

Appendix 2: Results of the Warwickshire Community Pharmacy Survey 2017



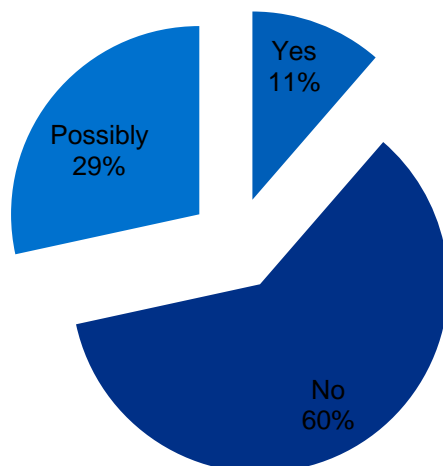
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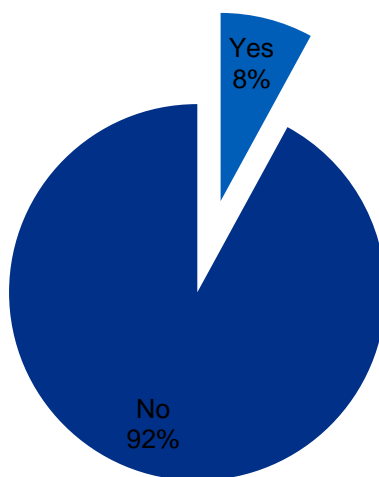
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Premises Details

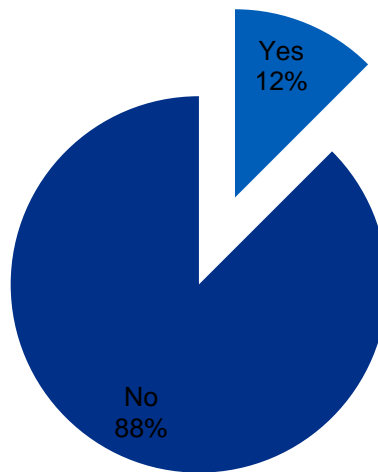
Q8 Is this pharmacy one which is entitled to Pharmacy Access Scheme payments?



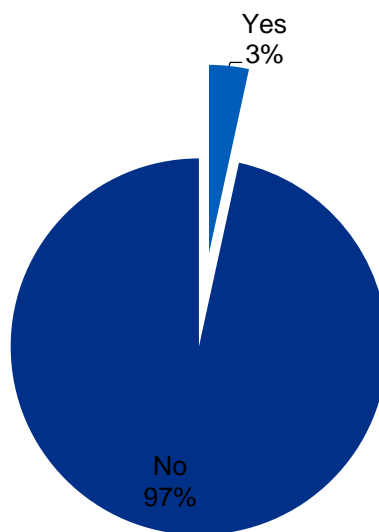
Q9 Is this pharmacy a 100-hour pharmacy?



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

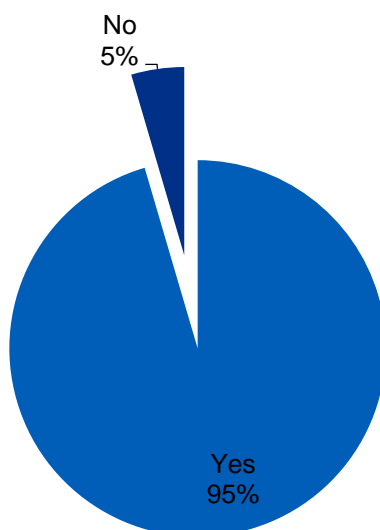


Q11 Is this pharmacy a Distance Selling Pharmacy?

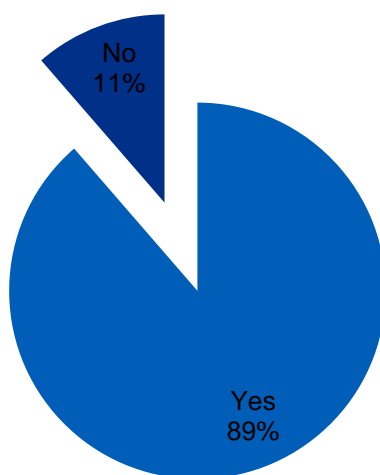


Pharmacy Access

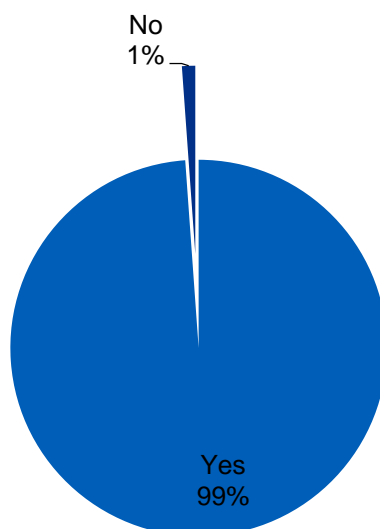
Q18 Can customers legally park within 50 metres of the Pharmacy?



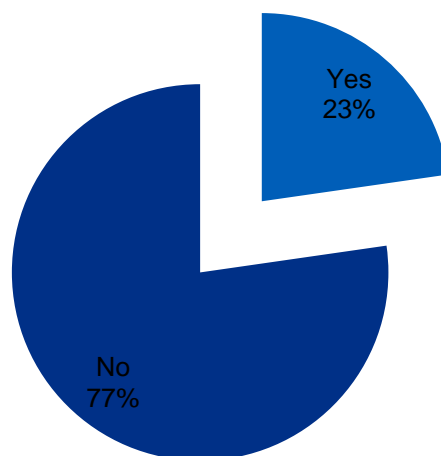
Q19 Can customers park within 10 metres of your pharmacy?



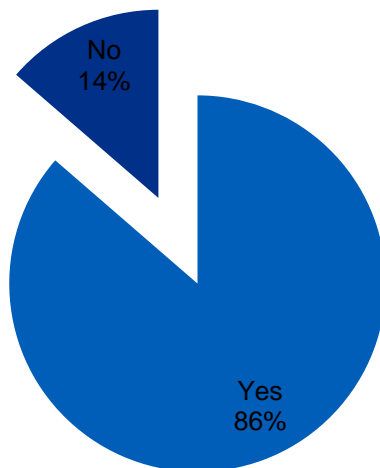
Q20 Is there a bus stop within walking distance of the pharmacy?



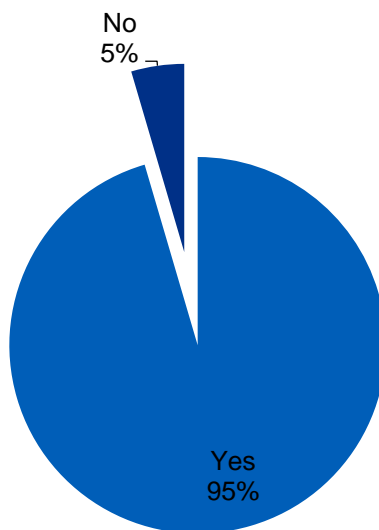
Q22 Are there any steps to climb when entering the pharmacy?



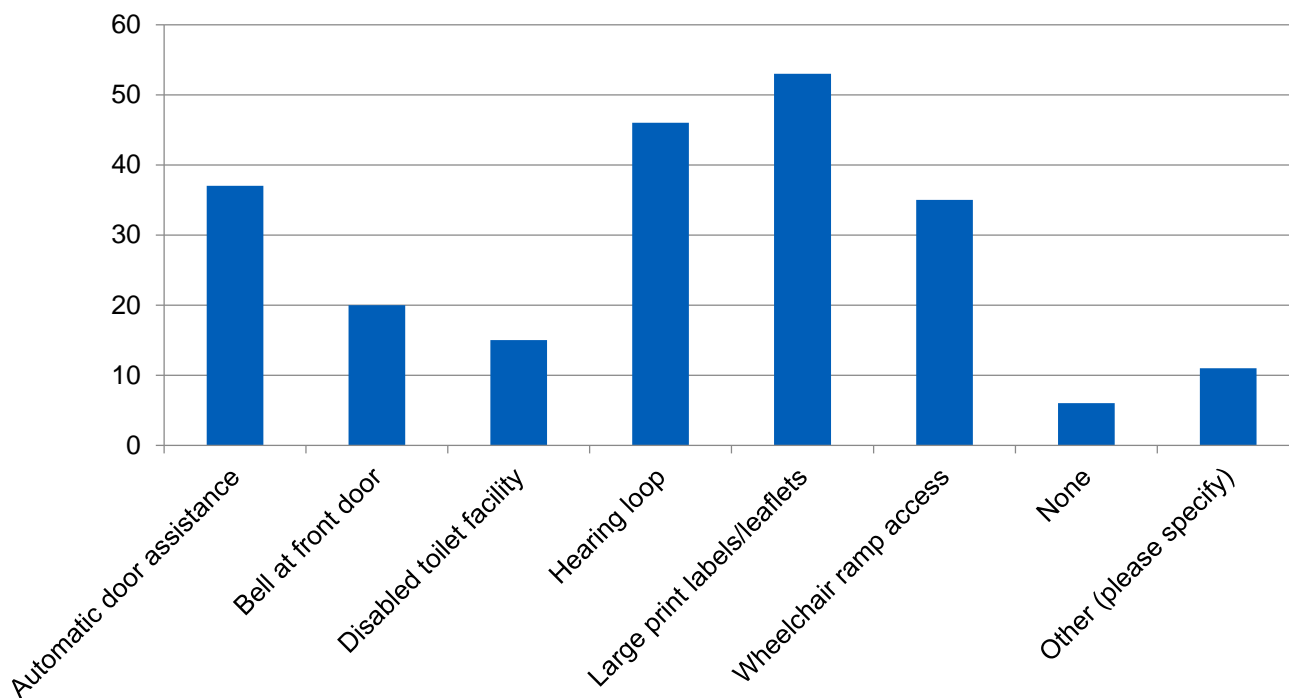
Q23 Is the entrance of the pharmacy suitable for customers using wheelchairs, pushchairs and walking frames unaided?



