

Pharmaceutical Needs Assessment (PNA)

Warwickshire



Introduction

Coventry's and Warwickshire pharmaceutical needs assessment (PNA). It has been prepared by Midlands & Lancashire Commissioning Support Unit. The PNA has been prepared to support how decisions are made about pharmacy services in Warwickshire, we hope that it will generate discussion and debate as to how we can make the most of the pharmacy services and identify areas for improvement going forward

The PNA is also a tool used to inform commissioners of the current provision of pharmaceutical services and identify any gaps in relation to local health needs. These gaps can therefore be addressed by improving services or even access to those services in those local areas.

PNA's as a statutory requirement must be updated at least every 3 years. This document provides an update to Warwickshire's previous PNA. It includes data from an in-depth assessment of needs for pharmaceutical services in Warwickshire. This needs assessment was produced by evaluating the health need of the local population with consideration of the existing services that are provided by pharmacies.

APPENDIX xxx: Patient Survey Report – Warwickshire

1.0 Introduction

Warwickshire County Council and the NHS Midlands and Lancashire Commissioning Support Unit ran a survey from 30th August to 4th October 2017, and its aim was to understand how people use pharmacy services in Warwickshire. In detail the objectives were

1. To explore when and how people access pharmacy services
2. To understand what factors are most important to pharmacy users
3. To explore the demographic profile of pharmacy users
4. To understand the quality of services that pharmacies offer
5. To understand there are where gaps in provision/ demand for other services
6. To understand what aspects could be improved
7. To understand factors that influence choice of a particular pharmacy

The survey was disseminated using the following methods:

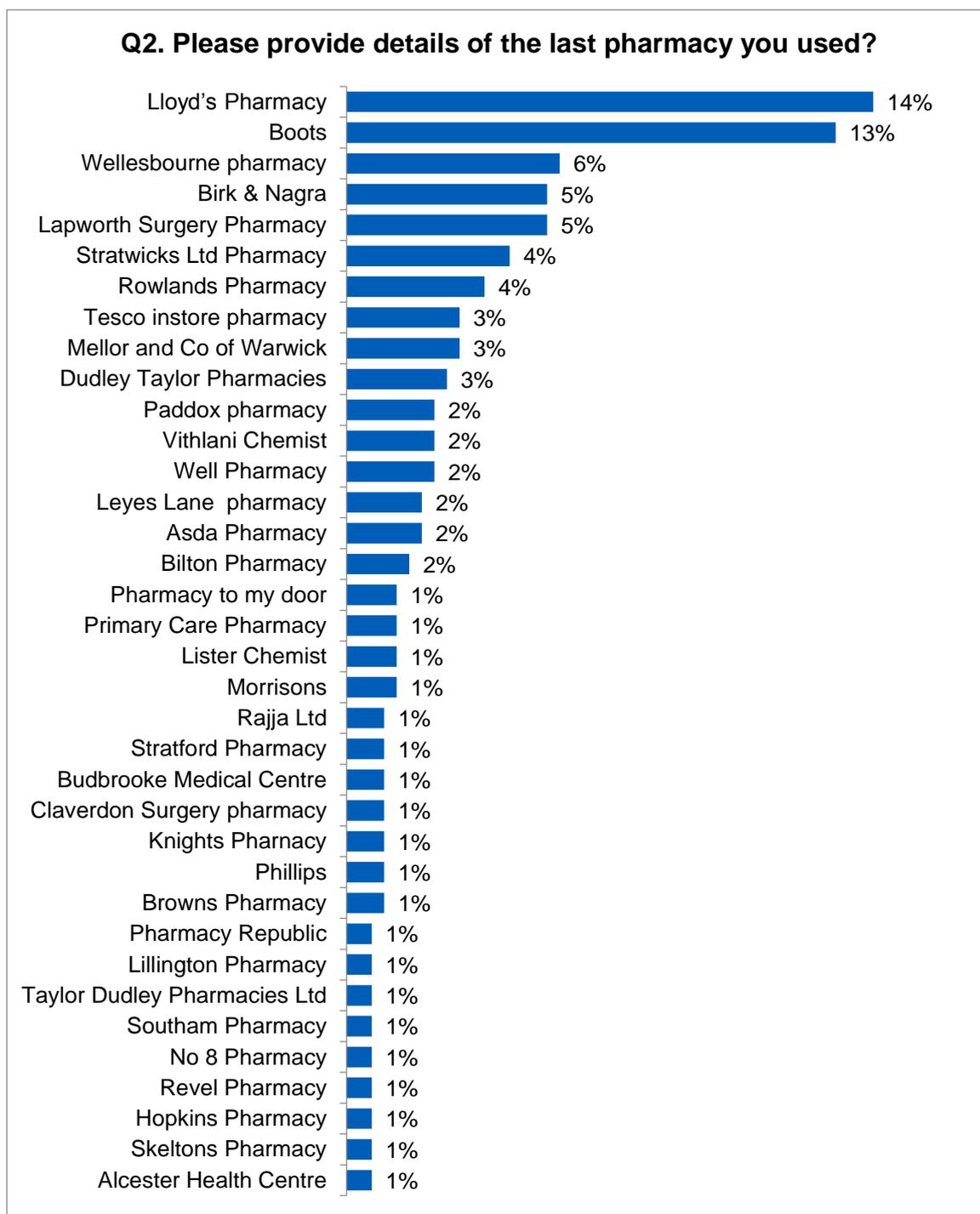
- Via email to local organisations and key stakeholders
- Links to the online survey were also promoted through social media
- Printed copies were left in local pharmacies, with Freepost return envelopes

A total of 318 responses were received, the vast majority of responses were received via the online survey.

2.0 Survey Findings

2.1 The pharmacy you use and why

When asked about details of the last pharmacy used, over 50 different outlets were mentioned, of which the two high street pharmacies, Boots and Lloyds are most used.

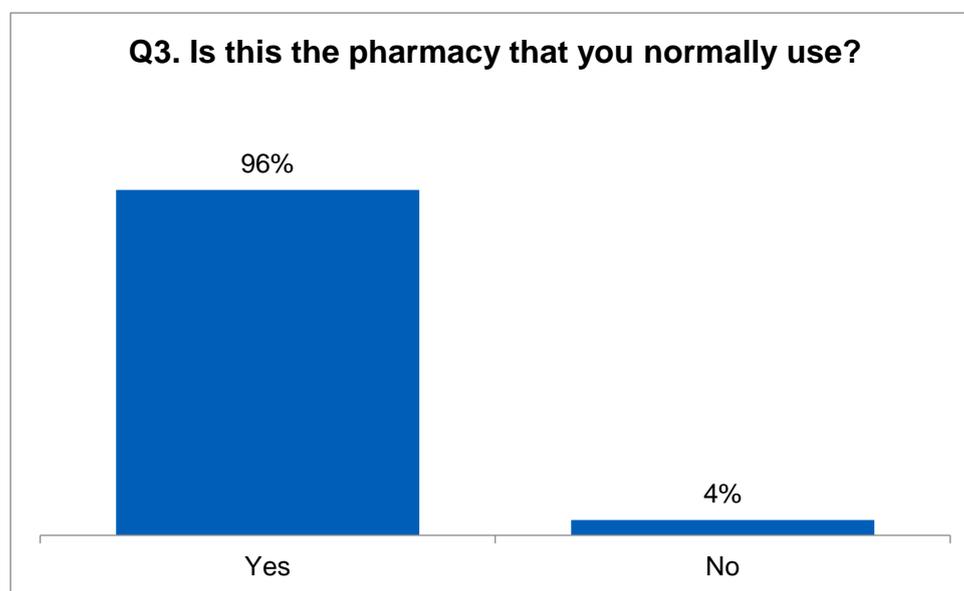


Base: 309 (open responses)

Other less frequently mentioned pharmacies are shown in the table below;

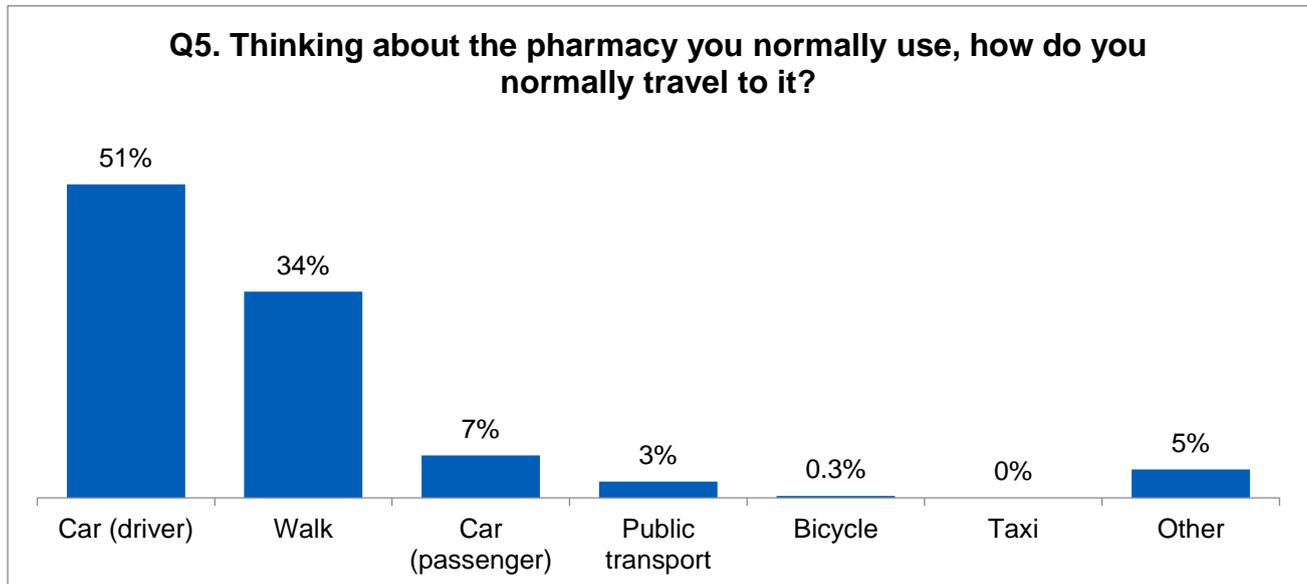
Other less frequently mentioned pharmacies	
Walmley Pharmacy	Sainsbury's
Bidford pharmacy	DAY LEWIS
Saiful alam	Hastings house
M W PHILLIPS	Dhaliwal
Binley Woods	KASLI
Magson	Pharmacy Vithlani
Central surgery pharmacy	Arrow Surgery
Chase Avenue Pharmacy	Bishop's Itchington Surgery
Harbury Pharmacy	Viflani
Chemist	Pool Road
Superdrug	Burrs
Next to Whitehall Medical Practice	Edgwich Pharmacy
Village Pharmacy	Warwick Hospital Outpatient Pharmacy
Atherstone Pharmacy	Priory Surgery
Warwickshire to your door	Castle Medical Centre
No.1 Pharmacy	Fenny Compton Surgery
Alliance Pharmacy	Galley common
Copsewood	Grendon Pharmacy

The vast majority state the last pharmacy they visited is also the pharmacy they normally use. A small proportion (4%) state the last pharmacy they used is not their normal pharmacy.



