

Appendix D: Public questionnaire results

<https://norfolk.citizenspace.com/consultation/pharmaceutical-needs-assessment-2022>

This report was created on Tuesday 15 March 2022 at 16:17

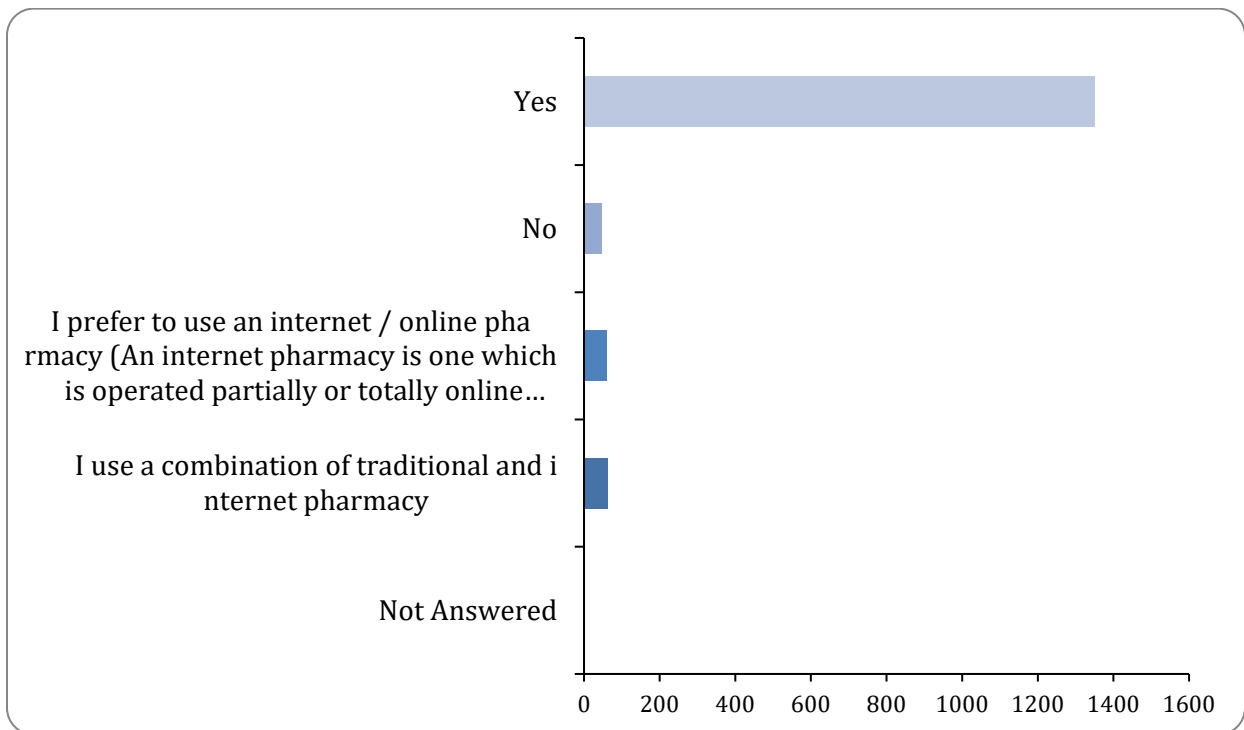
The activity ran from 07/02/2022 to 04/03/2022

Responses to this survey: **1522**

PLEASE NOTE, PERCENTAGES HAVE BEEN ROUNDED UP TO WHOLE NUMBERS

1: Do you have a regular or preferred local community pharmacy? (Please select one answer)

There were 1520 responses to this part of the question.

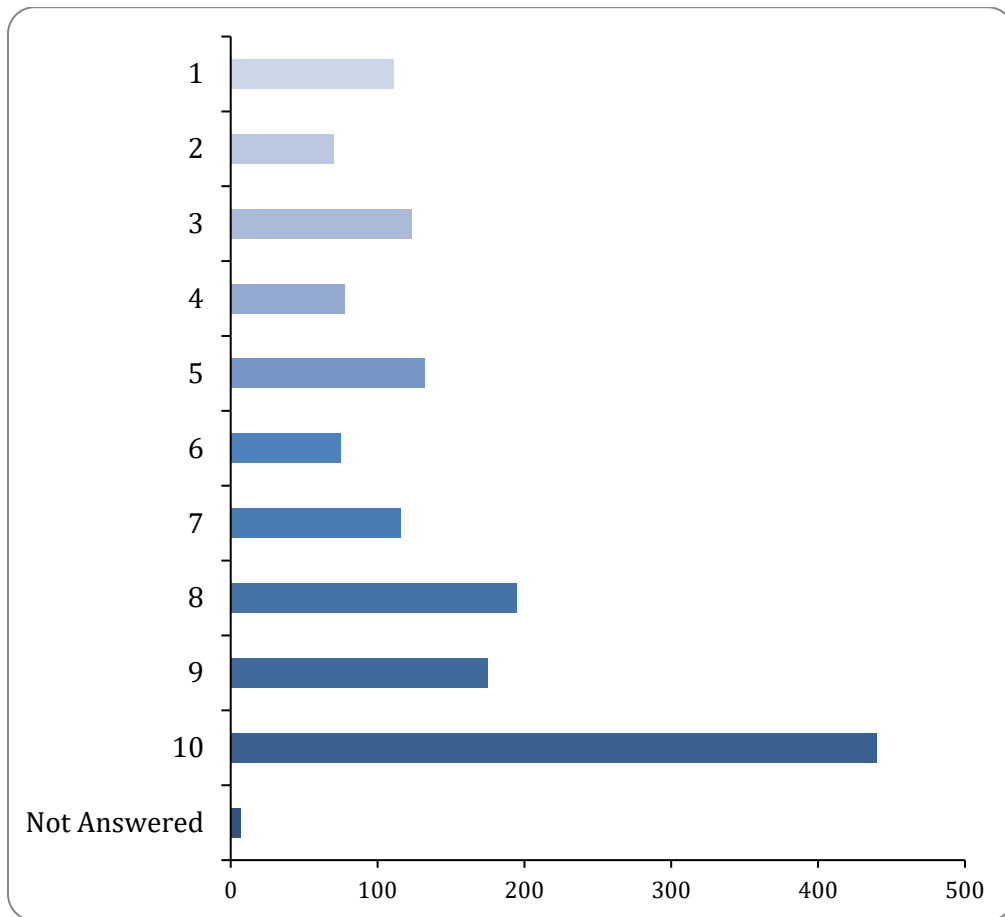


Option	Total	Percent
Yes	1351	89%
No	47	3%
I prefer to use an internet / online pharmacy (An internet pharmacy is one which is operated partially or totally online where prescriptions are sent electronically and dispensed medication is sent via a courier to your home)	59	4%

Option	Total	Percent
I use a combination of traditional and internet pharmacy	63	4%

2: On a scale of 1 to 10 how well does your local community pharmacy meet your needs? (Please select one answer) (1 = Poorly and 10 = Extremely well)

There were 1515 responses to this part of the question.