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

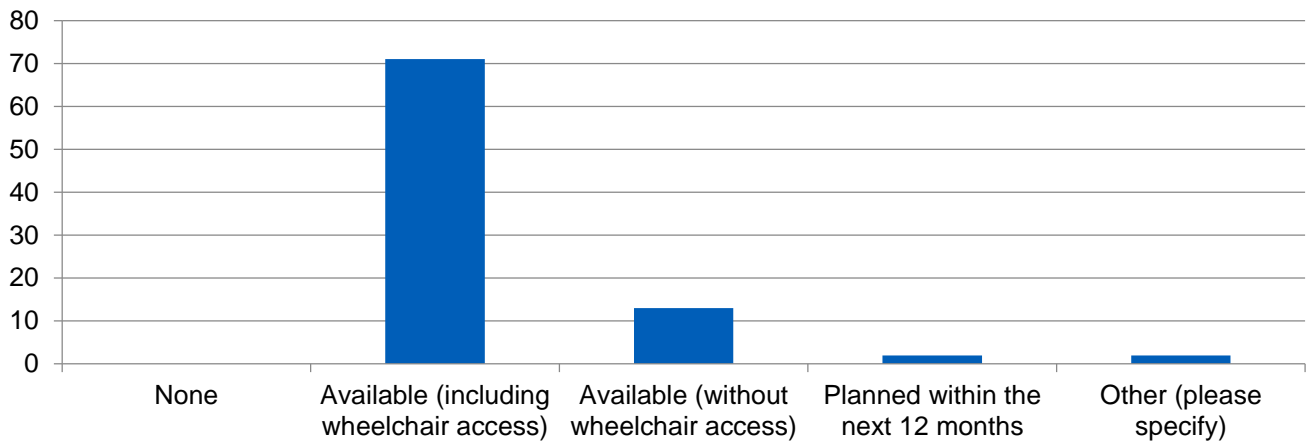


Q26 Which other facilities do you have in the pharmacy that are aimed at helping disabled people access your services?

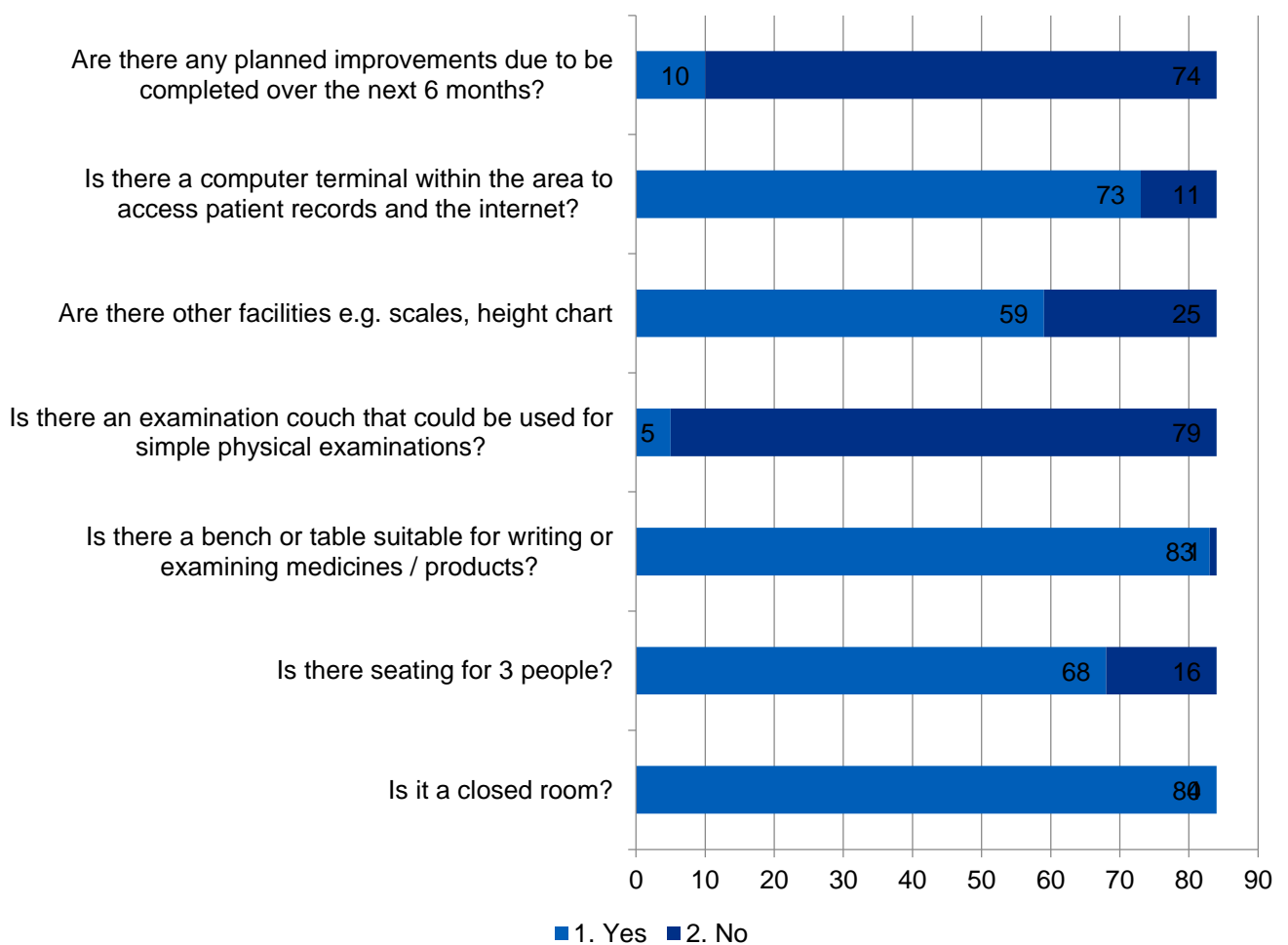


Consultation Facilities

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



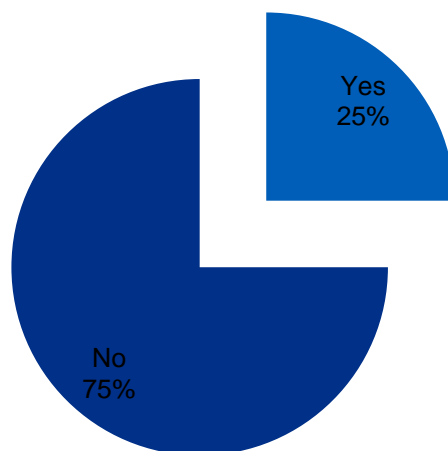
Q29 Thinking about your consultation area....



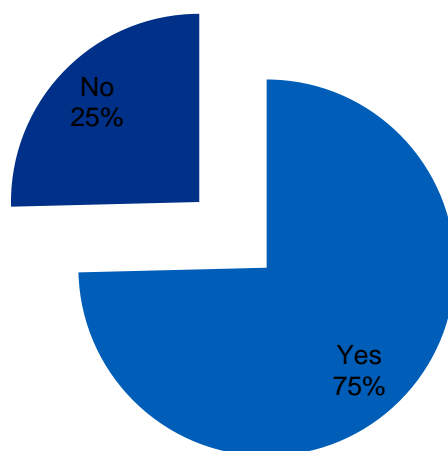
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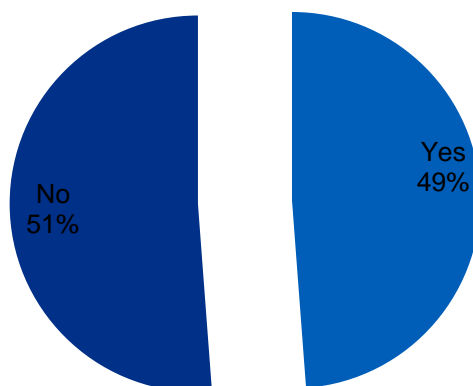
Q32 Has your consultation room been used to deliver services by other professionals?



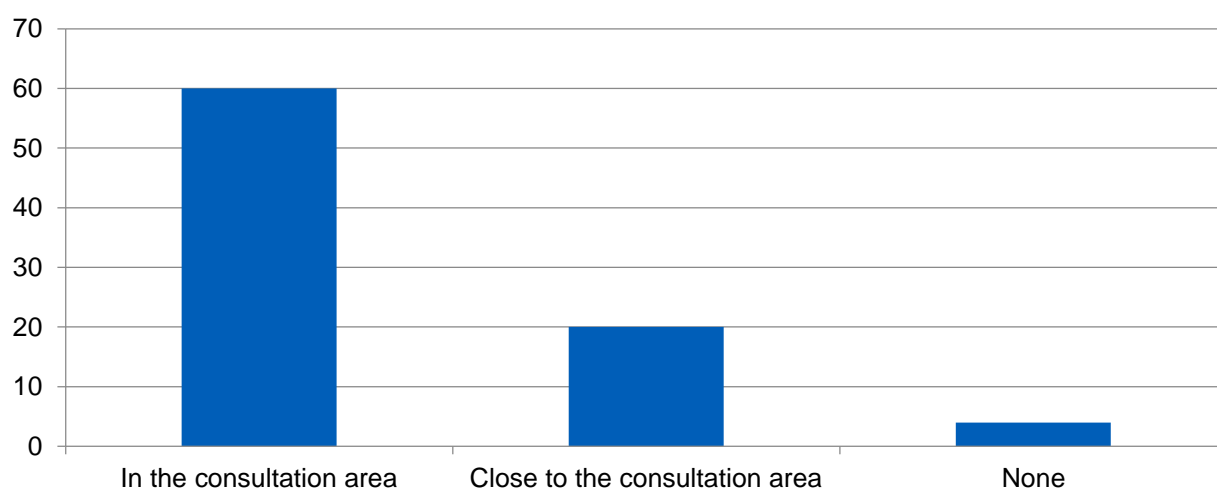
Q33 Would you consider making it available where appropriate?