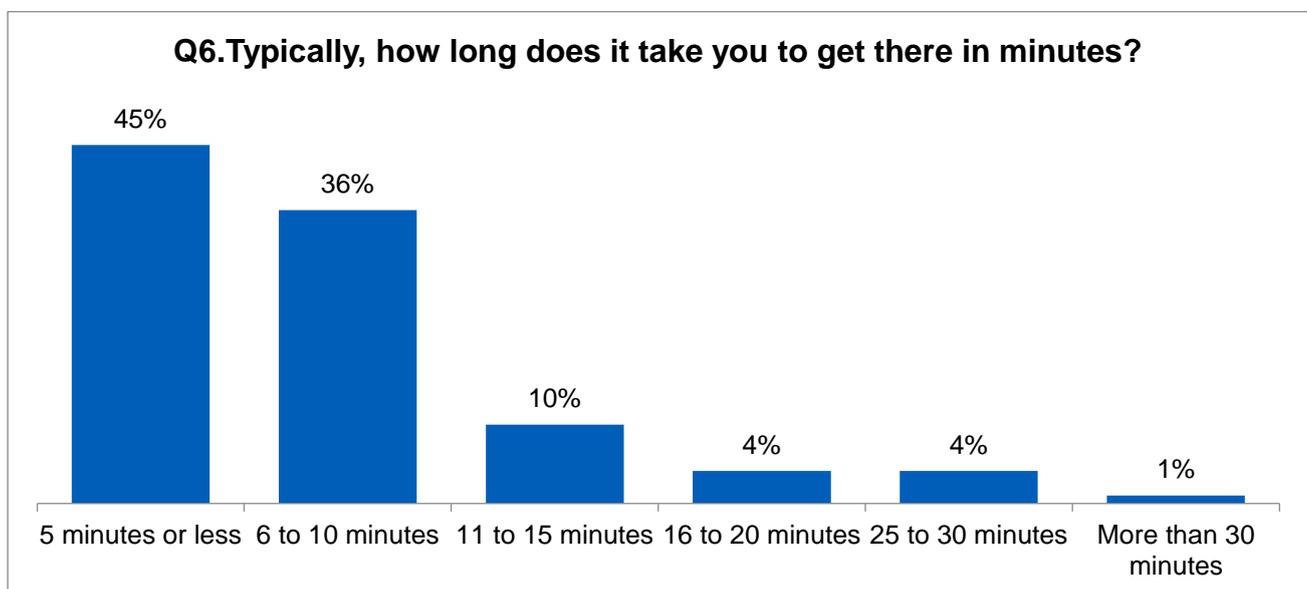
Base: 316 (single response)

A third walk to their pharmacy and just over a half drive their own car. Public transport is used by just under 3%.



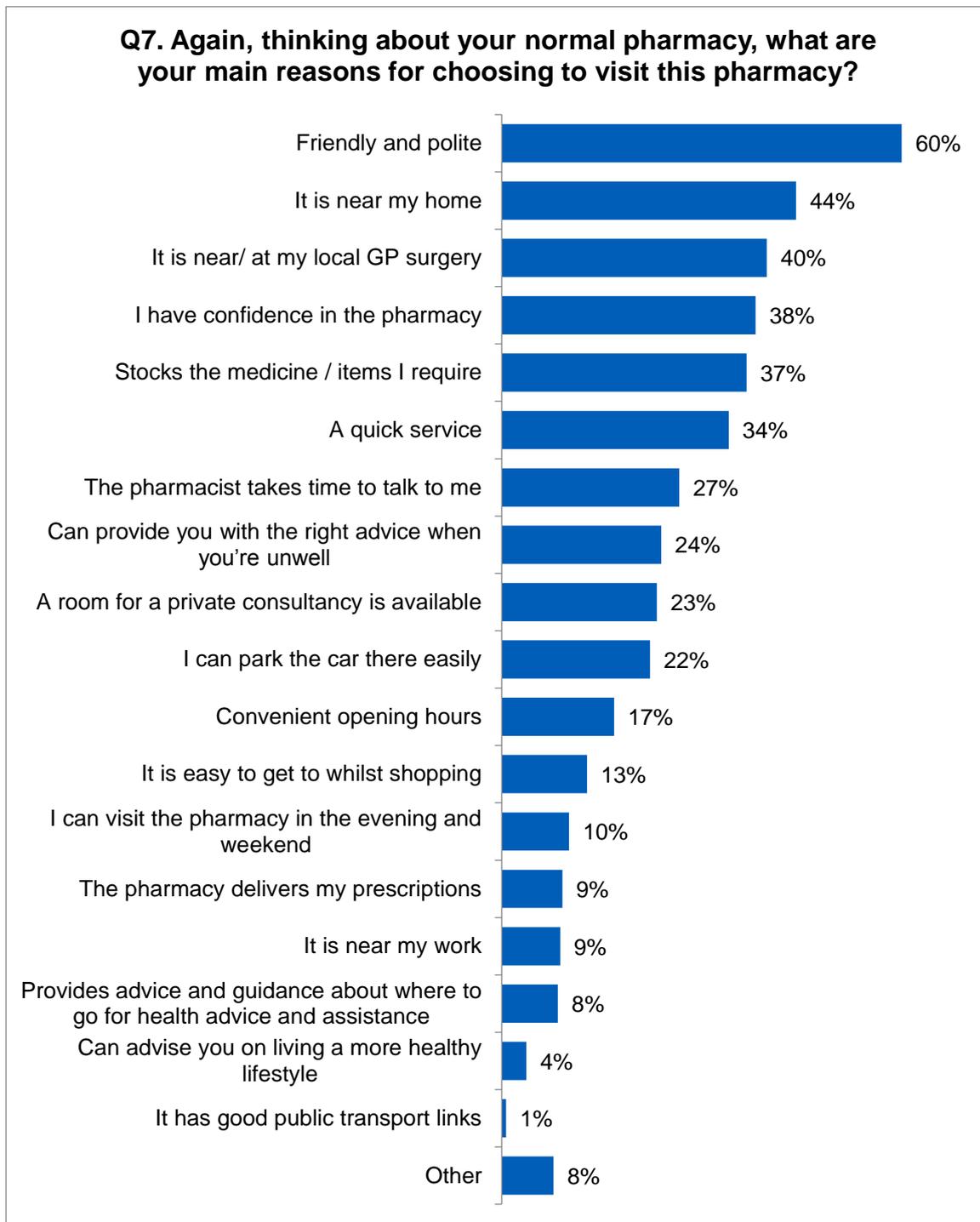
Base: 301 (single response)

For over four fifths, their pharmacy is less than 10 minutes away, perhaps justifying the large proportion of participants who choose to walk to their pharmacy. Only a tiny proportion have to travel more than 30 minutes to reach their pharmacy.



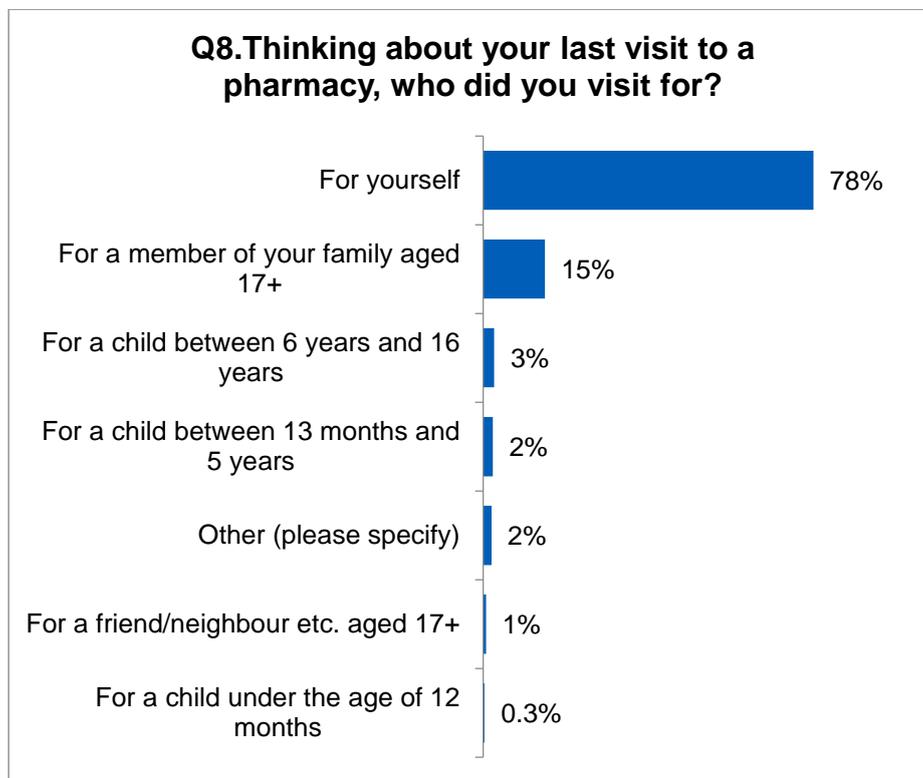
Base: (297 open responses)

Delving into greater depth, the main reasons for choosing to visit their pharmacy are; because the staff are friendly and polite, it is near their home, it is near their local GP surgery, they have confidence in the pharmacy, they stock the medicines required and the pharmacy provides a quick service.