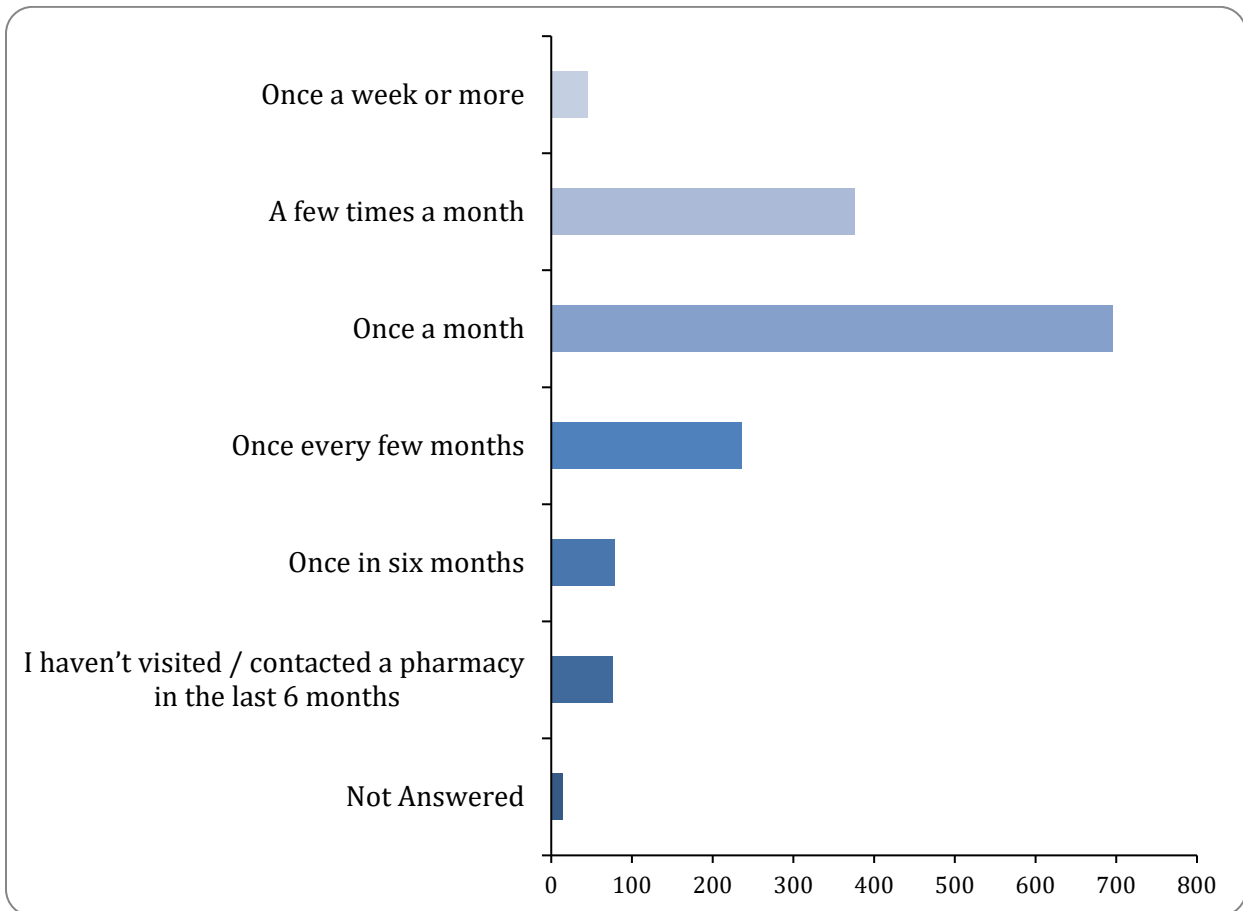


Option	Total	Percent
1	111	7%
2	70	5%
3	123	8%
4	78	5%
5	132	9%
6	75	5%
7	116	8%

Option	Total	Percent
8	195	13%
9	175	12%
10	440	29%

3.1: How often have you visited / contacted (spoken to, emailed, or visited in person) a pharmacy in the last six months? (Please select one answer for yourself and one for someone else)

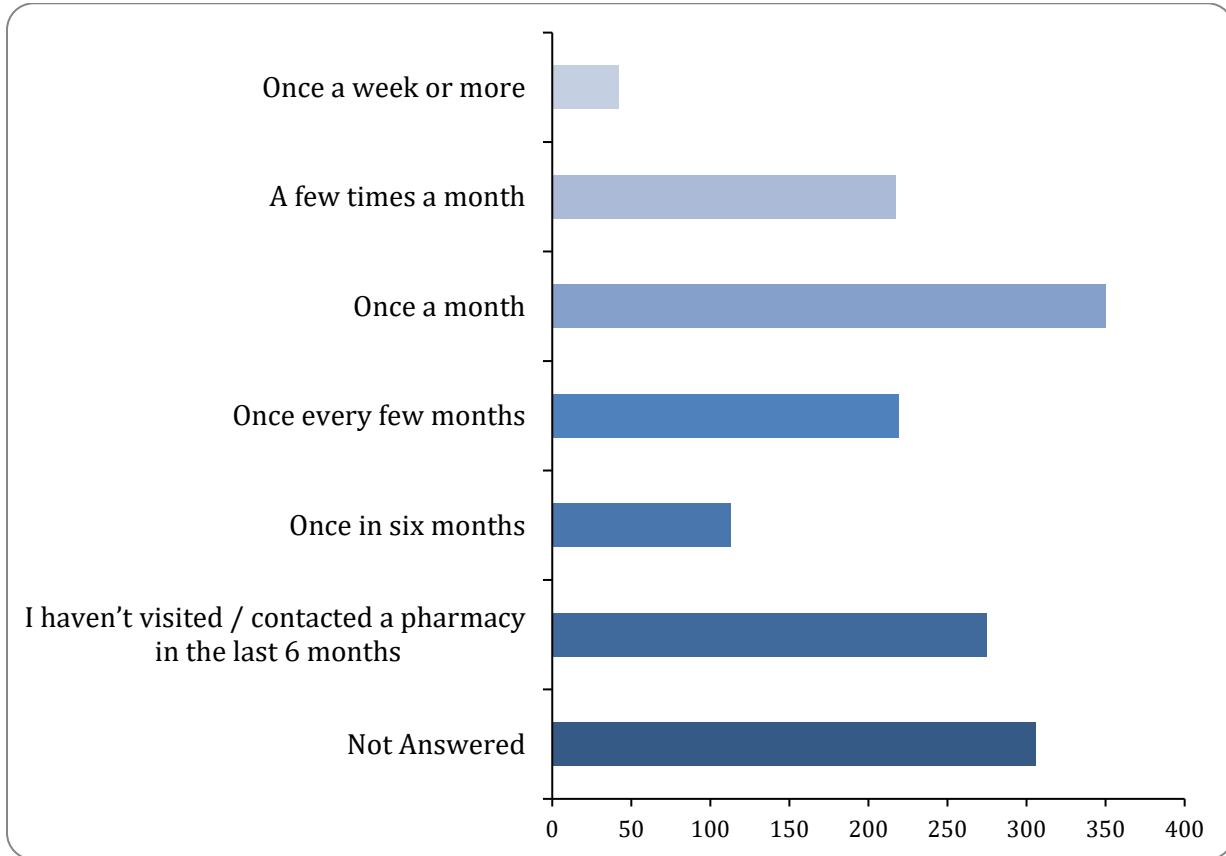
Yourself- There were 1508 responses to this part of the question.



Option	Total	Percent
Once a week or more	45	3%
A few times a month	376	25%
Once a month	696	46%
Once every few months	236	16%
Once in six months	79	5%
I haven't visited / contacted a pharmacy in the last 6 months	76	5%

3.2: How often have you visited / contacted (spoken to, emailed, or visited in person) a pharmacy in the last six months?

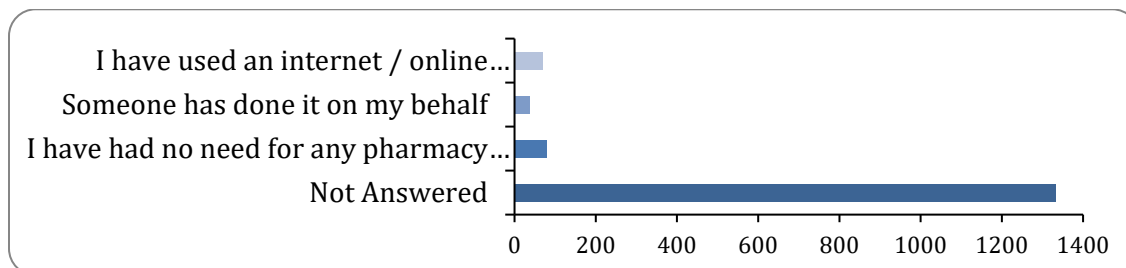
Someone else - There were 1216 responses to this part of the question.