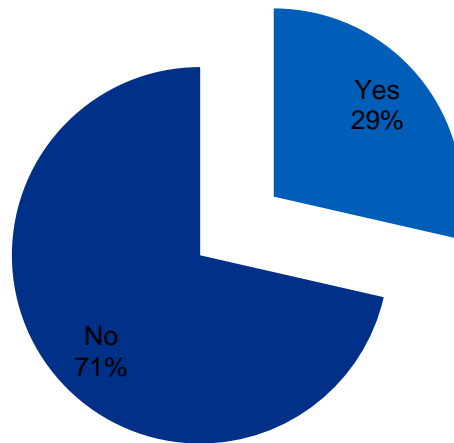
Q34 Does the pharmacy carry out DDA assessments?



Q35 During consultations are there hand-washing facilities?

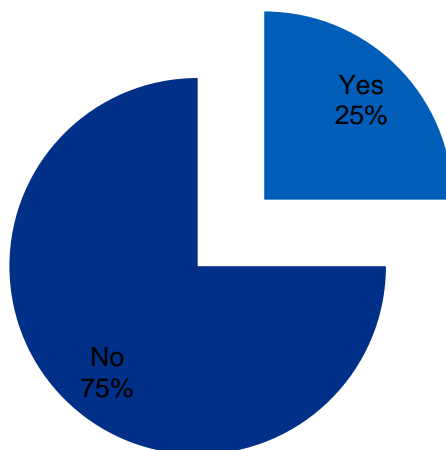


Q36 Do patients attending consultations have access to toilet facilities?

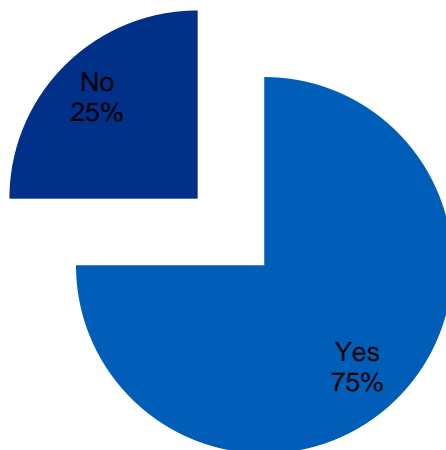


Off-site consultation area

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

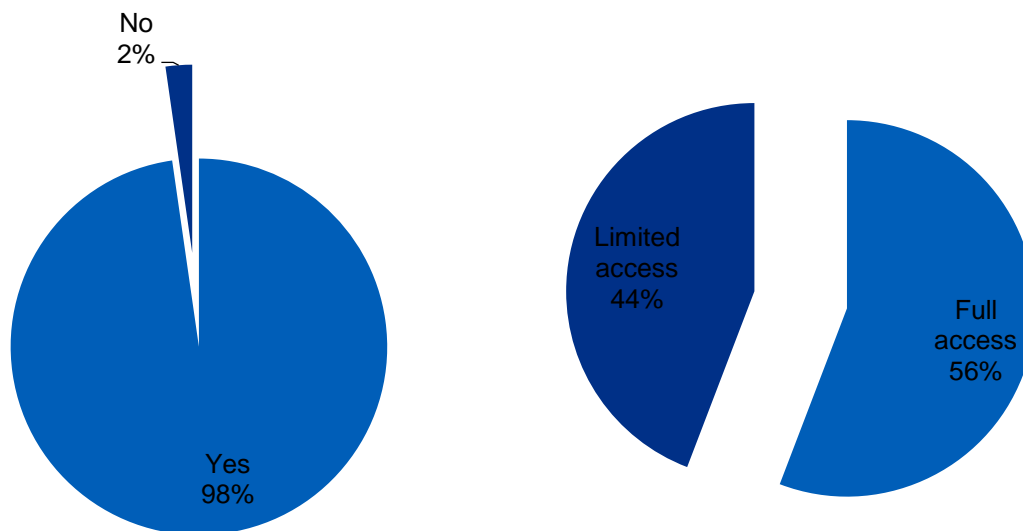


Q38 Is the pharmacy willing to undertake consultations in patient's home / other suitable sites?

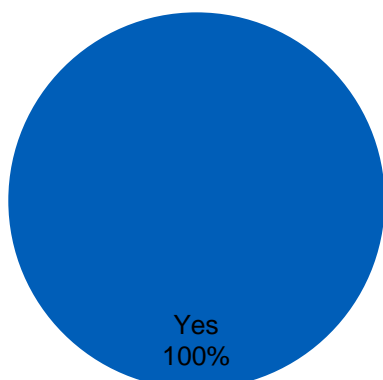


IT Facilities

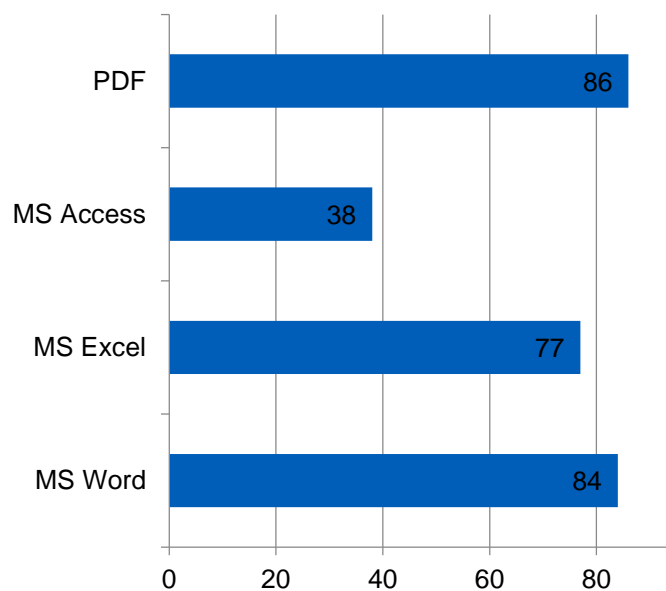
Q42-43 Do your computers have access to the internet? Type of access?



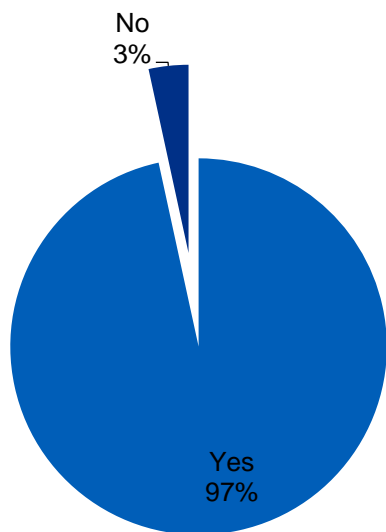
Q44 Can the internet be accessed while the PMR system is running?



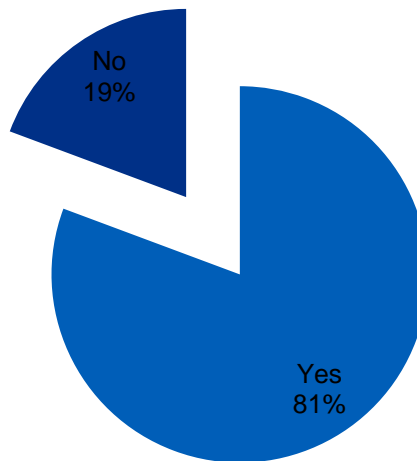
Q45 Does the pharmacy have facility to open documents in the following formats?



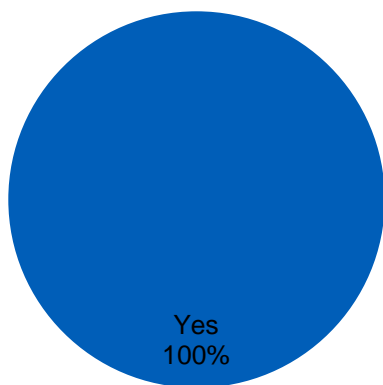
Q46 Does the pharmacy access emails on a daily basis?



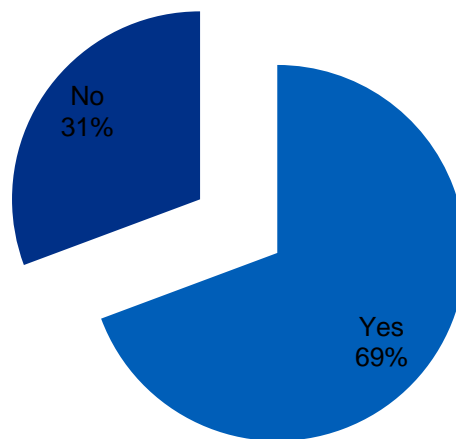
Q47 Do you use NHS mail?