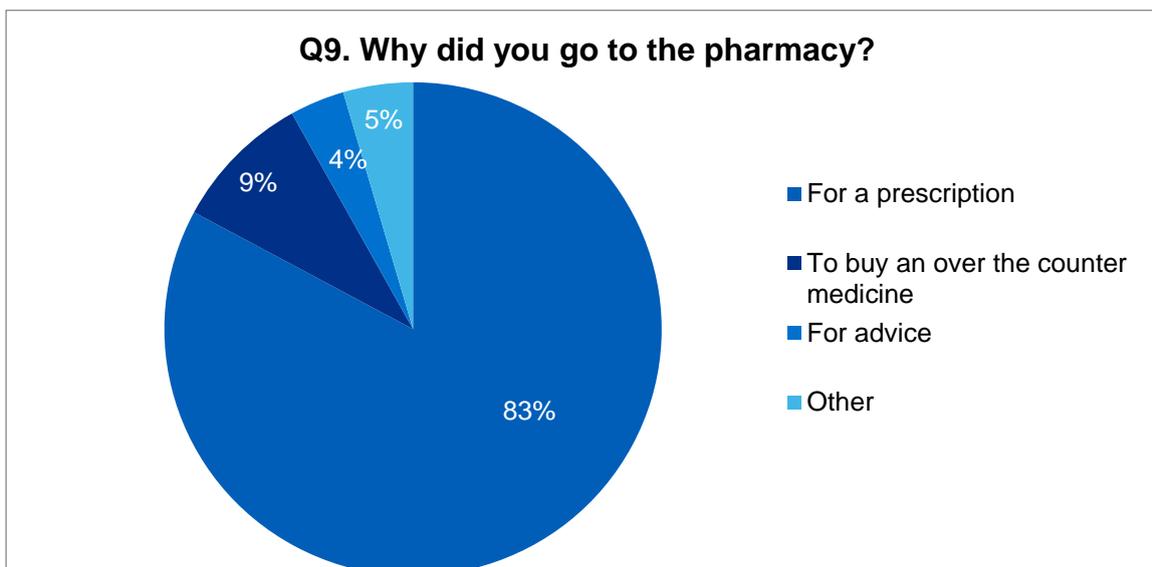
Base: 295 (multi responses)

Focusing on the last visit, the vast majority visited the pharmacy for themselves. 15% visited for family members aged 17 years and older and a small proportion for young children.



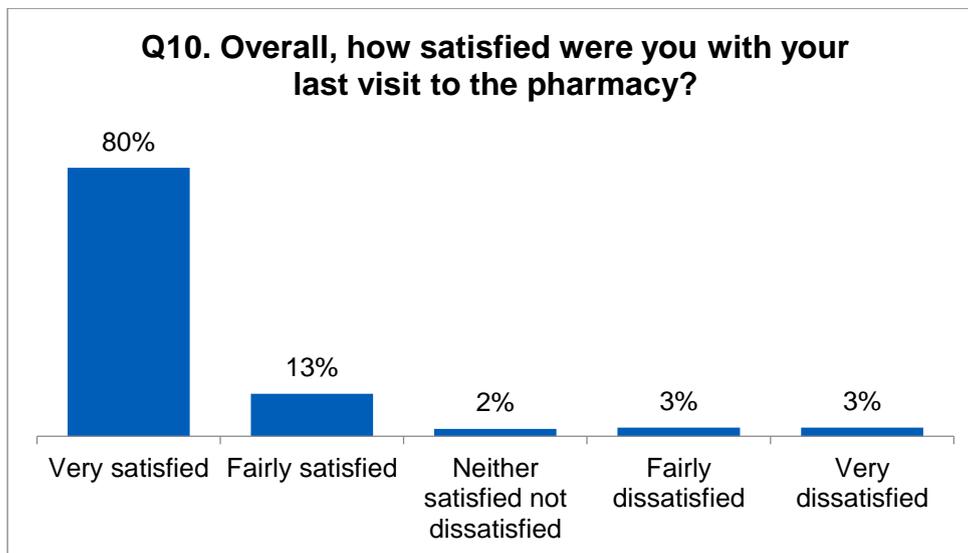
Base: 310 (single response)

Most people visited the pharmacy to pick up a dispensed prescription. Just 4% of survey participants visited the pharmacy for advice.



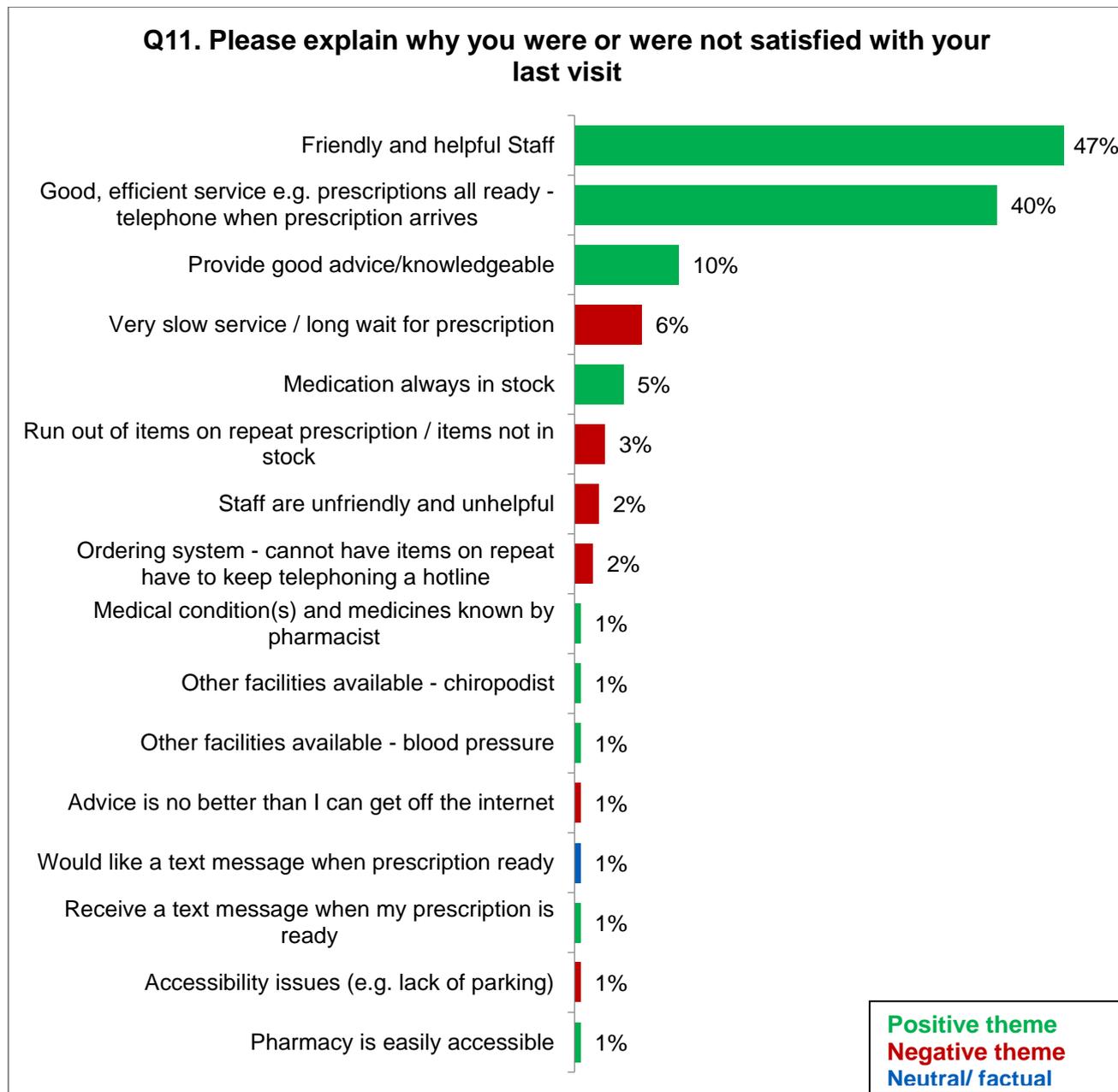
Base: 309 (single response)

When evaluating the level of satisfaction, about the vast majority (93%) state they are either very/ fairly satisfied following their last visit. Positively, only a small minority (6%) state they were dissatisfied after their visit.



Base: 317 (single response)

When asked to provide further detail behind their level of satisfaction, around half stated the staff were friendly and helpful and four in ten, cite the high level of service. However some experienced poor service from staff and trouble obtaining all of the medication they required. The figure and verbatim responses below summarises the key themes mentioned by individuals in this survey and the colour coding used in the chart illustrates whether the theme is positive, negative or neutral/ factual.



Base: 173 single responses

"I find them always helpful, prepared to give advice, nothing too difficult and prepare to follow through any problems an excellent and friendly service."

"They got my blister pack early as I was going away. It wasn't too much for them I was very impressed with how I was treated."

"The in house surgery gives excellent service to the Practice patients. I have numerous prescribed medications which includes self-injection. I have never had a problem with errors in their dispensing. A close

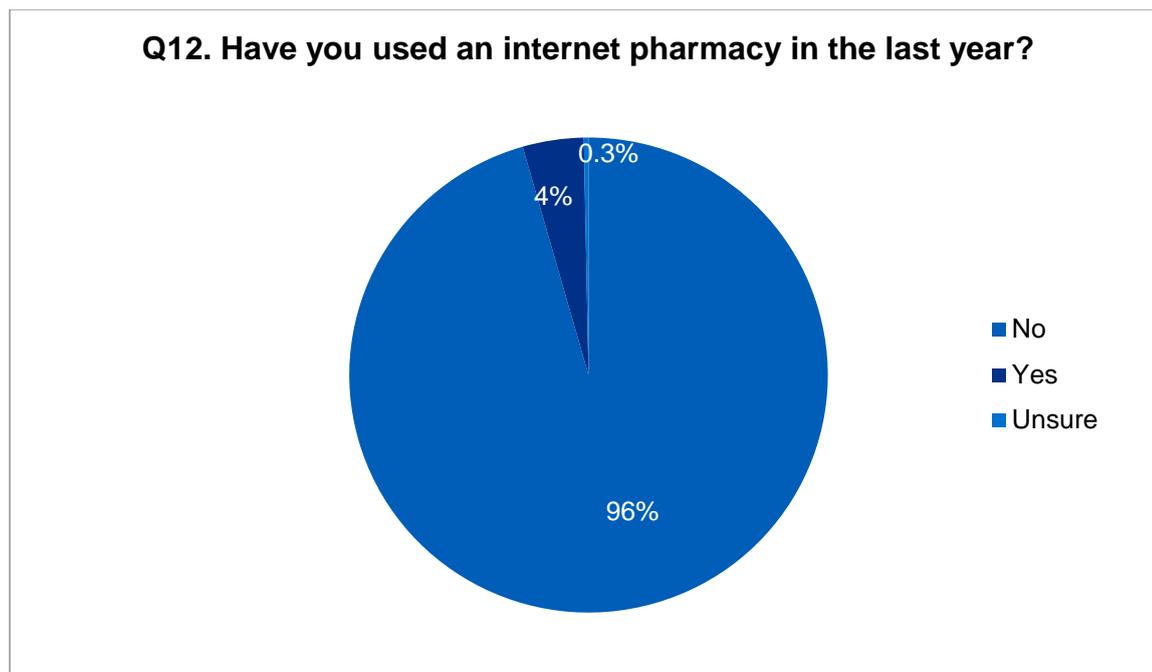
relationship exists with the pharmacist who can advise me if I have any questions. It is very convenient when I am feeling unwell to collect any prescription at the same visit to the doctor or nurse.”

