

100%

Yes

99%

Q53 Up to date NHS Choice entry?

No

2%

Yes

98%

Information on Pharmacy Services

Q55 Do you promote your services online? Q57 Do you promote your services in other ways other than online?

No

31%

No

28%

Yes

69%

Yes

72%

Q59 Do you provide easy read information on clinical topics and services?

No

11%

Yes

89%

Staffing

Q62 Are there any periods when there is more than one pharmacist on duty? If yes, for how many hours per week are the two pharmacists working?

Q63 Is your pharmacy premises approved for pre-registration training?

No

63%

Yes

37%

No

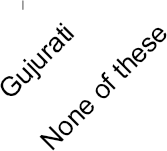
53%

Yes

47%

Q64 W hat foreign languages are spoken by staff?

50%



45%

40%

35%

30%

25%

20%

15%

10%

5%

0%

Q65 Disclosure and Barring Service (DBS) checks?

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

Has your regular Pharmacist been assessed under the DBS?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | No, 21% |  | No, 41% |  |
|  |  |  |
|  | Yes, 79% |  |  |
|  |  |  |
|  |  | Yes, 59% |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Are your regular Locums assessed under the

DBS?

Quality Payment Scheme

Q68 Did your pharmacy meet all four gateway criteria listed for April 2017?

No

16%

Yes

84%

Q69 If you met the gateway criteria, which of the following quality criteria did you meet?

Community Pharmacy Patient Questionnaire from the

last 12 months is publicly available on; NHS Choices…

80% of patient facing staff are trained ‘Dementia

Friends’

Level 2 Safeguarding for 80% of staff in the last two years

NHS 111 Directory of Services entry is up to date

91%

100%

93%

91%

Total increase in Summary Care Record Access

Evidence of asthma patients being referred for an asthma review

Written safety report

89%

81%

66%

The pharmacy is a healthy living pharmacy level 1

47%

Healthy Living Pharmacies (HLP)

Q72 Has the pharmacy achieved HLP status

Q73 Have you achieved any recognition for the quality of your services other than the QPS?

Yes

24%

No

76%

Q74 W ould you support a ‘Sign Up to Quality Charter’ to promote quality standards in

community pharmacy?

No

18%

Yes

82%

Q75 Is the pharmacy working towards HLP status?

Q76 W ould you be interested in becoming a Healthy Living Pharmacy?

120%

100%

80%

No, 44%

No, 13% No, 20%

60%

40%

20%

Yes, 56%

Yes, 87% Yes, 80%

0%

Q72 Has the pharmacy achieved

HLP status?

Q75 Is the pharmacy working toward HLP status?

Q76 Would you be interested in becoming a Healthy Living Pharmacy?

Q78 Does the pharmacy dispense appliances?

Yes, excluding stoma appliances 2%

None 7%

Yes, just dressings 9%

Yes – All types

83%

Advanced Services

Q80 Does the pharmacy provide the following services?

NHS Urgent Medicine Supply Advanced Service

Flu Vaccination Service

Stoma Appliance Customisation service

Appliance Use Review service

New Medicine Service

Medicines Use Review service

0 10 20 30 40 50 60 70 80 90 100

1. Yes 2. No - intending to begin within next 12 months 3. No - not intending to provide

Locally commissioned services

Q82 W hich of the locally commissioned services does the pharmacy provide?

EHC

Needle exchange

Supervised consumption

NRT Supply

Smoking cessation

0 10 20 30 40 50 60 70 80

1. Yes 2. No - intending to begin within next 12 months 3. No - not intending to provide

Enhanced and Other Locally commissioned services

Q85 W hich of the following services does the pharmacy provide, or would be willing to provide?

Parkinson’sdisease Hypertension Heart Failure Epilepsy Diabetes type II Diabetes type I Depression COPD

CHD Asthma Alzheimer’s/dementia Allergies

Disease Specific Medicines Management Service

Care Home Service Anti-viral Distribution Service Anticoagulant Monitoring Service

0 5 10 15 20 25 30 35

1. Currently providing under contract with the local NHS England Team

2. Currently providing under contract with CCG

3. Currently providing under contract with Local Authority

5. Not able or willing to provide

Independent Prescribing Service

Home Delivery Service (not appliances)

Gluten Free Food Supply Service (i.e. not via FP10)

Emergency Supply Service

Response total

0 5 10 15 20 25 30 35 40 45 50

1. Currently providing under contract with the local NHS England Team

2. Currently providing under contract with CCG

3. Currently providing under contract with Local Authority

5. Not able or willing to provide

Schools Service

Prescriber Support Service

Phlebotomy Service

Patient Group Direction Service

Out of Hours Services

On Demand Availability of Specialist Drugs Service

Not Dispensed Scheme

Obesity management (adults and children

MUR Plus/Medicines Optimisation Service

Medicines Assessment and Compliance Support…

Medication Review Service

Language Access Service

Response total

0 5 10 15 20 25 30 35 40 45 50

1. Currently providing under contract with the local NHS England Team

2. Currently providing under contract with CCG

3. Currently providing under contract with Local Authority

5. Not able or willing to provide

HIV Hepatitis HbA1C H.pylori Gonorrhoea Diabetes Cholesterol Alcohol

Screening Service

0 5 10 15 20 25

1. Currently providing under contract with the local NHS England Team

2. Currently providing under contract with CCG

3. Currently providing under contract with Local Authority

5. Not able or willing to provide

Q94 W hich of the following services does the pharmacy provide, or would be willing to provide?

Vascular Risk Assessment Service (NHS Health

Check)

Supplementary Prescribing Service

Sharps Disposal Service

Travel vaccines

HPV

Hepatitis (at risk workers or patients)

Childhood vaccinations

Other vaccinations

0 10 20 30 40 50 60

1. Currently providing under contract with the local NHS England Team

2. Currently providing under contract with CCG

3. Currently providing under contract with Local Authority

5. Not able or willing to provide

Non-commissioned services

Q99 Does the pharmacy provide any of the following?

None of these

Monitored Dosage Systems - chargeable

Monitored Dosage Systems - Free of charge on request

Delivery of dispensed medicines - Chargeable

Delivery of dispensed medicines - Selected areas

Delivery of dispensed medicines - Selected patient groups

Delivery of dispensed medicines - Free of charge on request

0 10 20 30 40 50 60 70 80 90

Prescription Ordering Processes

Q102 Do you collect prescriptions from GP

practices?

Q103 Do you order prescriptions on behalf of patients?

No

5%

Yes

100%

Yes

95%

Q105 Do you communicate the Electronic Prescription Service process to patients?

No

6%

Yes

94%

Additional Services

Q111 Do you refer patients to the Fitter

Futures programme?

Q112 W ould your pharmacy be willing to purchase and promote assistive technology products to support people they see to improve hydration and prevent injury from falls?

Yes

34%

No

42%

No

66%

Yes

58%

Q113 Is there a particular need for a locally commissioned service in your area?

No

48%

Yes

52%