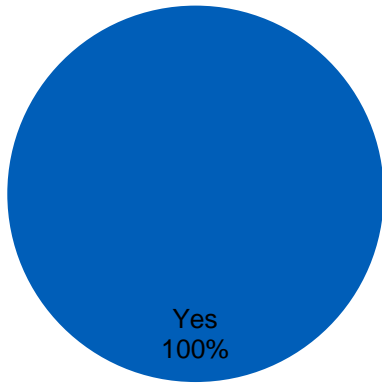
Q49 Do you have a printer that will print A4 size paper?



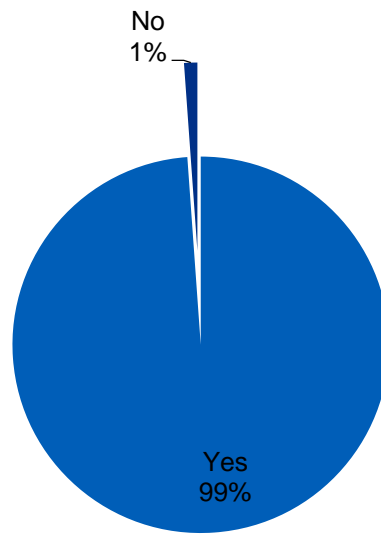
Q50 Does the pharmacy have a website?



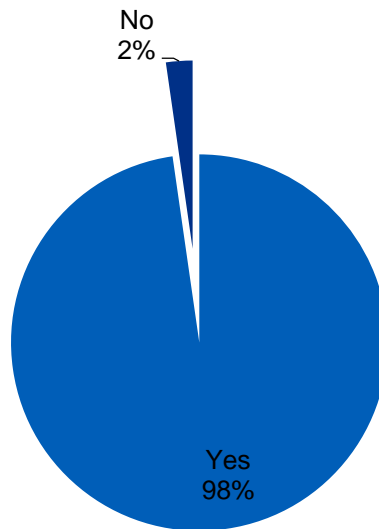
Q51 Is Electronic Prescription Service Release 2 enabled?



Q52 Is NHS Summary Care Record enabled?



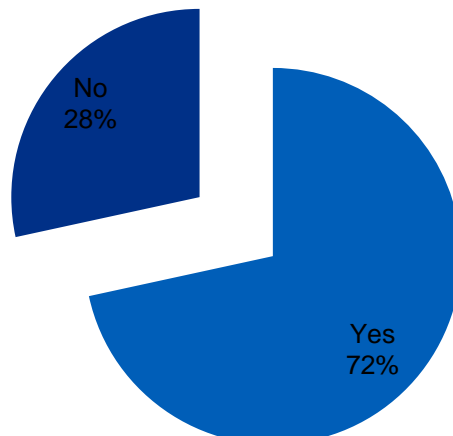
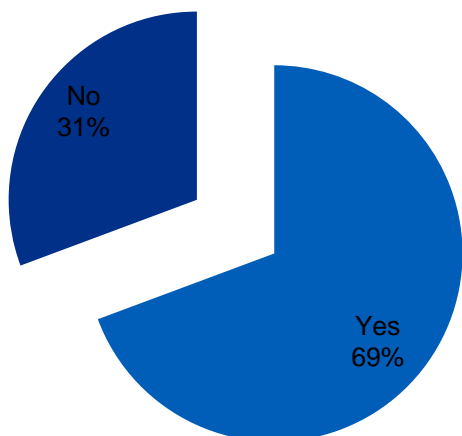
Q53 Up to date NHS Choice entry?



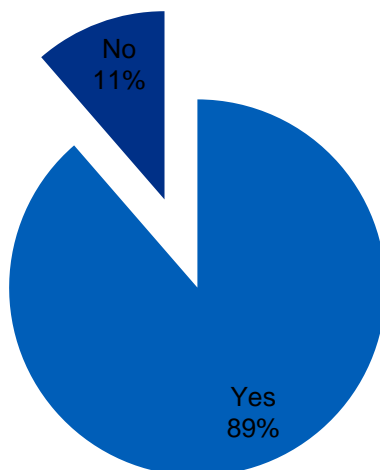
Information on Pharmacy Services

Q55 Do you promote your services online?

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



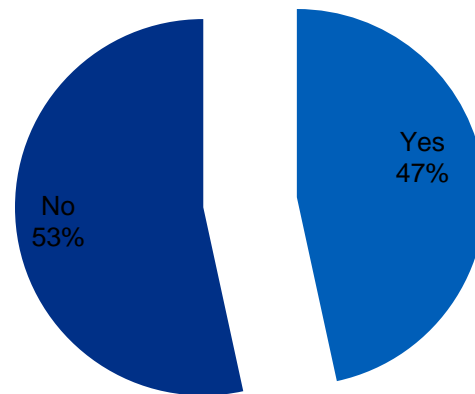
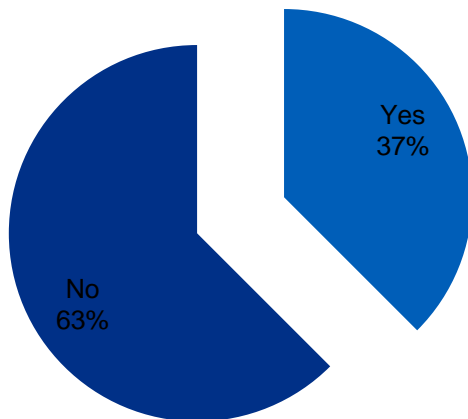
Q59 Do you provide easy read information on clinical topics and services?



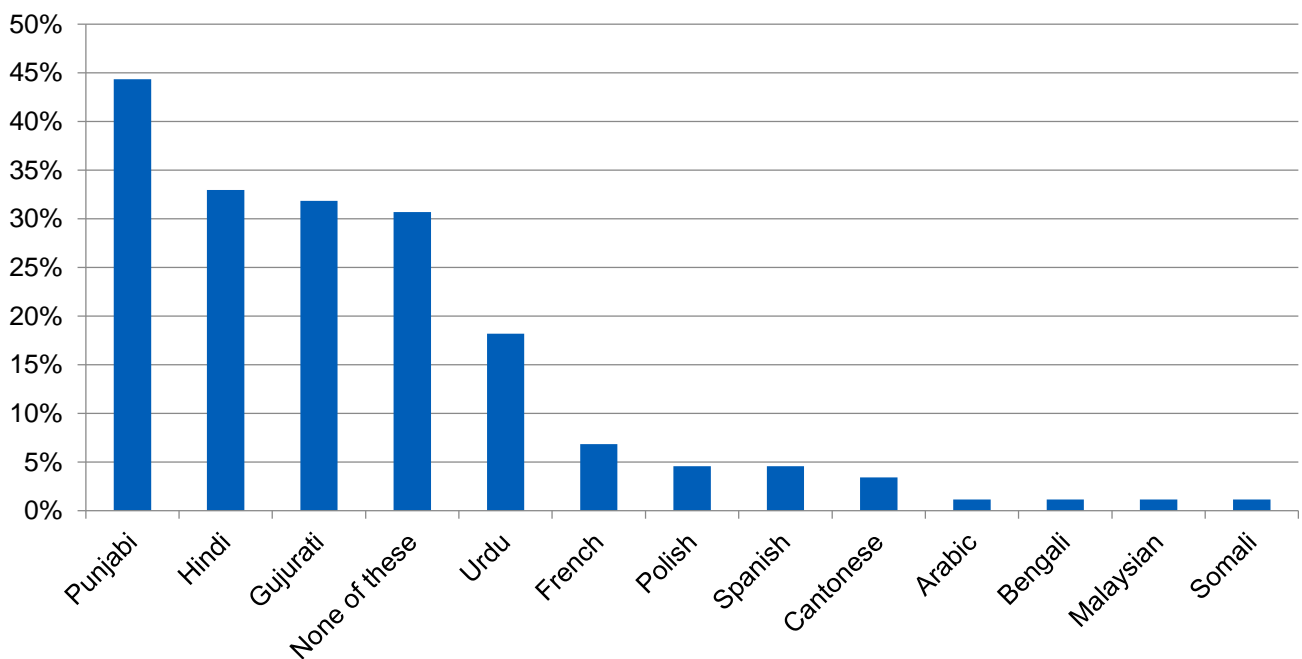
Staffing

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?

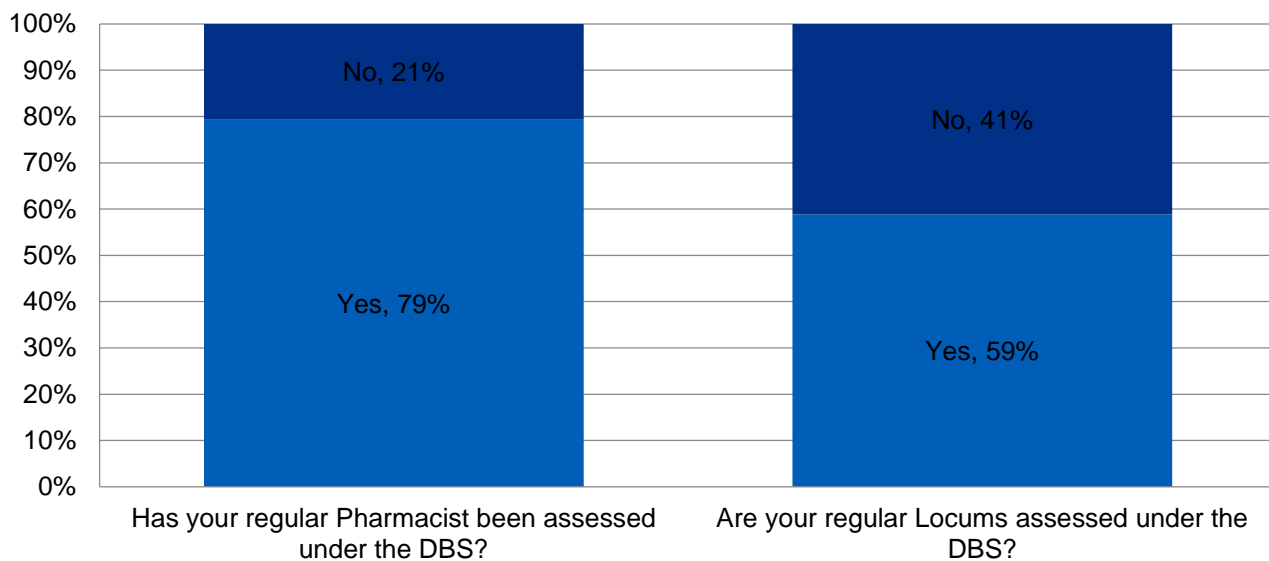
Q63 Is your pharmacy premises approved for pre-registration training?