“The pharmacy provides an excellent local service, and is happy to give advice, answer questions, and is located in the middle of the village.

“My prescription was late by a week, however was resolved next day.”

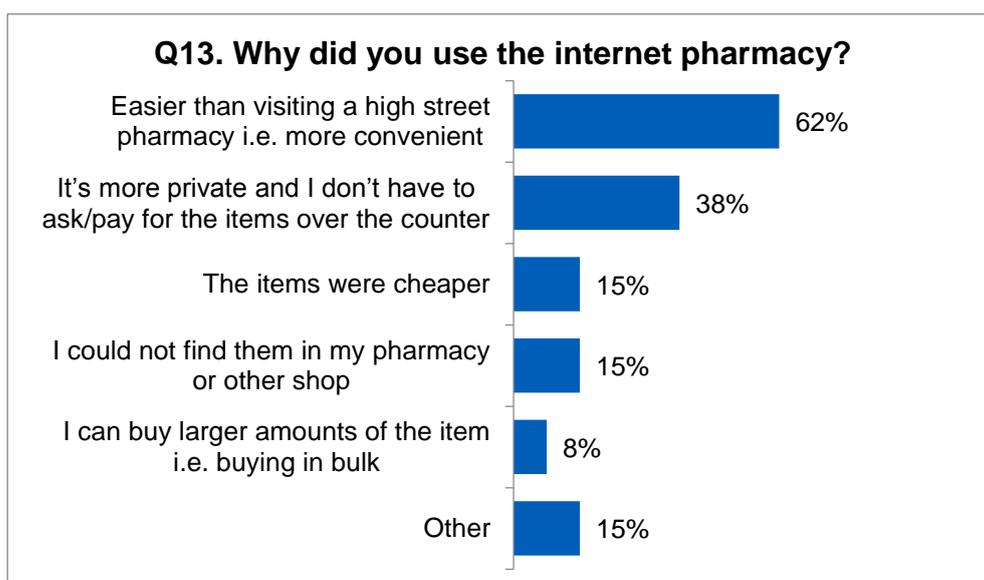
2.2 Using an internet pharmacy

The vast majority have not used an internet pharmacy in the last year. However, 4% have.



Base: 315 (single response)

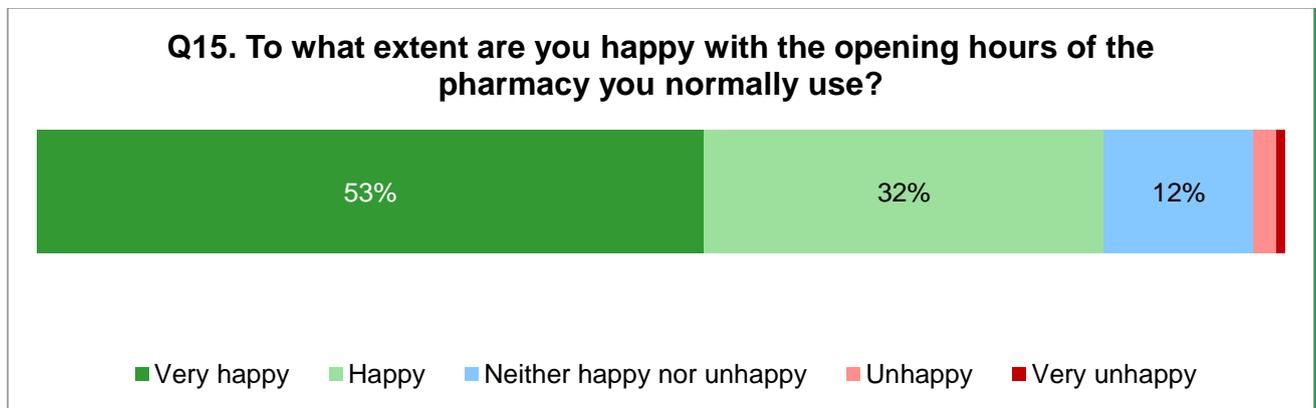
Of the minority using an internet pharmacy the main reason for use is because it's easier followed by privacy.



Base: 13 (single response)

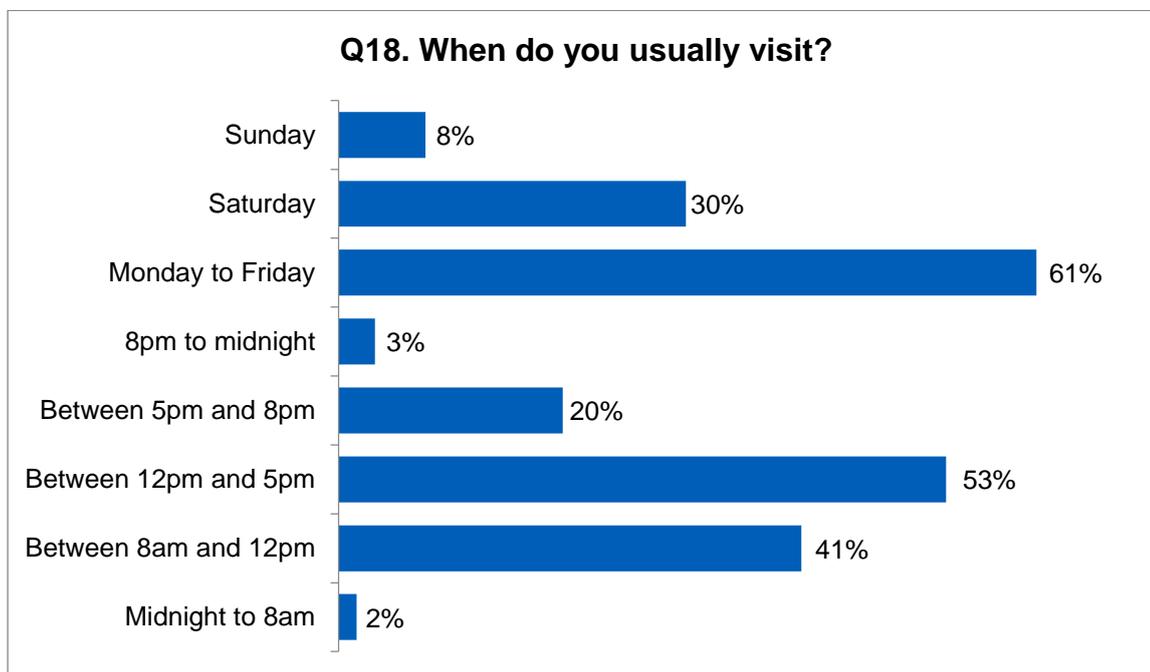
2.3 Pharmacy opening hours

Focusing on pharmacy opening hours, over eight in ten are happy with the opening hours of the pharmacy they use whilst a very small proportion are unhappy.



Base: 318 (single response)

The figure below shows at which times survey participants usually visit the pharmacy. Whilst six in ten choose to visit the pharmacy during the week, around three in ten state they usually visit on Saturday. Only a small proportion tends to visit the pharmacy on Sunday. Focusing on the time of day, 53% state they tend to visit between 12pm and 5pm, whilst around two fifths state they visit between 8am and 12pm. The most popular out of hours' time to visit the pharmacy is between 5pm to 8pm with one third stating they usually visit at this time.

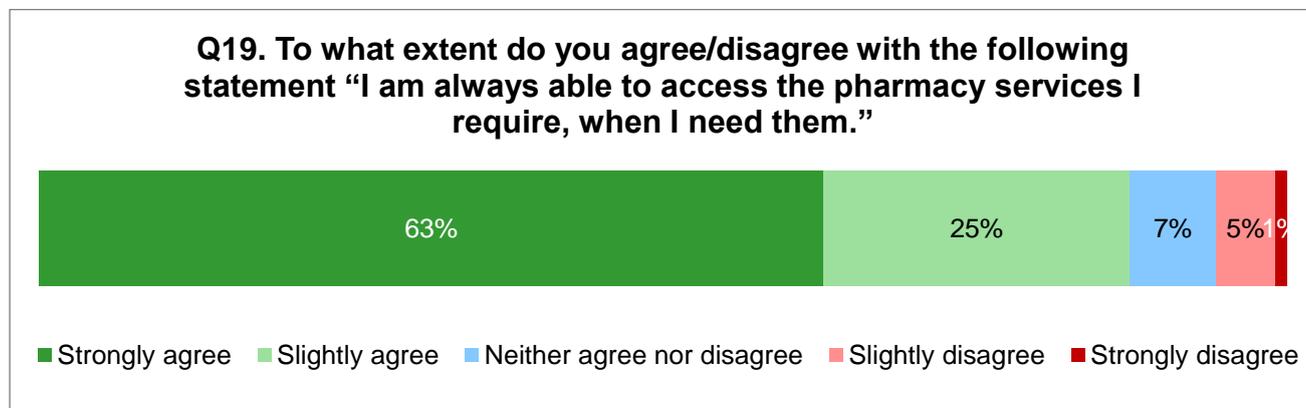


Base: 315 (multiple responses)

When asked if individuals were aware some pharmacies are opened outside the conventional working hours of 9am-5pm, Monday to Friday, the vast majority (95%) state they knew this information. However only two thirds (63%) of those who knew this information knew which pharmacies operated out of conventional hours.