Option	Total	Percent
Once a week or more	42	3%
A few times a month	217	14%
Once a month	350	29%
Once every few months	219	18%
Once in six months	113	9%
I haven't visited / contacted a pharmacy in the last 6 months	275	23%

4: If you have not visited / contacted a pharmacy in the last six months, is there a reason why? (Please select one answer)

There were 190 responses to this part of the question.



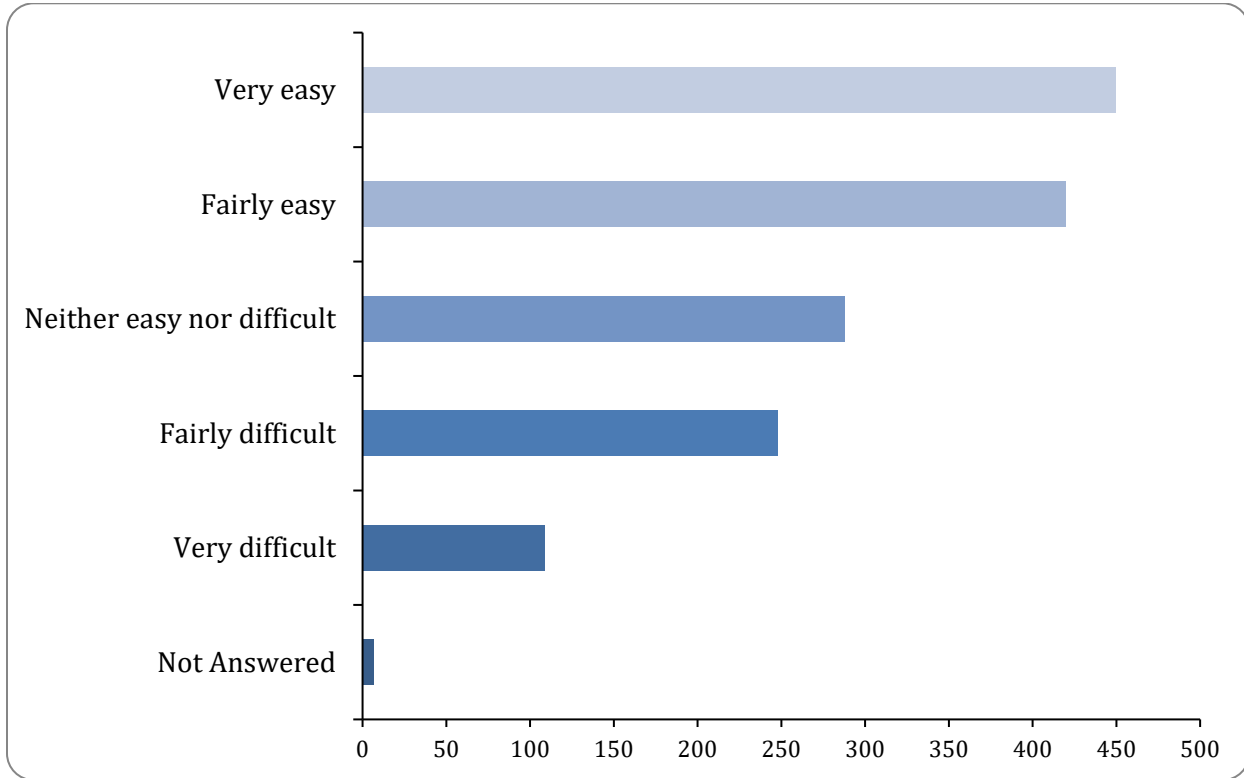
Option	Total	Percent
I have used an internet / online pharmacy	70	37%
Someone has done it on my behalf	39	21%
I have had no need for any pharmacy service during this period	81	43%

Other (please specify)

Home delivery	9	Poor service	9
Doctor's dispensary	8	Online pharmacy	7
No pharmacy nearby, recently closed	6	Long wait at pharmacy	4
Try to avoid going to pharmacy	4	Understaffed	3
Opening hours not convenient	3	Repeat prescription	3
Family member collects medication	2	Contact pharmacy monthly	2
Mistakes with prescriptions	2	Pharmacy often closed	2
Visit my local pharmacy	2	No reason to visit pharmacy	1
Order via POD and then collect from pharmacy	1	Parking issues	1
Medication not in stock	1	Need more pharmacies	1
Nearest pharmacy is far away	1	Pharmacy is too far away	1
Shortage of pharmacists	1	Illness	1

5: How easy has it been to speak to someone at your local pharmacy over the last 18 months, during the pandemic? (Please select one answer)

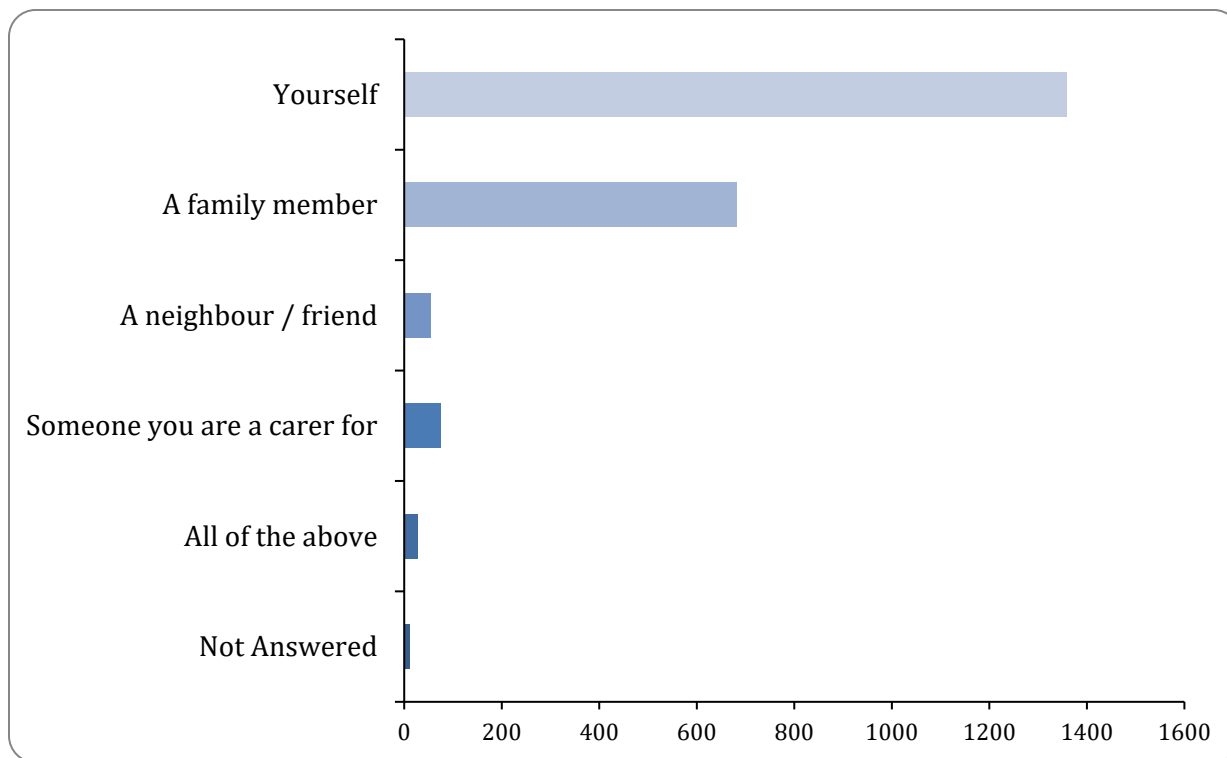
There were 1515 responses to this part of the question.