Q64 What foreign languages are spoken by staff?

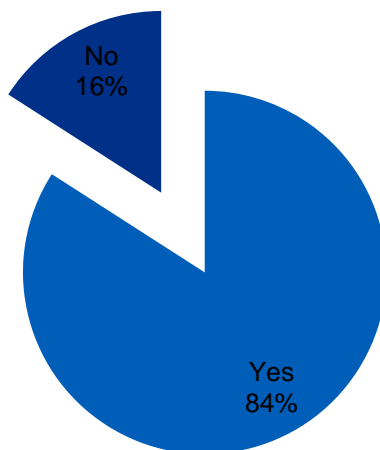


Q65 Disclosure and Barring Service (DBS) checks?

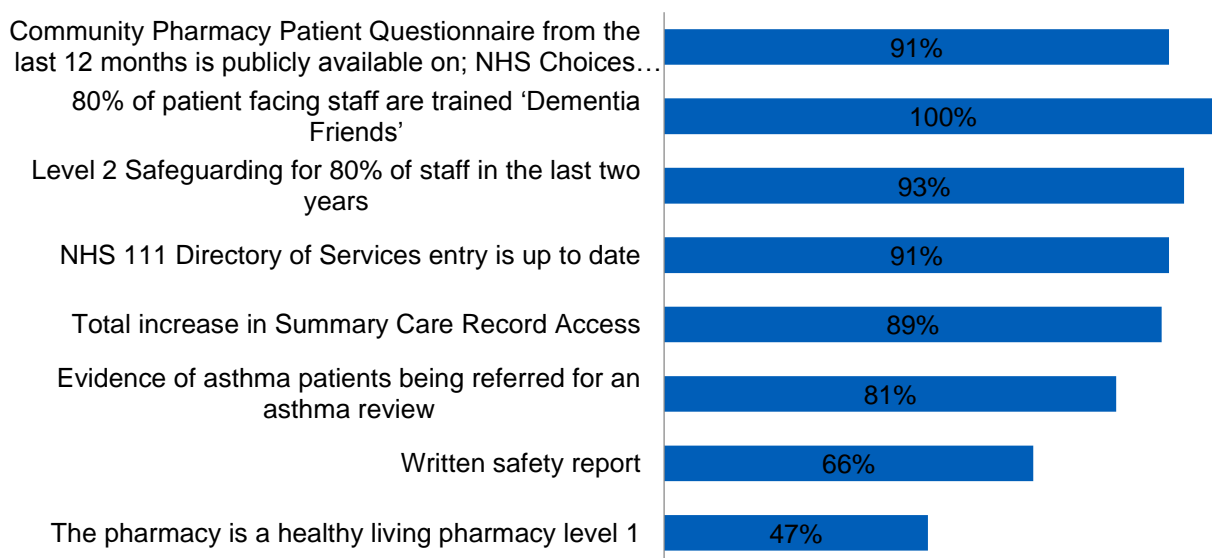


Quality Payment Scheme

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



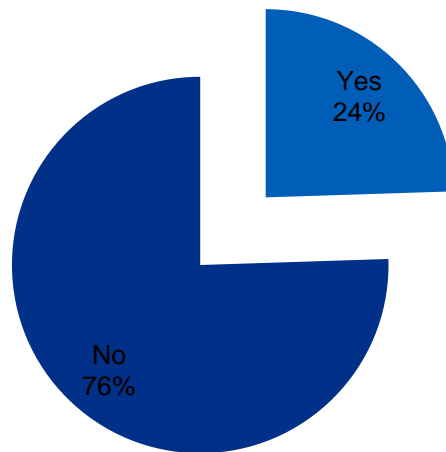
Q69 If you met the gateway criteria, which of the following quality criteria did you meet?



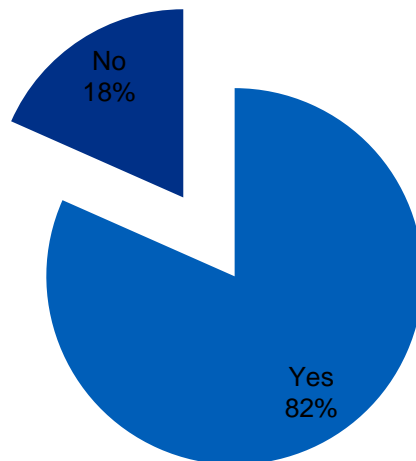
Healthy Living Pharmacies (HLP)

Q72 Has the pharmacy achieved HLP status

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

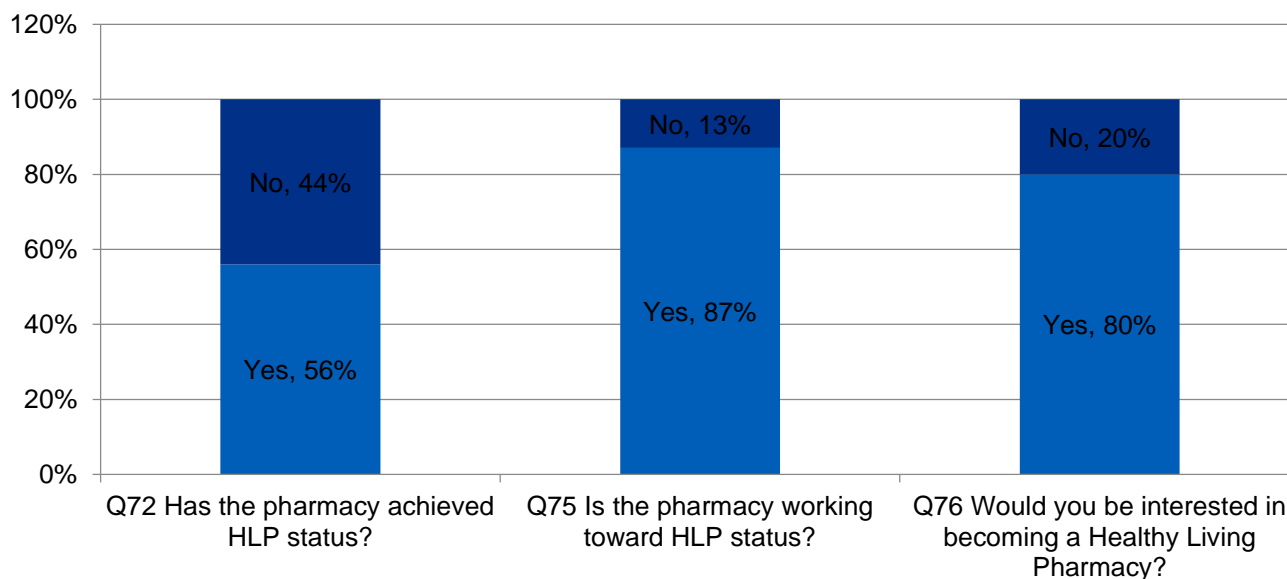


Q74 Would you support a 'Sign Up to Quality Charter' to promote quality standards in community pharmacy?

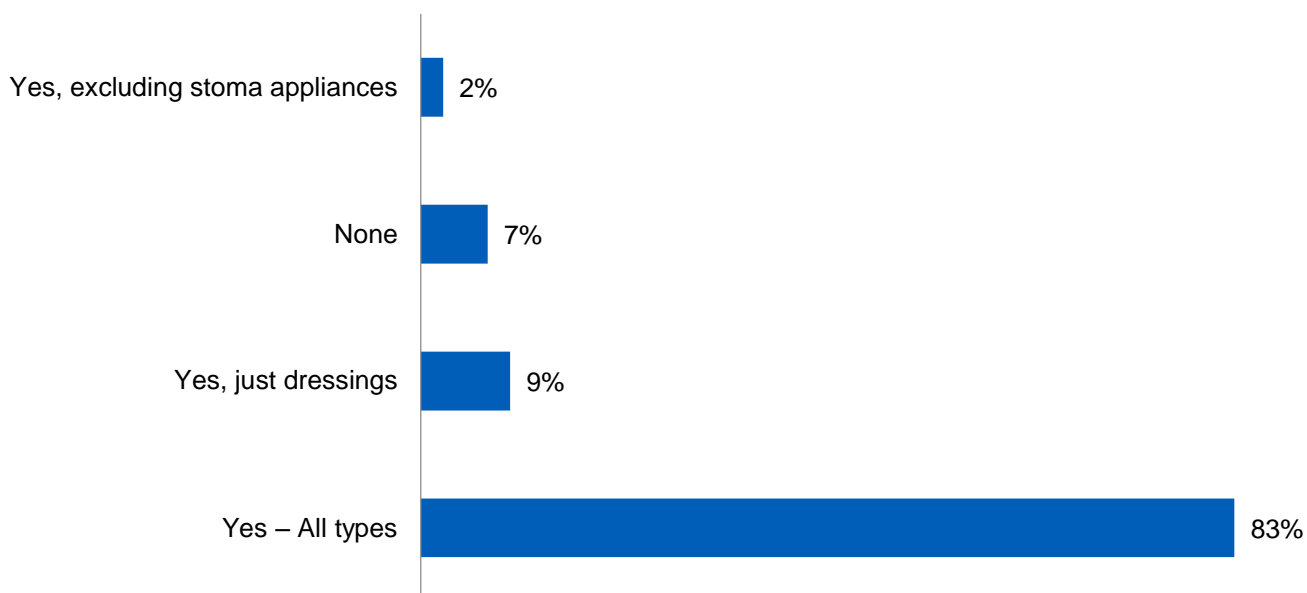


Q75 Is the pharmacy working towards HLP status?