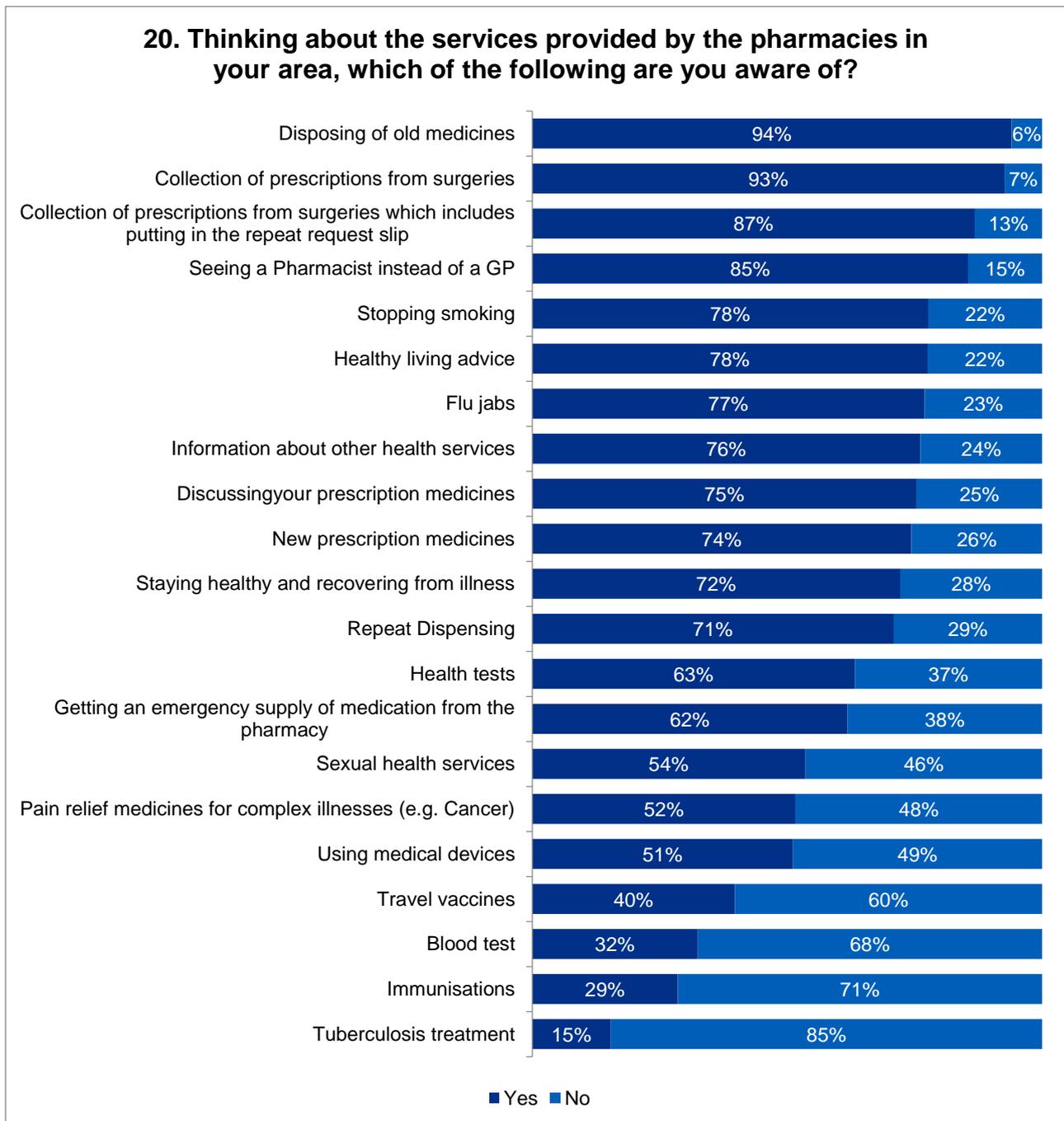
2.4 Pharmacy services

When focusing on the level of access to pharmacy services, the vast majority feel as though they are able to access the pharmacy services they need when they require them. Positively only a small minority feel they are unable to access the services they require.



Base: 260 (single response)

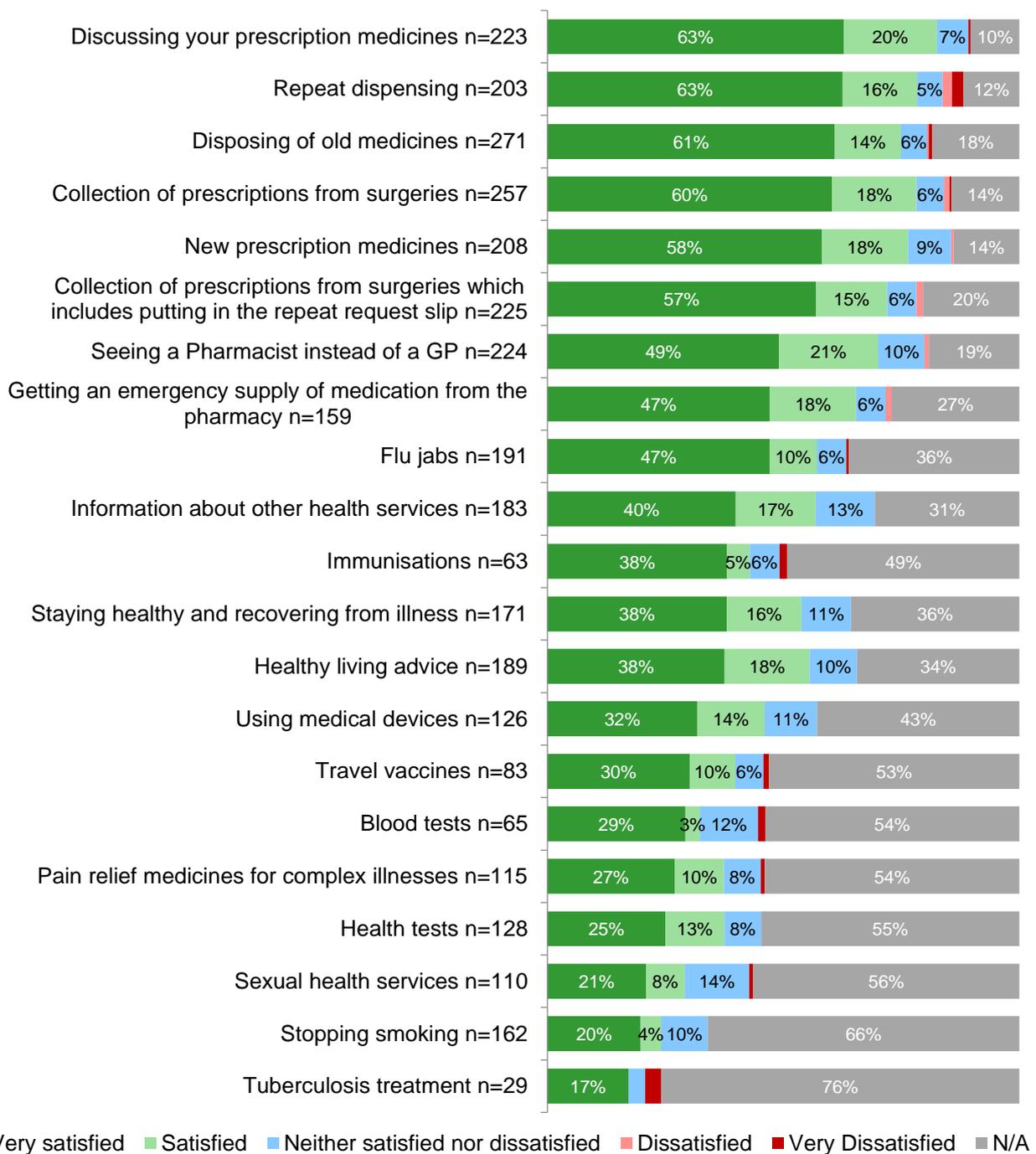
When evaluating the level of awareness of the different services offered by local pharmacies, most services are known about by at least 50% of respondents. The least well known services are: travel vaccines, blood tests, immunisations and TB treatment.



(Base: 318 multiple responses)

Overall the pharmacy services that are applicable to survey participants are rated very highly, with very few stating they were dissatisfied with any of the services they have used. Satisfaction is particularly high for repeat dispensing, discussing prescription medicines, collection of prescriptions from surgeries and disposing of old medicines. The data suggests health tests, immunisations, Tuberculosis treatment, travel vaccines, sexual health and smoking cessation services are least used.