Option	Total	Percent
Very easy	450	30%
Fairly easy	420	28%
Neither easy nor difficult	288	19%
Fairly difficult	248	16%
Very difficult	109	7%

6: Who do you normally visit / contact a pharmacy for? (Please select all that apply)

There were 1511 responses to this part of the question.



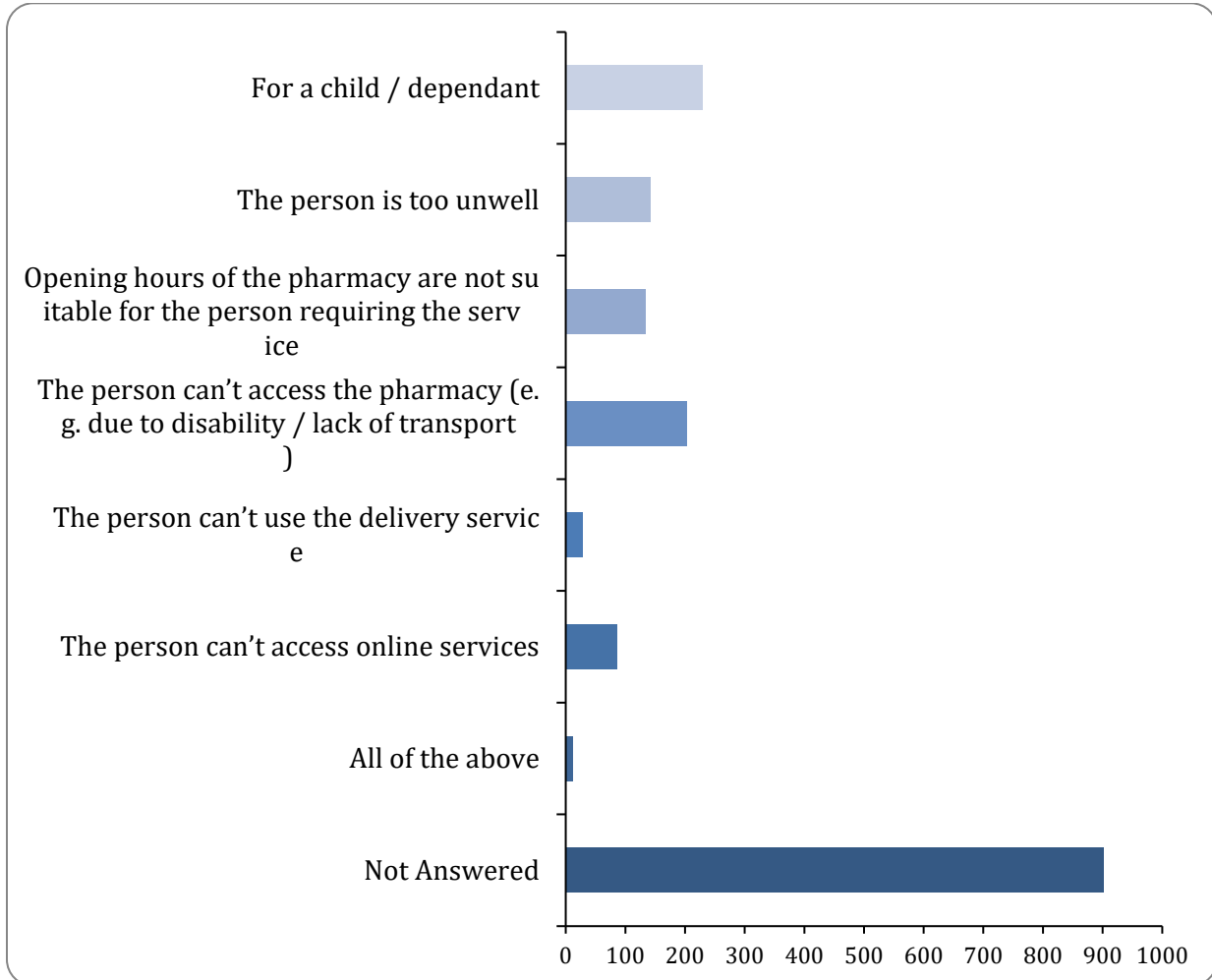
Option	Total	Percent
Yourself	1358	89%
A family member	682	45%
A neighbor / friend	54	4%
Someone you are a carer for	74	5%
All of the above	27	2%

Other, please specify

Partner / Spouse	6	Myself	3
Children	2	Community Members	2
Neighbour	1		

7: If you normally visit / contact a pharmacy on behalf of someone else, please give a reason why? (Please select all that apply)

There were 620 responses to this part of the question.



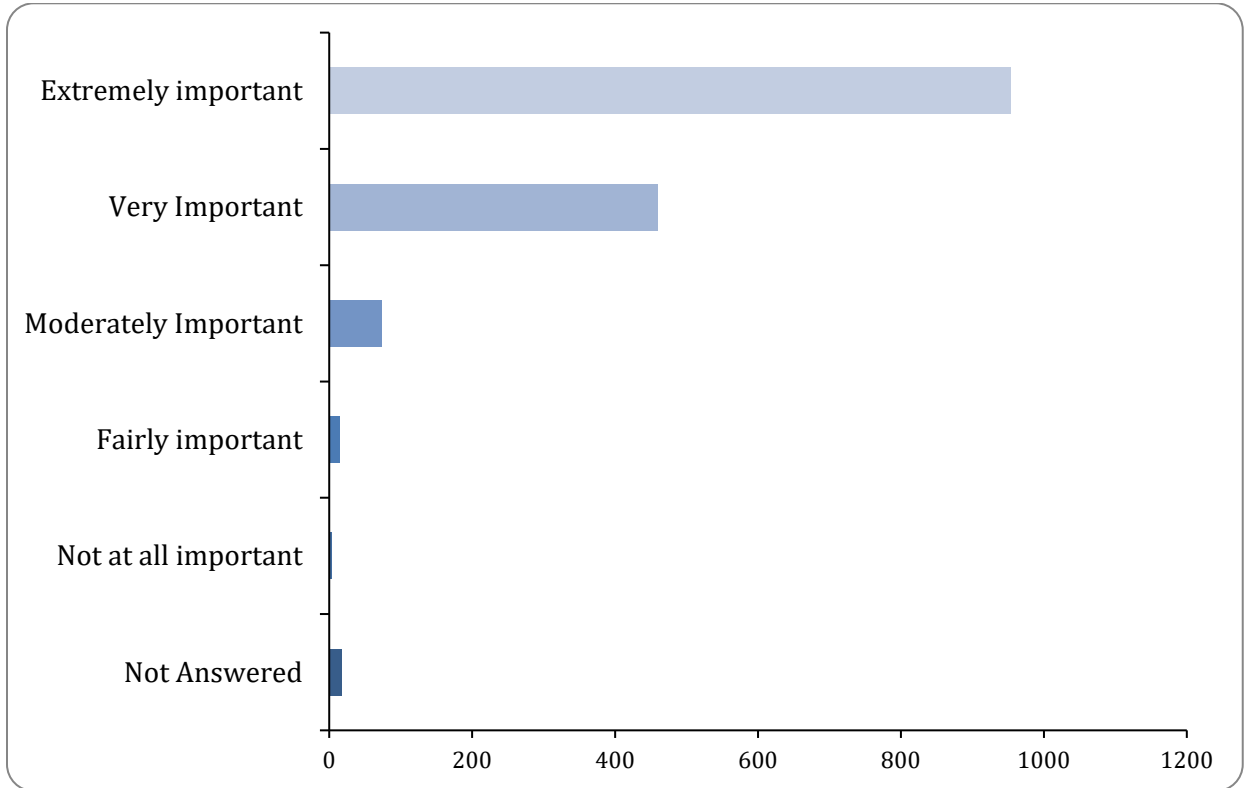
Option	Total	Percent
For a child / dependent	229	37%
The person is too unwell	143	23%
Opening hours of the pharmacy are not suitable for the person requiring the service	134	22%
The person can't access the pharmacy (e.g. due to disability / lack of transport)	203	33%
The person can't use the delivery service	28	5%
The person can't access online services	86	14%
All of the above	12	2%