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

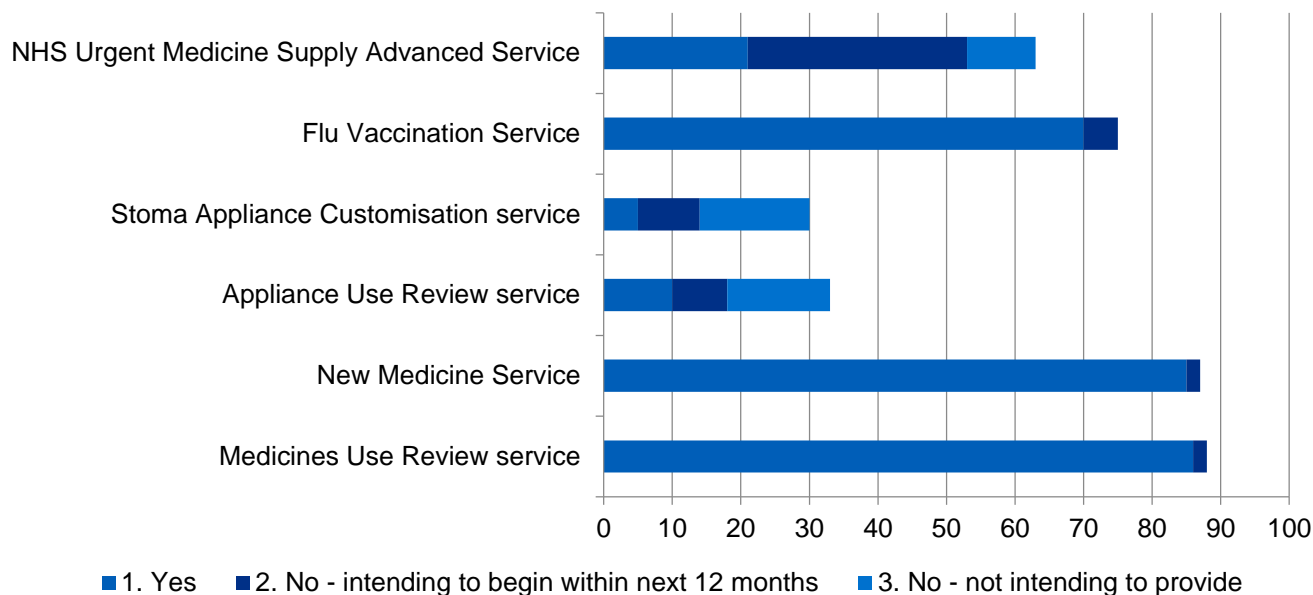


Q78 Does the pharmacy dispense appliances?



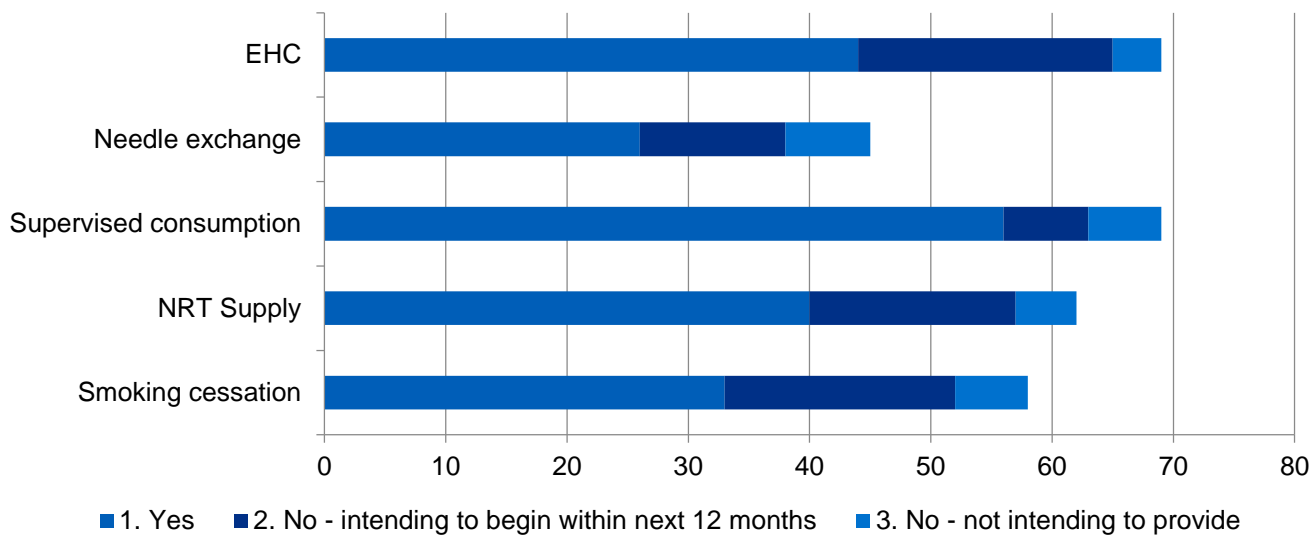
Advanced Services

Q80 Does the pharmacy provide the following services?



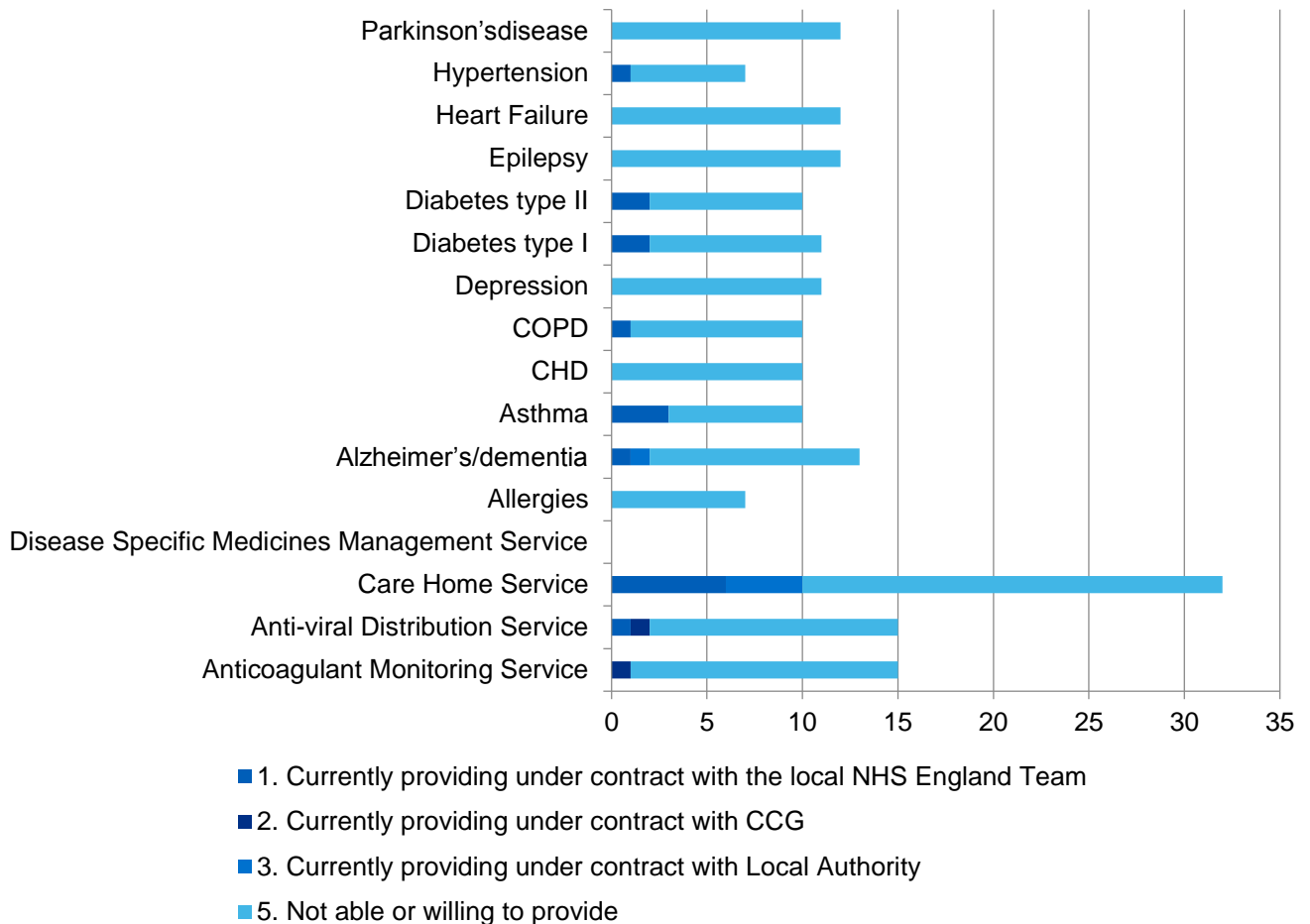
Locally commissioned services

Q82 Which of the locally commissioned services does the pharmacy provide?