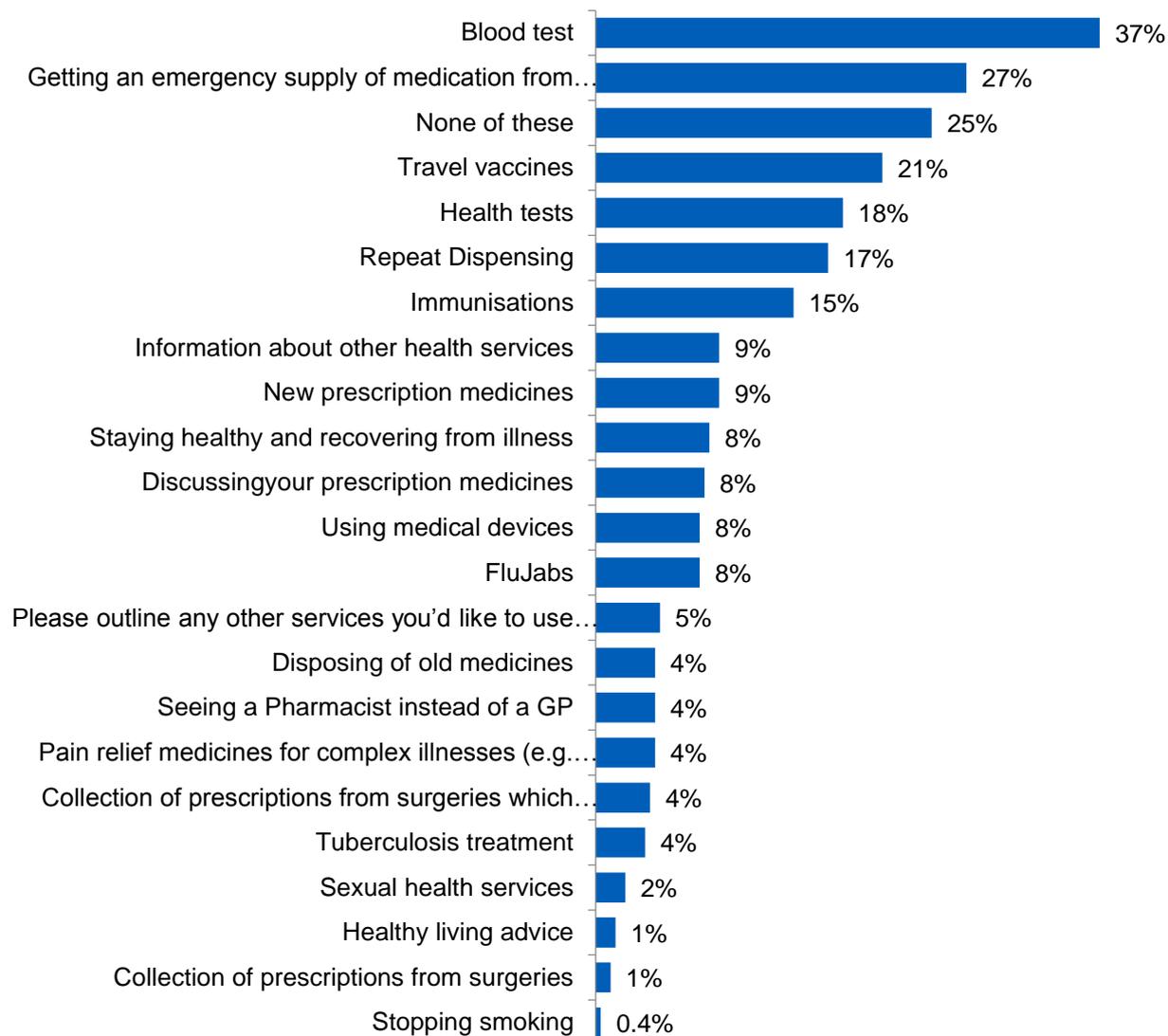
21. Focussing on the services you have used, how satisfied are you with each of them?



Base: 317 (single response) – the ‘n-number’ shows the number of individuals providing feedback on each specific service

Respondents were asked of the services they are not aware of, which services they would like to use if it were available in their local pharmacy.

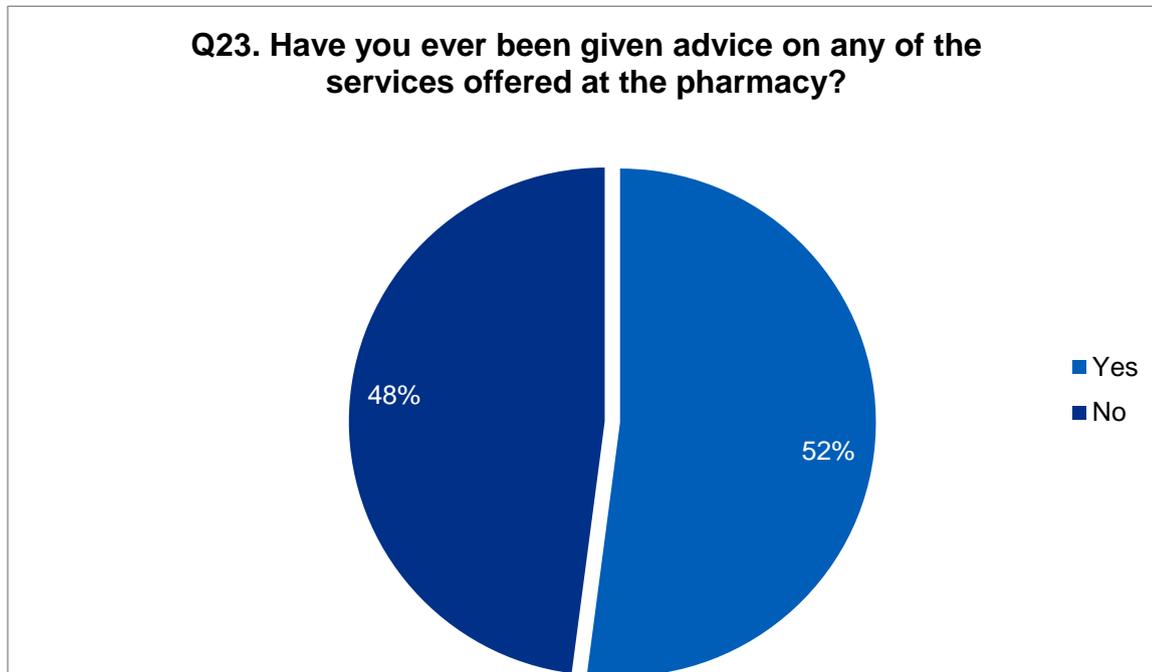
Q22. Thinking about the services you're not aware of, which of the following services would you like to use if they were available in your local pharmacies?



(Base: 273 multiple responses)

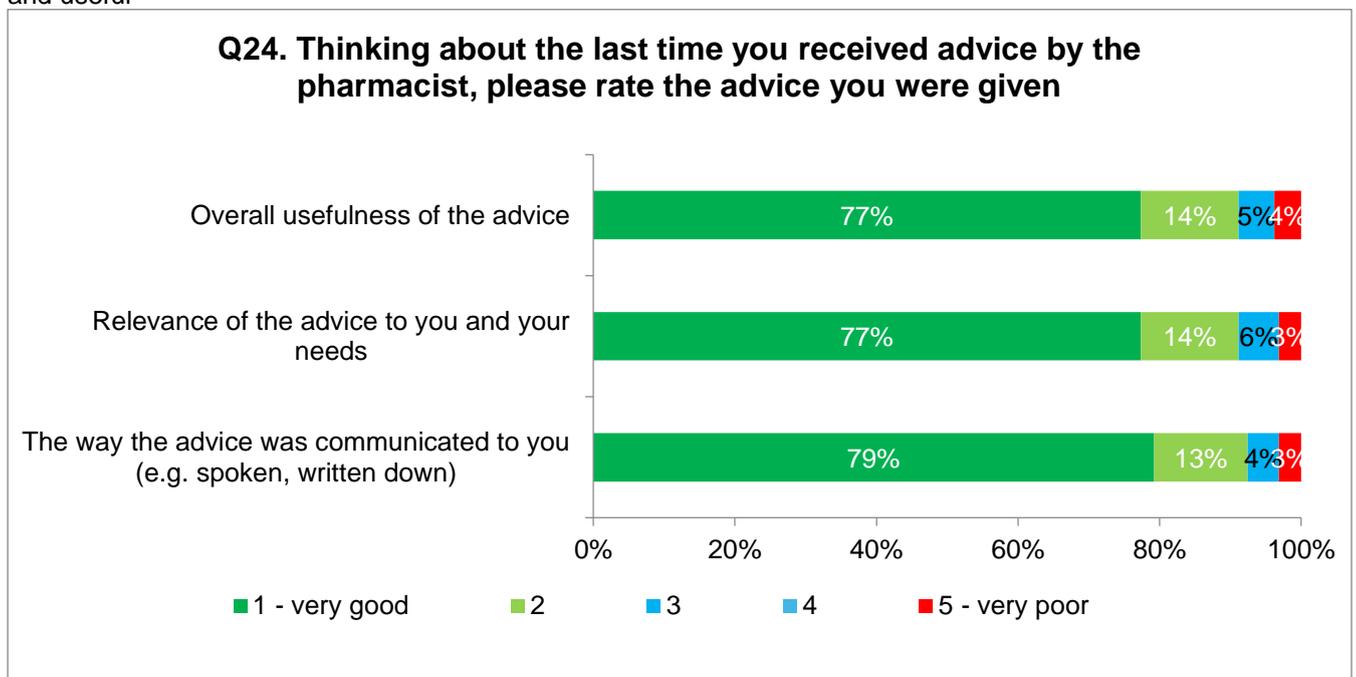
2.5 Obtaining advice at the pharmacy

When asked whether participants had ever been given advice on any of the services offered by the pharmacy the response was split, with 48% stating they had been given advice and 53% stating they hadn't.



(Base: 315 single response)

Of those who have received advice about services at the pharmacy, the vast majority feel the advice they were given was very good with around three quarters stating the advice was communicated well, was relevant and useful