Other, please specify

Collect family member's prescription together to save time	52	Convenient	22
COVID Precautions	9	At work	7
Disability	5	Help out	5
Elderly neighbours	4	Don't visit for anyone else	4
Avoid home delivery charges	2	Need to intervene with pharmacy due to poor service and mistakes	2
Elderly family members due to frailty	2	Low immunity and vulnerable	2
Pharmacy too busy during opening times	2	Share transport	1
Patient is isolating	1	Accessibility	1
Collect medications	1	Refuse home delivery due to COVID	1
Not happy with home delivery service	1	Do not drive	1
No capacity to manage own medicines	1	Work in pharmacy/surgery	1
Patient is exempt from wearing face mask	1	Controlled Drugs not able to deliver	1
For advice regarding medication instead of calling 111	1	Check if prescription is ready	1

8.1: How important are each of the following aspects to you when choosing a pharmacy? - Quality of service (friendly staff, expertise)

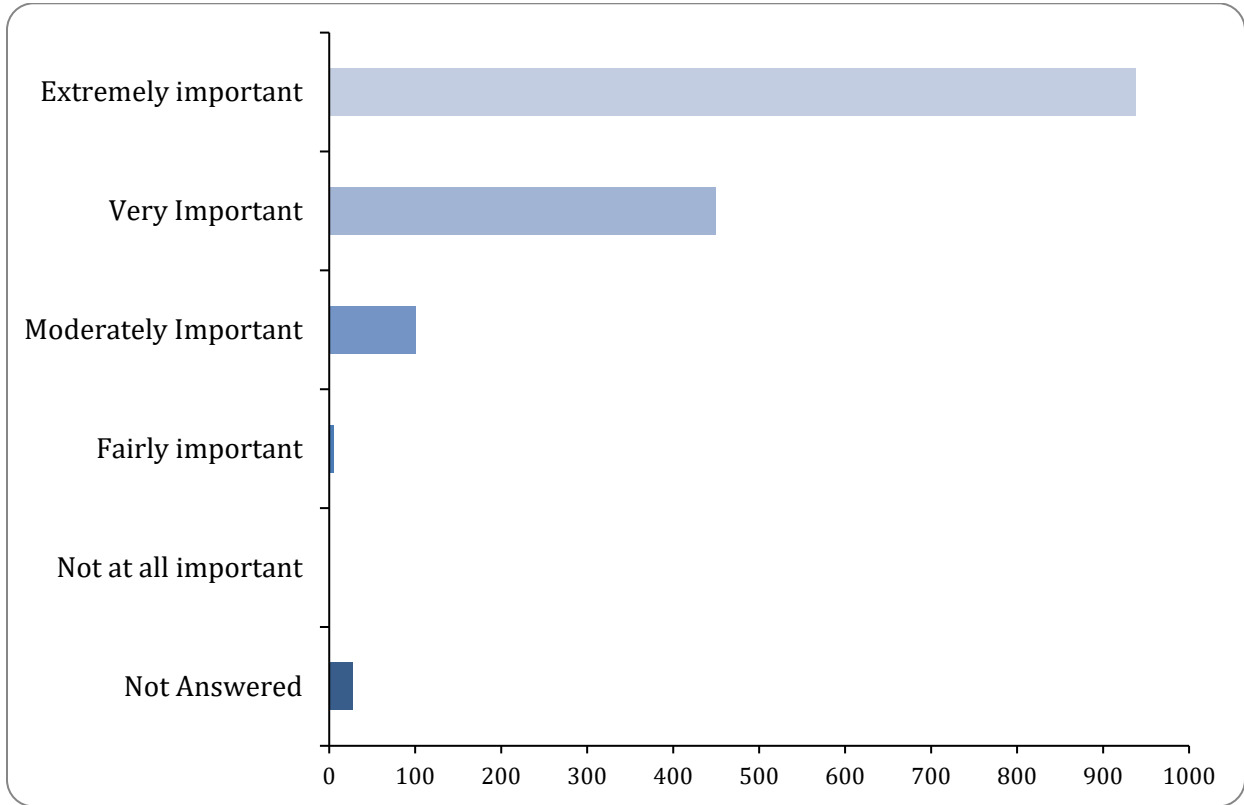
There were 1505 responses to this part of the question.



Option	Total	Percent
Extremely important	953	63%
Very Important	460	31%
Moderately Important	74	5%
Fairly important	15	1%
Not at all important	0	0%

8.2: How important are each of the following aspects to you when choosing a pharmacy? - Convenience (location, opening times)

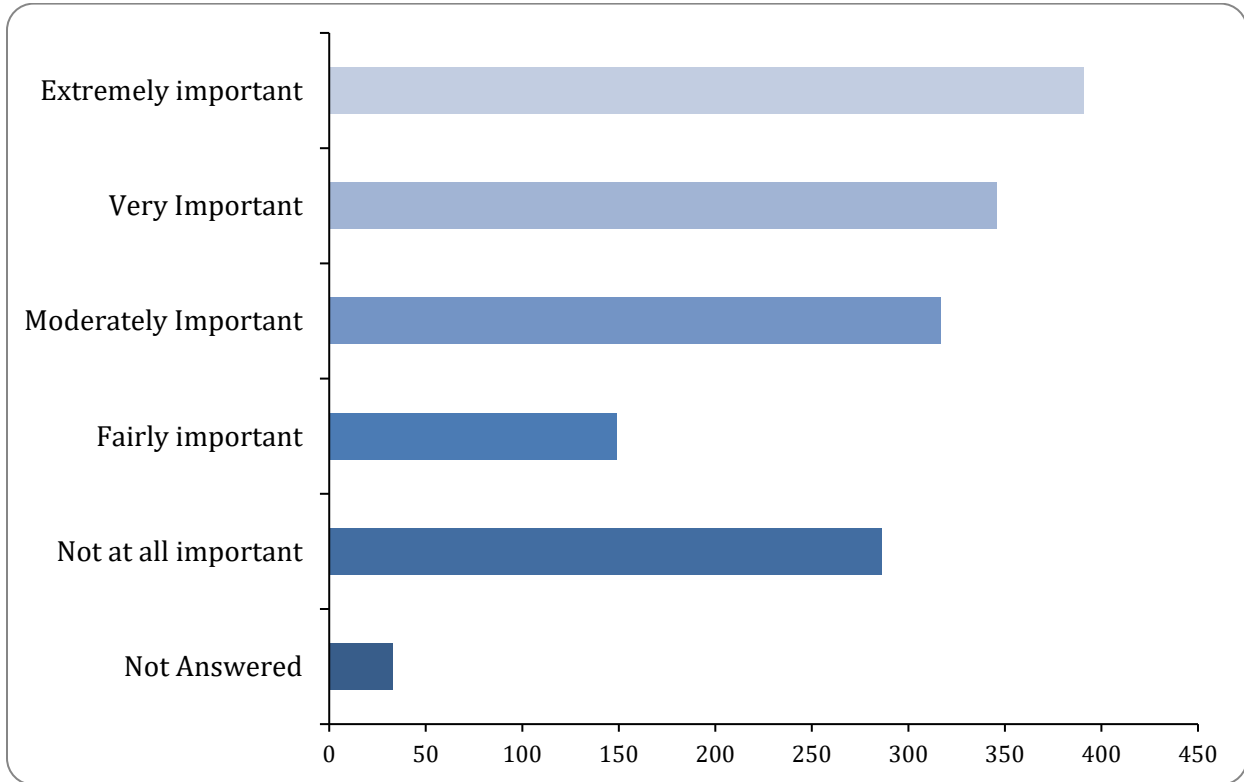
There were 1495 responses to this part of the question.