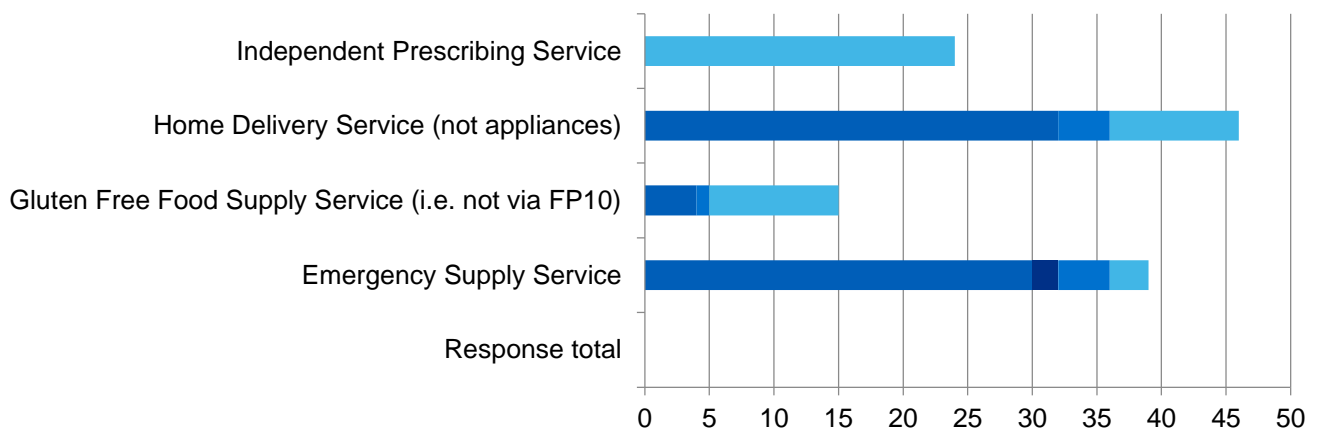


Enhanced and Other Locally commissioned services

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

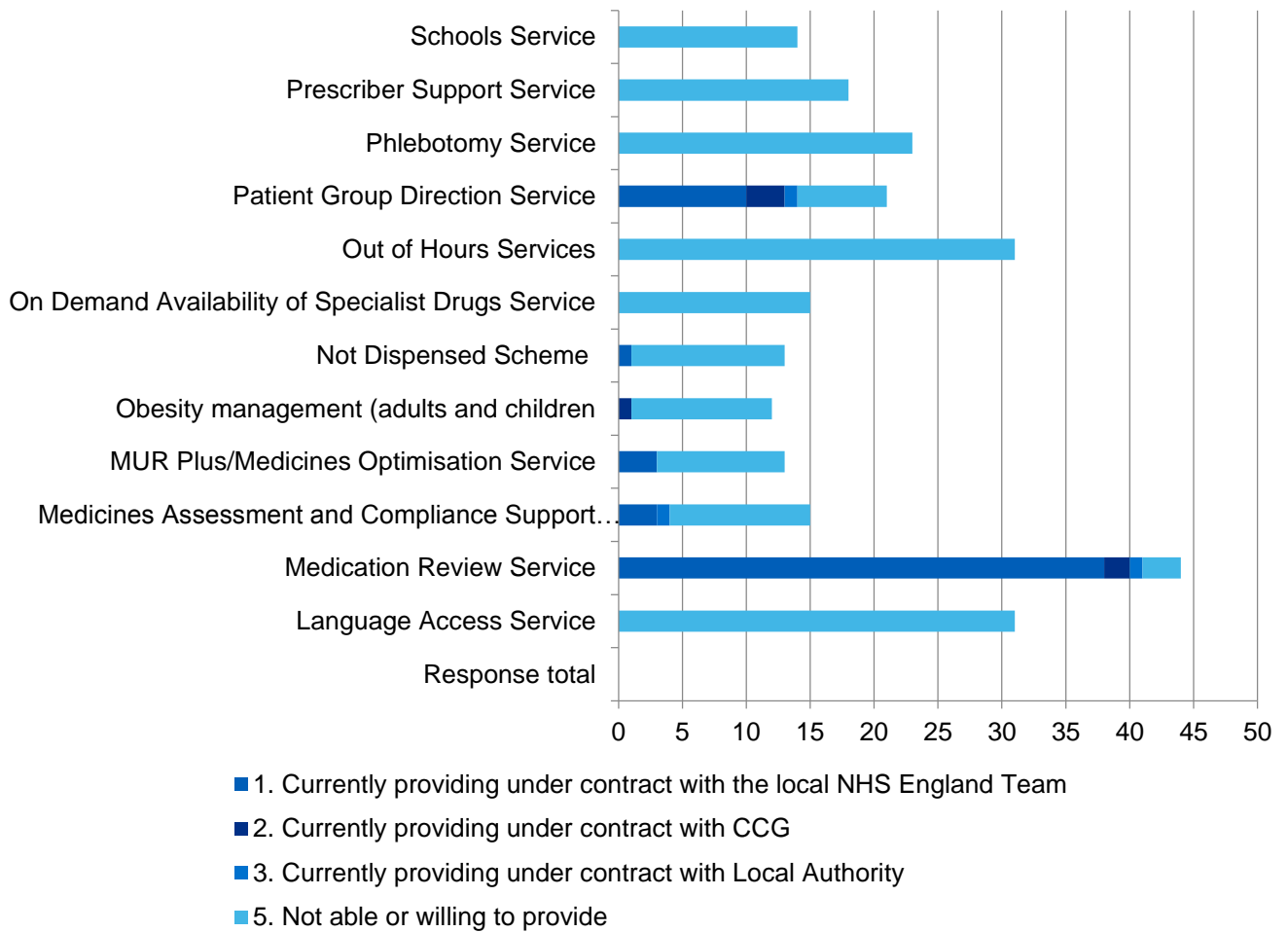


Q87 Which of the following services does the pharmacy provide, or would be willing to provide?

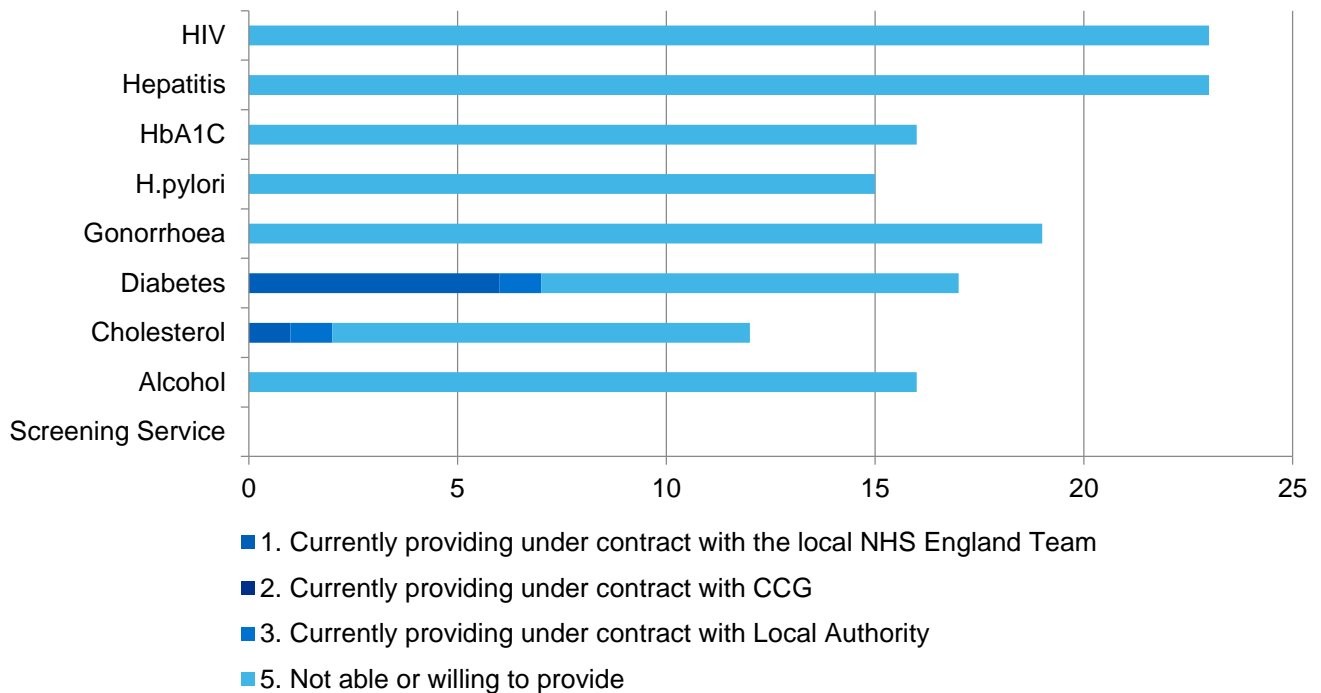


- 1. Currently providing under contract with the local NHS England Team
- 2. Currently providing under contract with CCG
- 3. Currently providing under contract with Local Authority
- 5. Not able or willing to provide