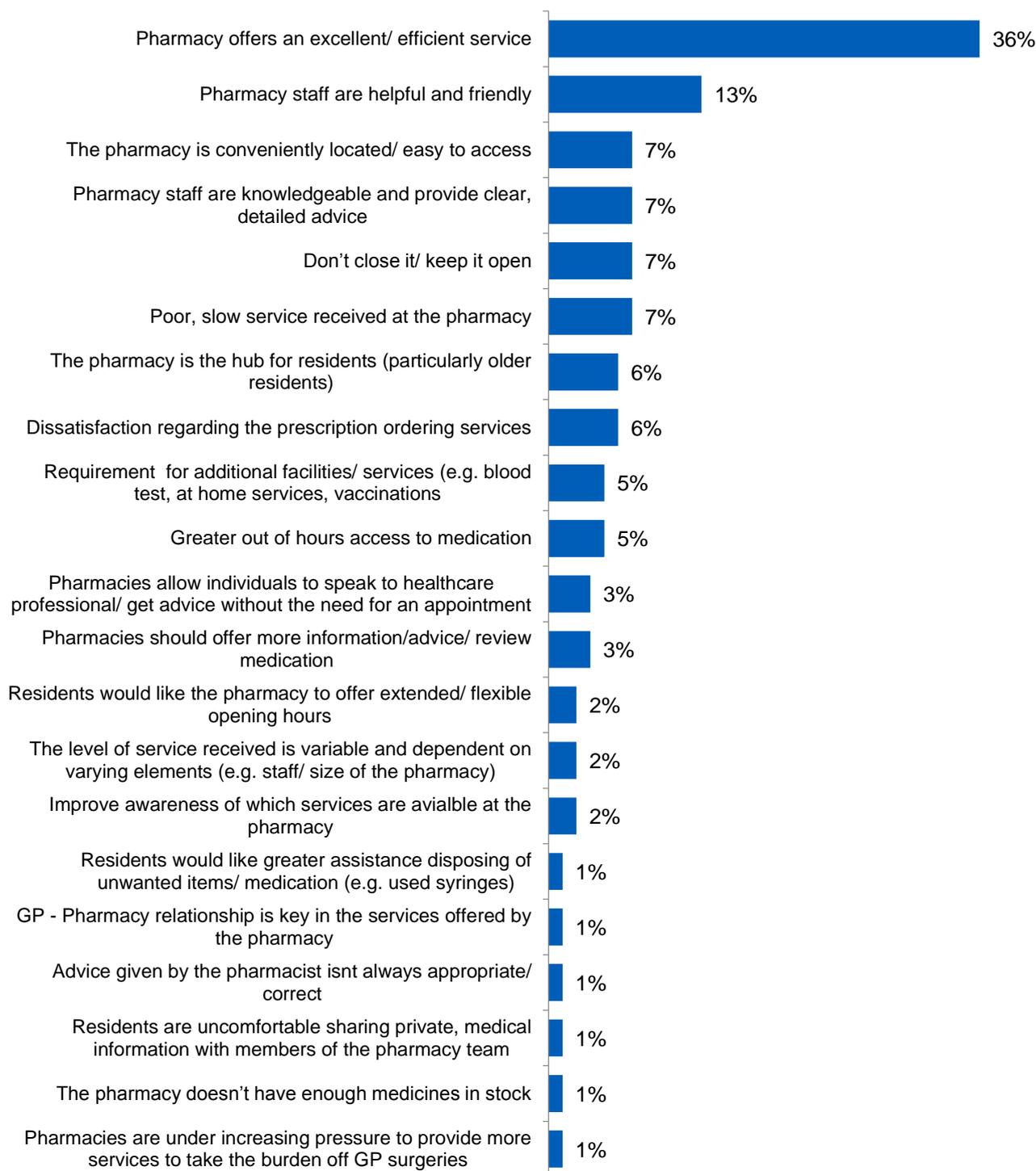


(Base: 159 single response)

During the survey, participants were given the opportunity to share any further comments regarding the pharmacy services in the area. Almost half commented on the excellent service they receive and the

helpfulness of staff. Other comments surrounded the themes of the location and easy access, knowledge of the pharmacy team and the need of the service – all of which suggests the majority of local residents are happy with the current services they are receiving from their local pharmacy.

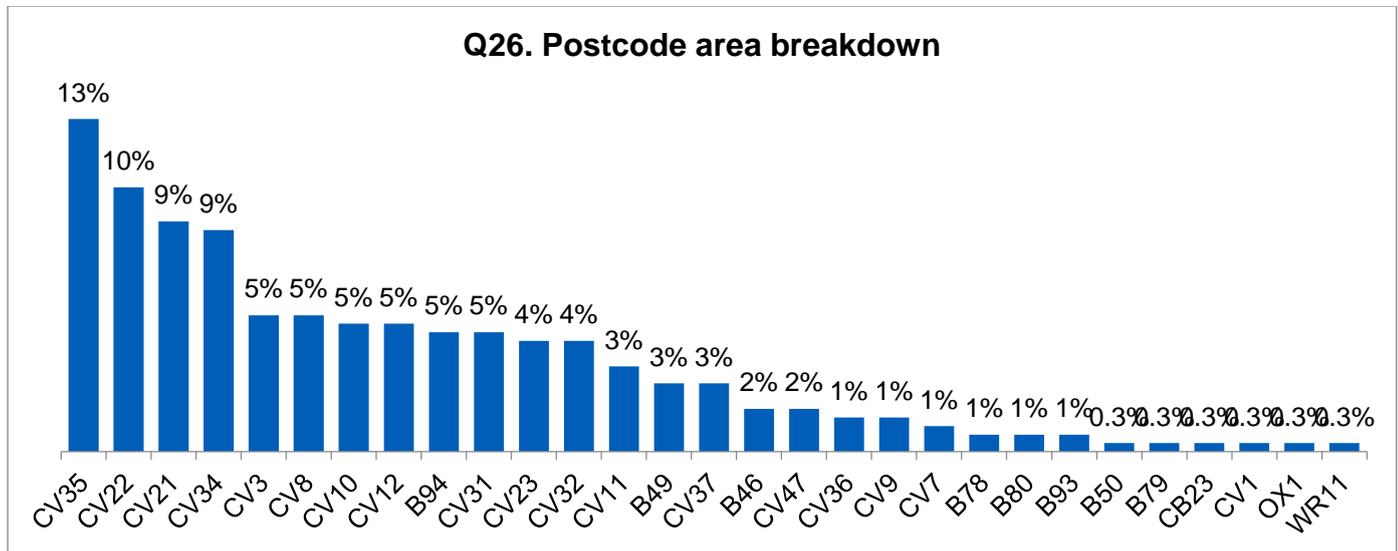
Q25. Please share any further comments about pharmacy services here.



Base: 87 (open responses)

2.6 About you

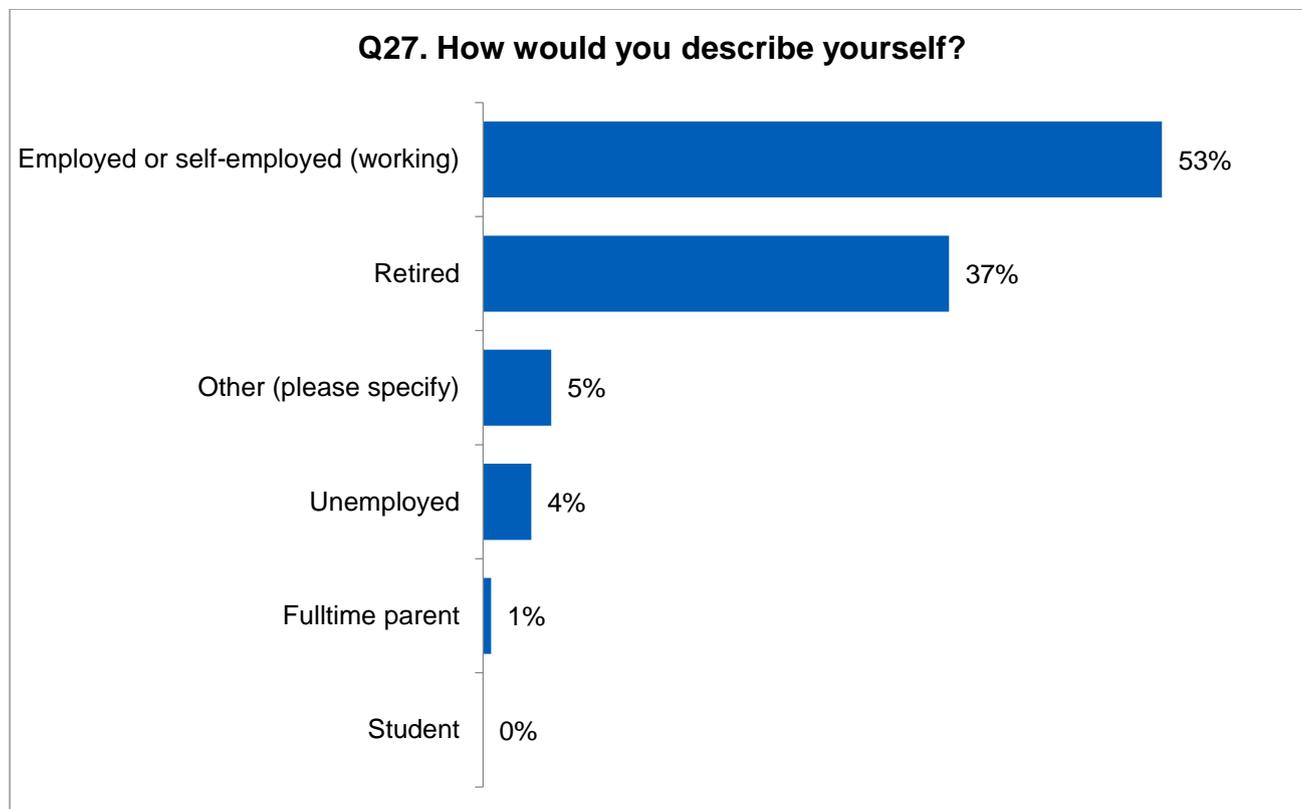
The vast majority of participants live in the postcode areas of CV35, CV22, CV21 and CV34. The table below also shows the areas covered within these postcodes.



(Base: 298 single response)

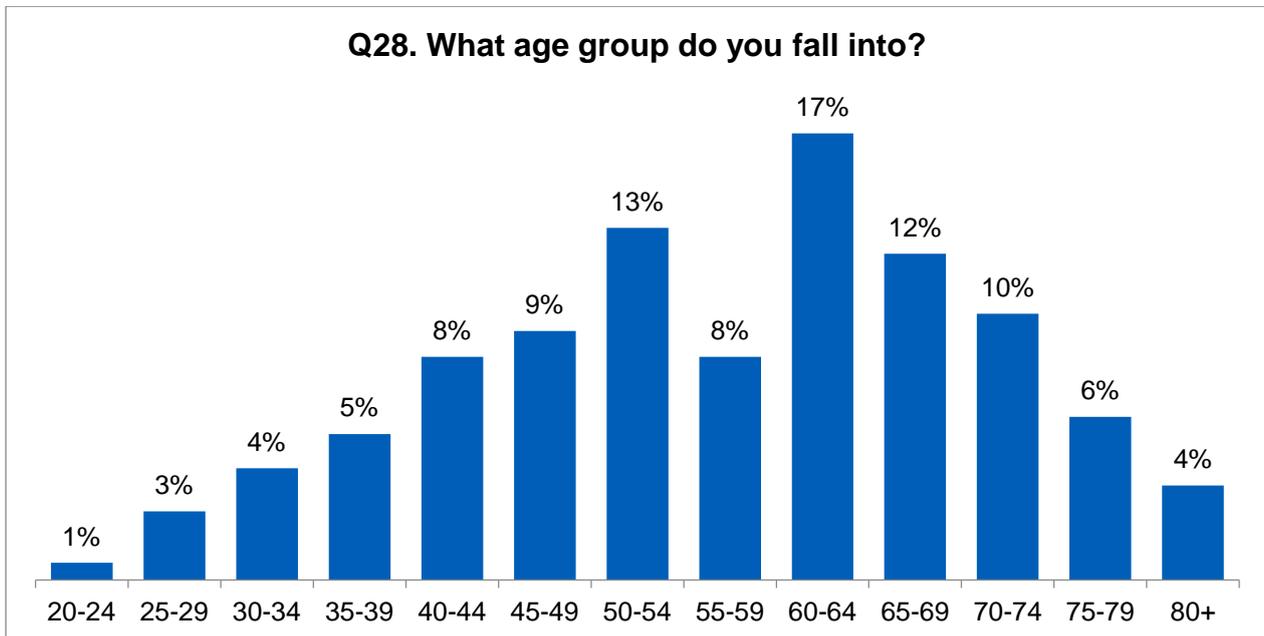
Postcode	Coverage Area	Local Authority Area
CV35	Rural area between Warwick and Stratford-upon-Avon and straddling the M40.	
CV22	Area to the south of Rugby including Rugby	
CV21	Area to the north of Rugby including Rugby	
CV34	Warwick	

Over half of those participating in the survey are employed or self-employed whilst around one third are retired. A small proportion of the sample includes those who are unemployed, students and full time parents.