Option	Total	Percent
Extremely important	938	63%
Very Important	450	30%
Moderately Important	101	7%
Fairly important	5	0%
Not at all important	1	0%

8.3: How important are each of the following aspects to you when choosing a pharmacy? - Accessibility (languages (including British sign language, parking, clear signage, wheelchair / buggy access)

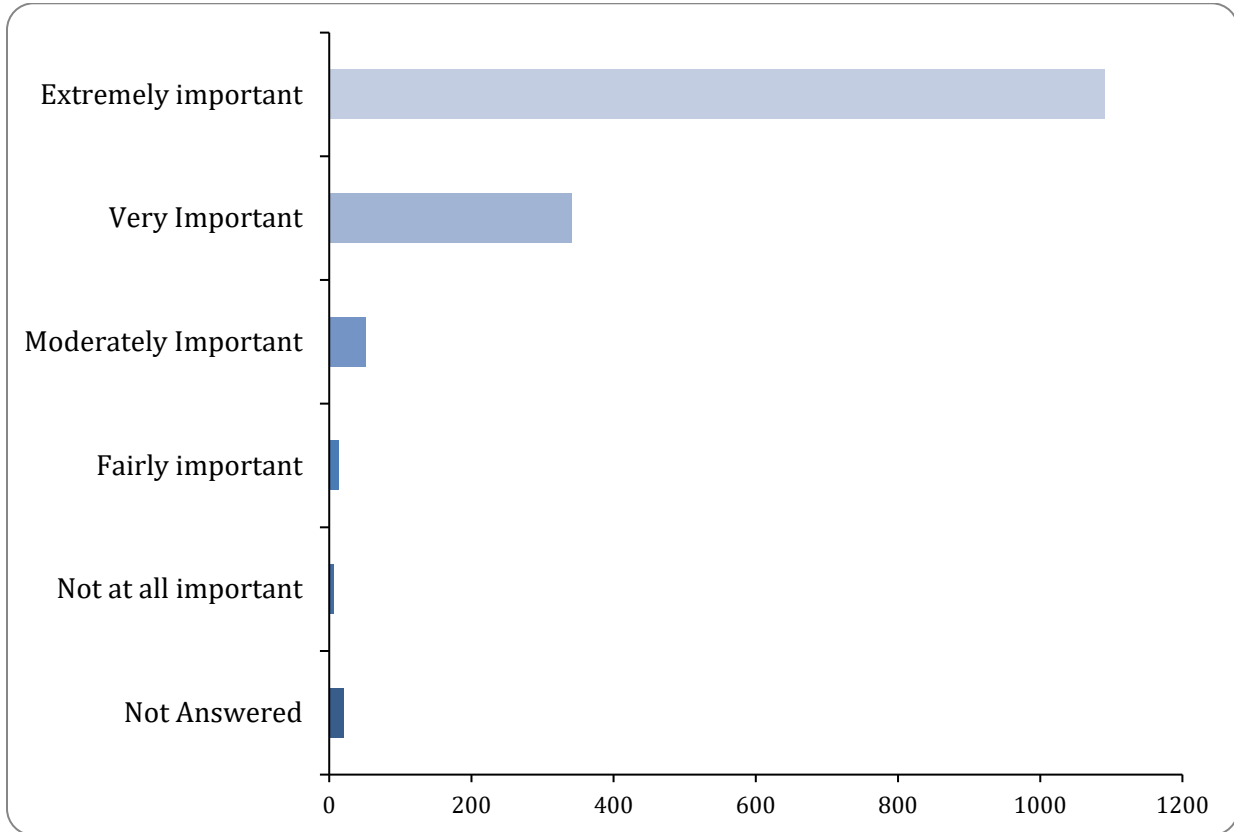
There were 1489 responses to this part of the question.



Option	Total	Percent
Extremely important	391	26%
Very Important	346	23%
Moderately Important	317	21%
Fairly important	149	10%
Not at all important	286	19%

8.4: How important are each of the following aspects to you when choosing a pharmacy? - Availability of medication / services (stocks, specific services)

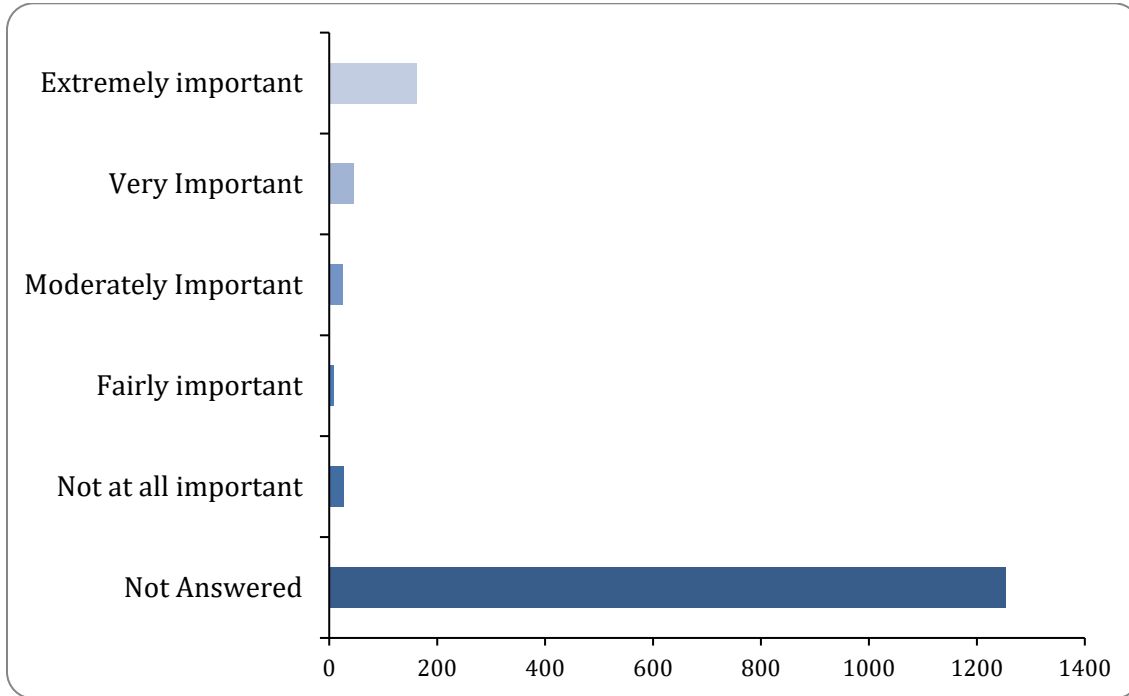
There were 1502 responses to this part of the question.



Option	Total	Percent
Extremely important	1091	72%
Very Important	341	23%
Moderately Important	51	3%
Fairly important	13	1%
Not at all important	6	0%

8.5: How important are each of the following aspects to you when choosing a pharmacy? - Other

There were 268 responses to this part of the question.