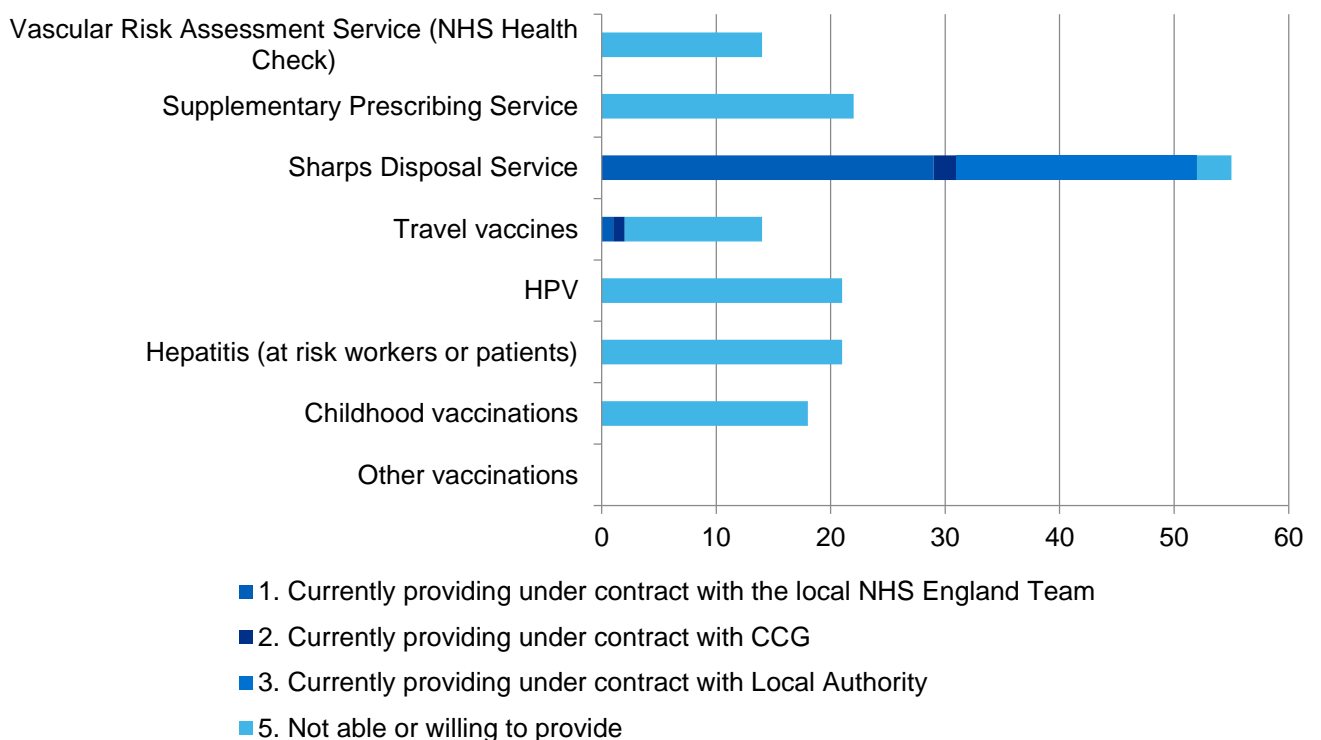
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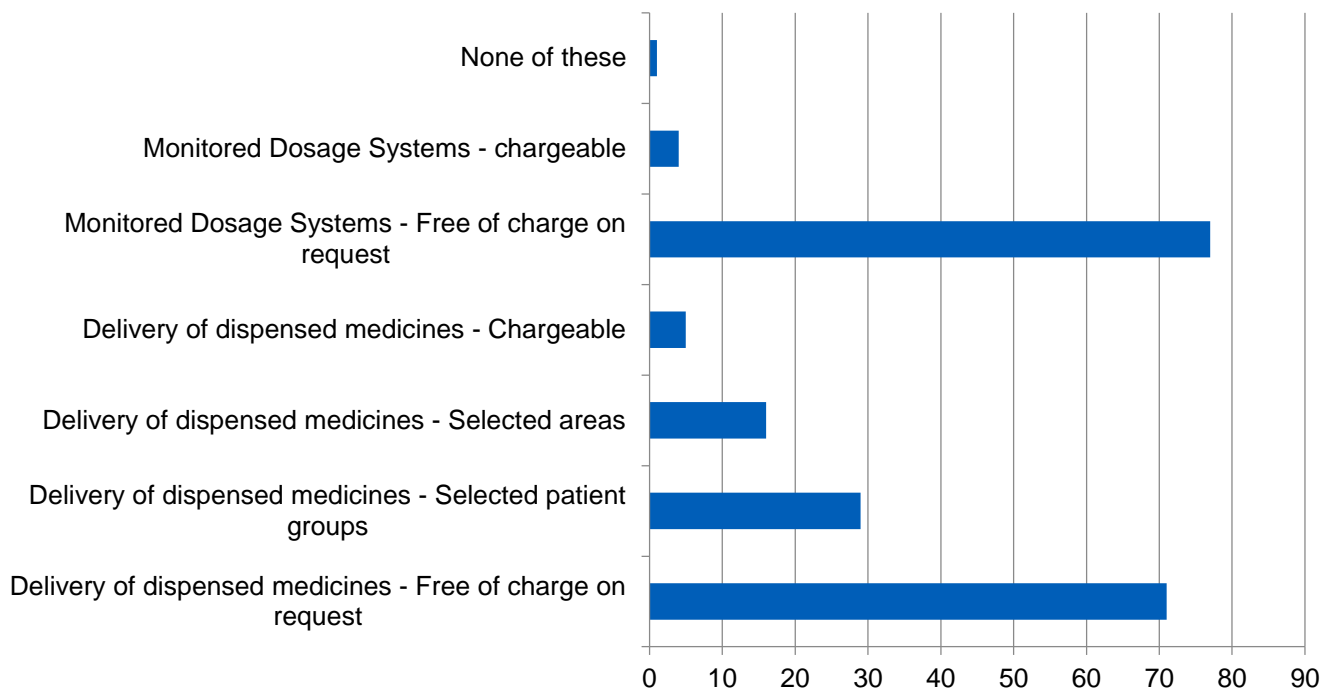


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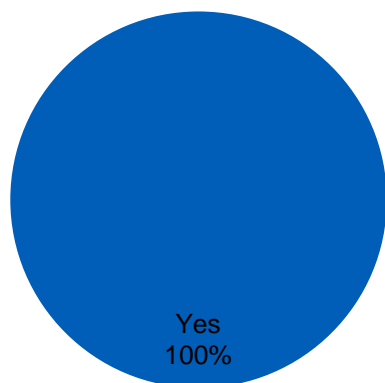
Non-commissioned services

Q99 Does the pharmacy provide any of the following?

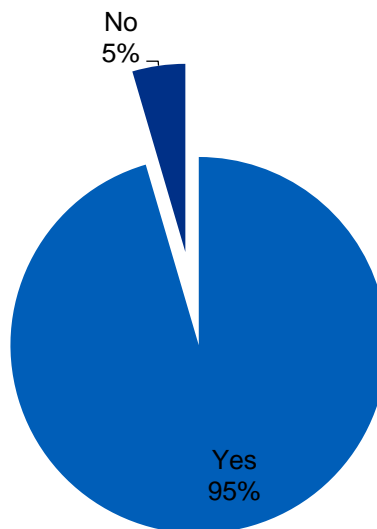


Prescription Ordering Processes

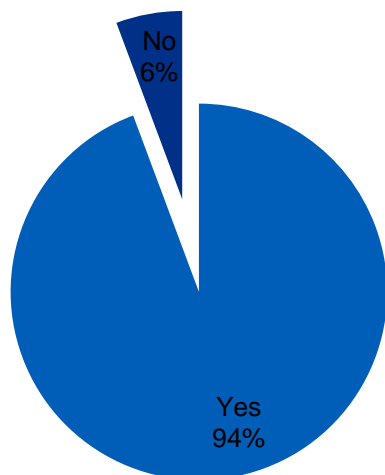
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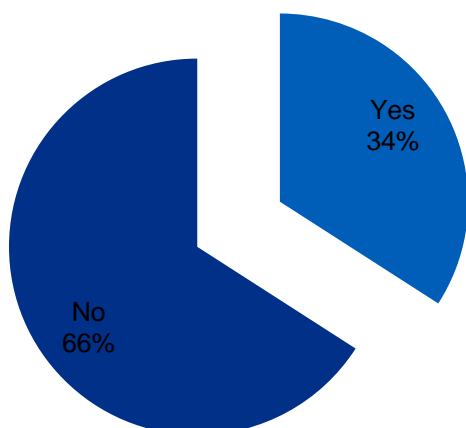


Q105 Do you communicate the Electronic Prescription Service process to patients?

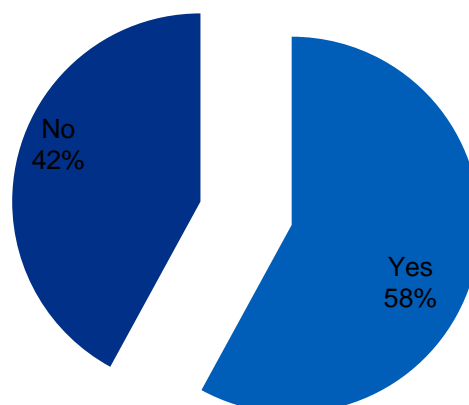


Additional Services

Q111 Do you refer patients to the Fitter Futures programme?



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



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