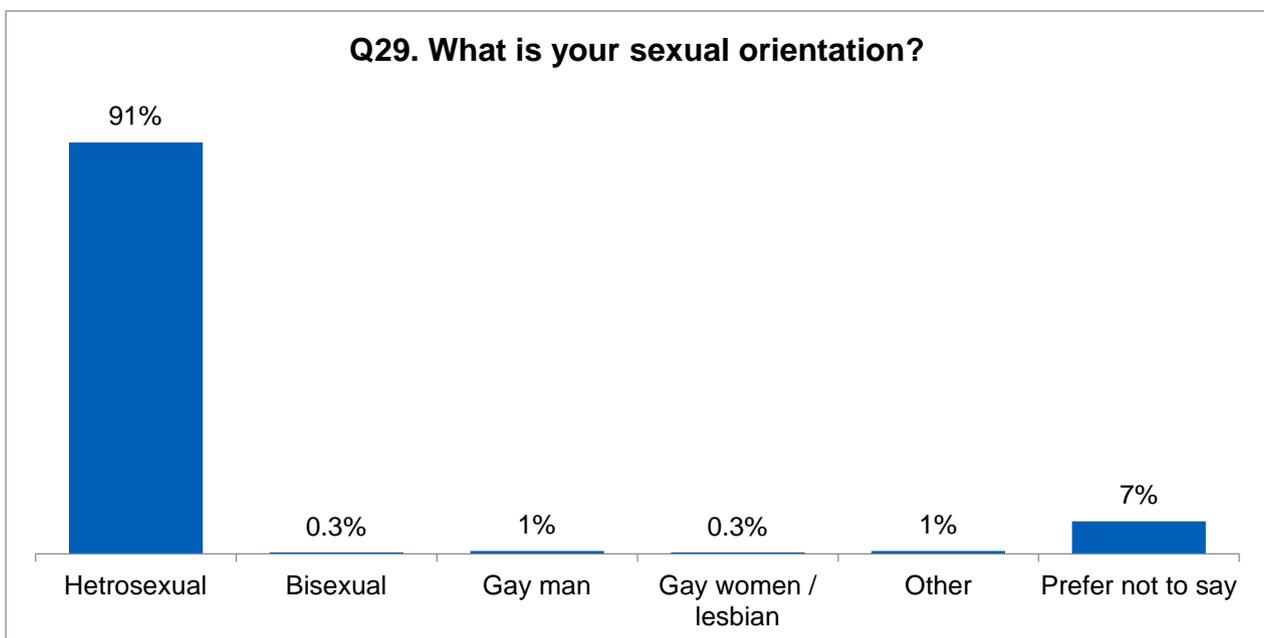
Base: 316 (single response)

All age groups above 25 are well represented in this survey. The age groups of 50-59 and 60-74 were the most strongly represented in the survey.



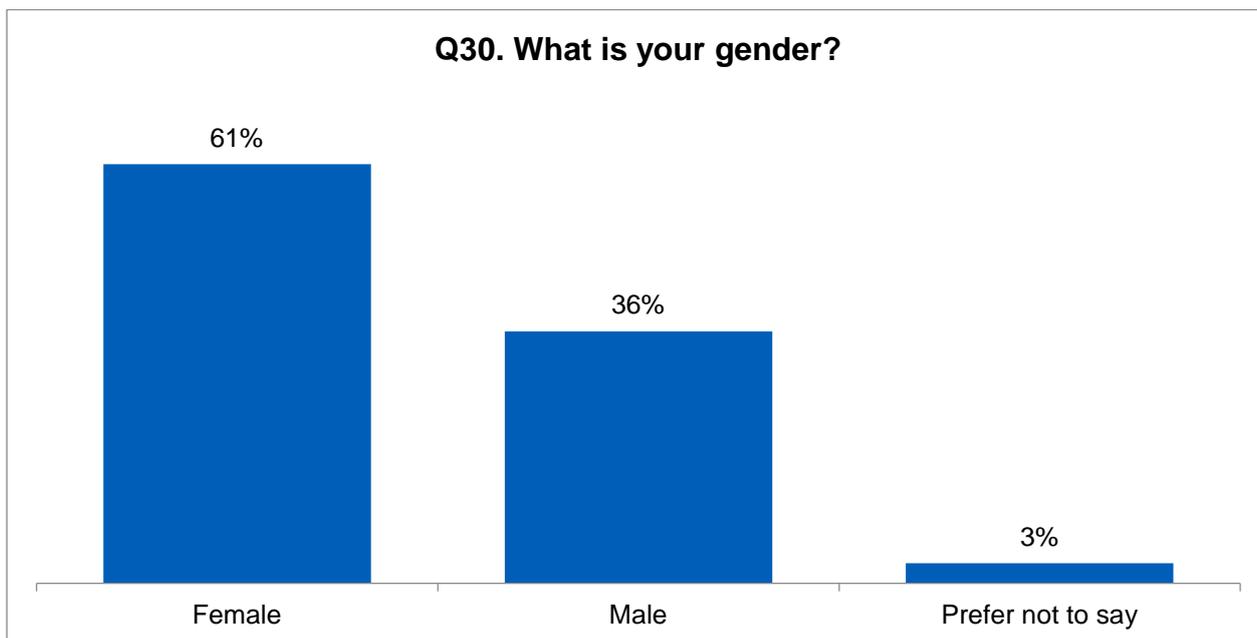
Base: 313 (single response)

The majority of participants are heterosexual (91%). A minority state they are bisexual, gay women/lesbian and gay man. Seven percent chose not to disclose their orientation.



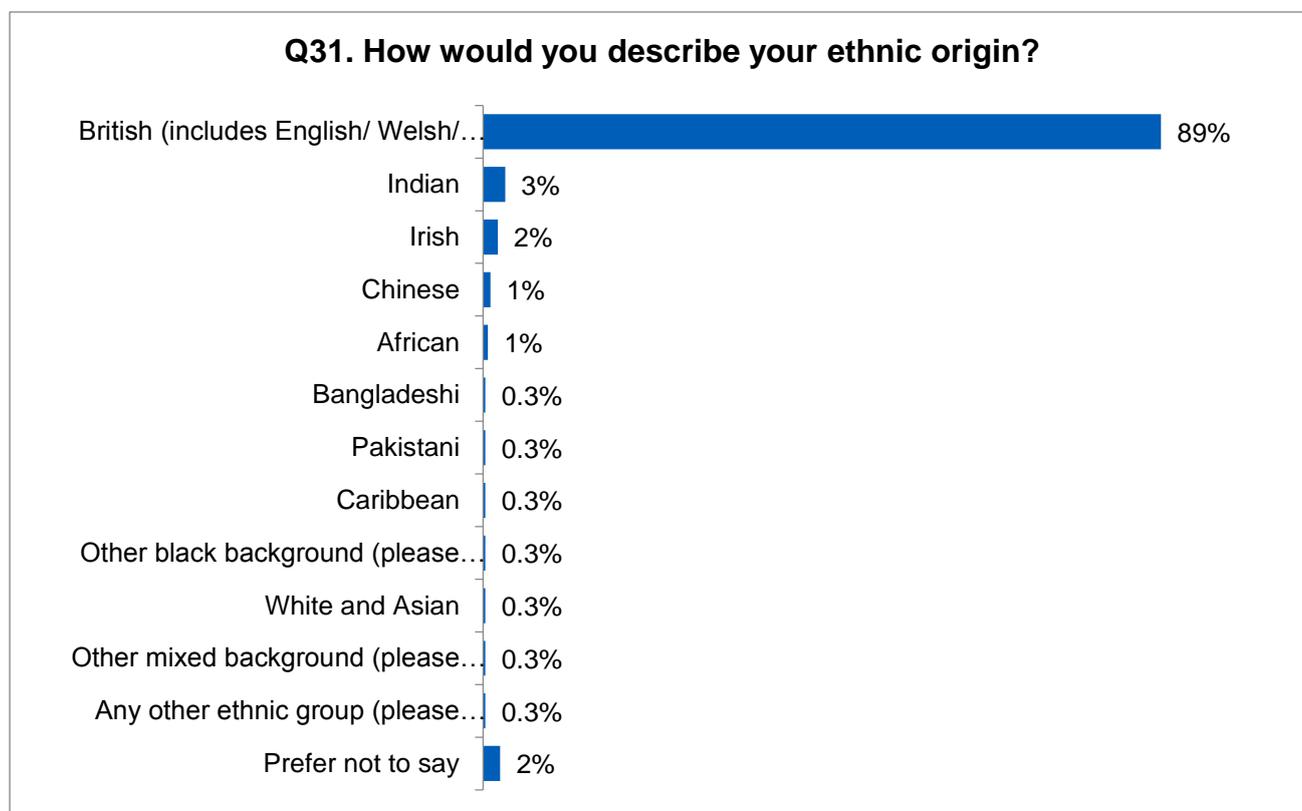
Base: 310 (single response)

Around six in ten participants are female and one third male.



Base: 310 (single response)

The sample under represented ethnic minorities.



Base: 309 (single responses)

17% of those participating in the survey consider themselves to have a disability, whilst eight in ten do not. A small minority chose not to disclose a response.