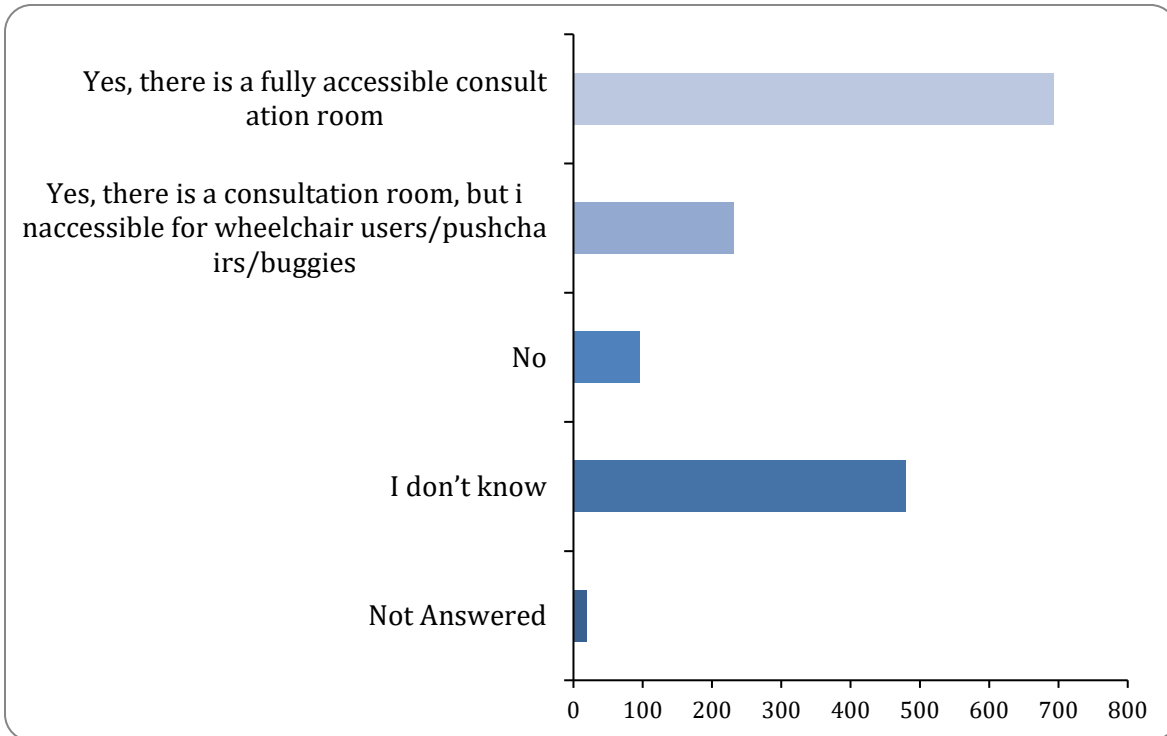
Option	Total	Percent
Extremely important	162	60%
Very Important	46	17%
Moderately Important	25	9%
Fairly important	8	3%
Not at all important	27	10%

Please specify:

Good service and polite staff	17	Efficient and accurate prescription dispensing	16
Avoid long waiting time	13	Pharmacist available all the time on site	12
Quick prescription dispensing	11	Good staffing	10
Knowledgeable and competent staff	9	Remain open during opening hours and not closed	8
Home delivery service	7	Pharmacist available to consult	7
Parking facilities including space for cycles	6	Stock all medications	6
Stock other products, e.g., cosmetics, vitamins, household products, over the counter medications	6	Pharmacy has good relationship with GP surgeries	5
Additional Services, e.g., weight scale, flu vaccine	5	Repeat prescription service available	5
Next to GP surgery/In GP surgery	4	Prescription is ready for collection	4
Speedy customer service	4	Provide shelter when queuing for pharmacy	4
No staff shortages	4	Collection time when prescription will be ready	3
Knowledge of medication	3	COVID protocols	2
Telephone calls are answered	2	Private consultation room	2
Local pharmacy close to home	2	Privacy to speak to pharmacist	2
Easy access to pharmacy	2	Emergency help provided	2
Confidentiality maintained	2	Professional service provided	2
Good relationship with pharmacy	1	Staff to wear ID badges	1
Notified online when prescription ready	1	Recommend alternate brand	1
Good relationship with GP surgeries	1	Good over the counter advice	1
Able to source specialist medicines as a group	1	Priority given to elderly patients	1
Waiting time reduced to less than 15 mins	1	Weekend opening hours	1
Honest staff	1	Chairs available for elderly	1
Social distancing in pharmacy	1	Guidance on how to order medication	1
Pharmacy to message when prescription is ready	1	Medication available for poor swallow	1
24 hours opening hours	1	Vegan Medication	1

9: Is there a consultation room in your local community pharmacy, and is it fully accessible to wheelchair users, pushchairs/buggies, or to people with other accessibility needs (e.g. sight or hearing loss, translation services)? (Please select one answer)

There were 1502 responses to this part of the question.



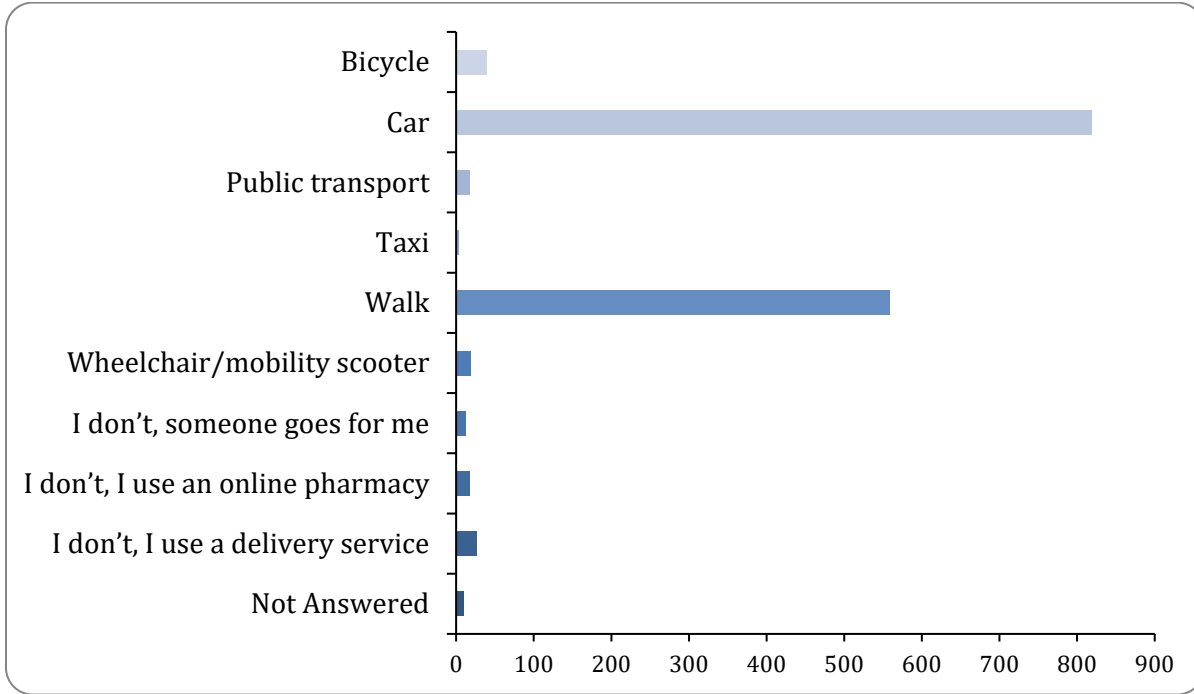
Option	Total	Percent
Yes, there is a fully accessible consultation room	694	46%
Yes, there is a consultation room, but inaccessible for wheelchair users/pushchairs/buggies	232	15%
No	96	6%
I don't know	480	32%

Any other comments you would like to make about the consultation room?

Very small consultation room, no accessibility	26	Not fully accessible consultation room	21
No privacy in consultation room.	18	Not used this facility	10
My pharmacy is in doctor's surgery, no consultation room	9	Fully accessible consultation room	7
Consultation room used as a storeroom	7	Not sure	6
No consultation room	5	Good consultation room	4
Consultation room closed	3	Consultation never used as pharmacist too busy	1
Pharmacy not open due to lack of pharmacist	1		

10: How would you usually travel to the pharmacy? (Please select one answer)

There were 1512 responses to this part of the question.



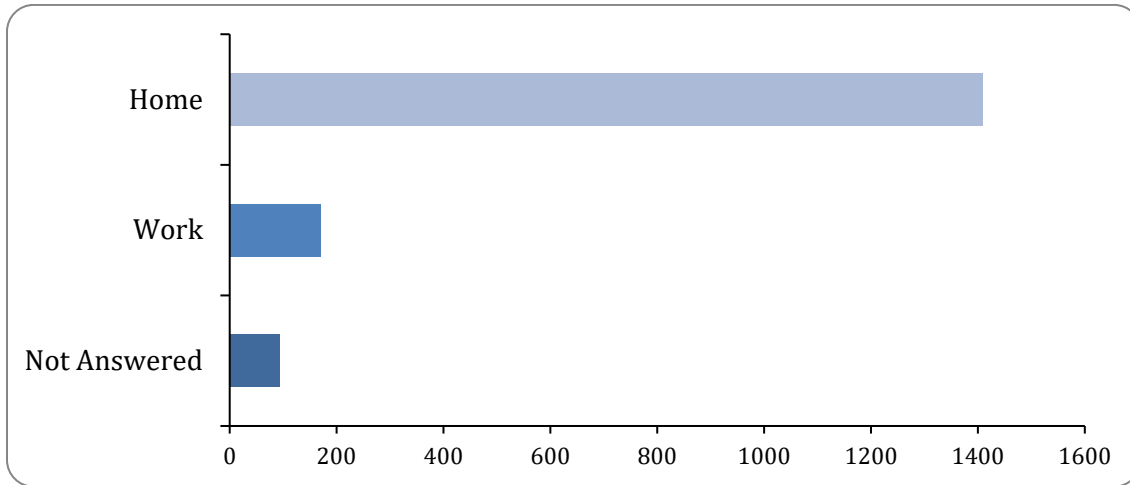
Option	Total	Percent
Bicycle	39	3%
Car	819	54%
Public transport	17	1%
Taxi	3	0%
Walk	558	37%
Wheelchair/mobility scooter	19	1%
I don't, someone goes for me	12	1%
I don't, I use an online pharmacy	18	1%
I don't, I use a delivery service	27	2%

Other, please specify

Car	10	Walk	5
Cycle	4	No public transport	2
Husband collects	1	Moped	1
Bus	1	Husband collects	1

11: If you travel to a pharmacy, where do you travel from? (Please select all that apply)

There were 1429 responses to this part of the question.



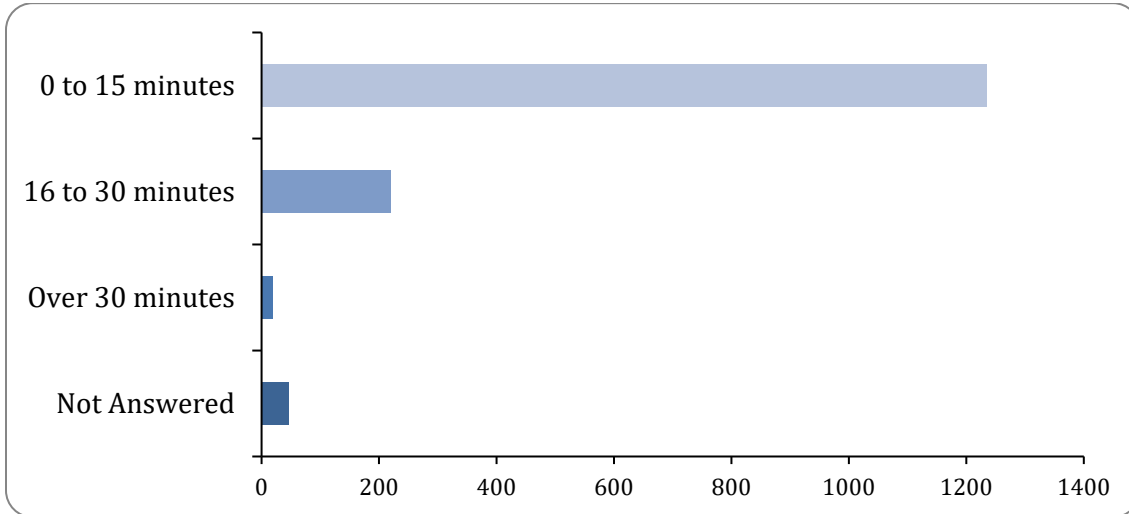
Option	Total	Percent
Home	1409	99%
Work	171	12%

Other, please specify:

Home	6	Work	5
Anywhere	2	Shopping	1
Day out	1	Doctors	1

12: On average, how long does it take you to travel to a pharmacy? (Please select one answer)

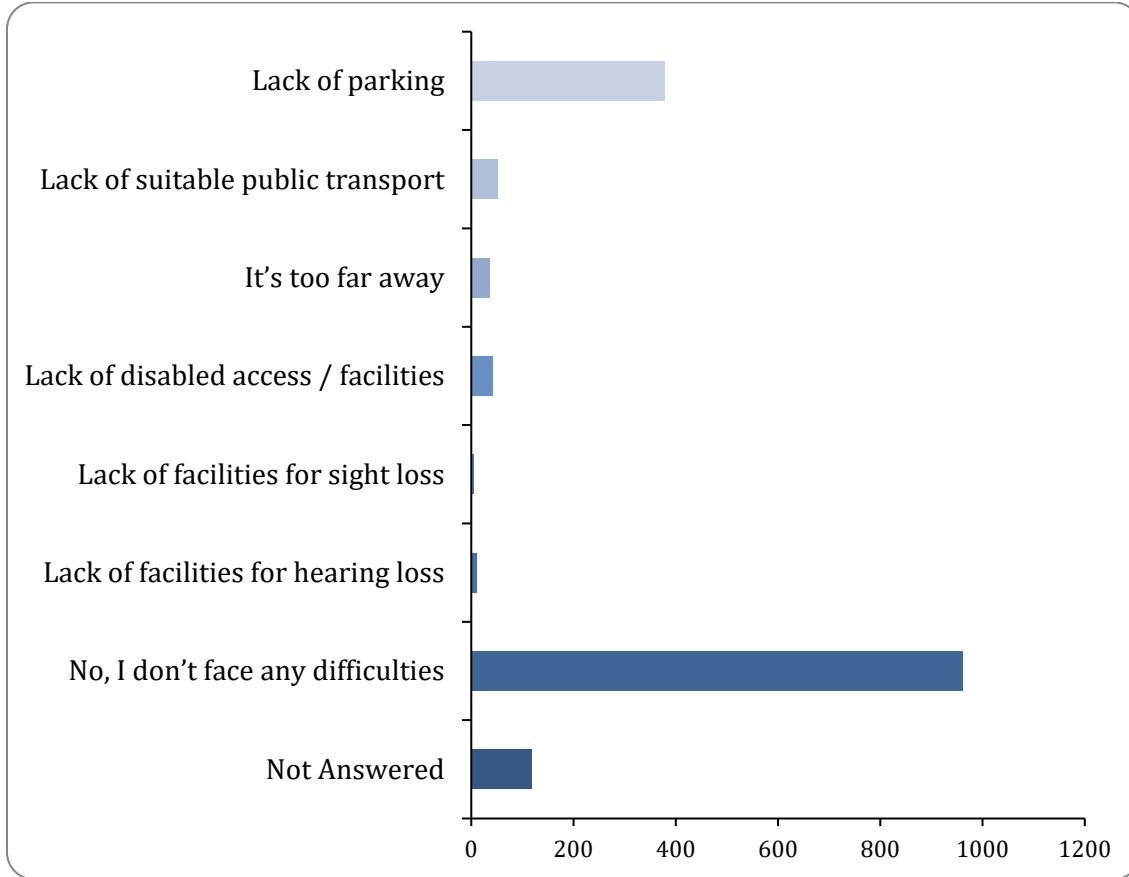
There were 1475 responses to this part of the question.



Option	Total	Percent
0 to 15 minutes	1235	84%
16 to 30 minutes	221	15%
Over 30 minutes	19	1%

13: Do you face any difficulties when travelling to a pharmacy? (Please select all that apply)

There were 1403 responses to this part of the question.



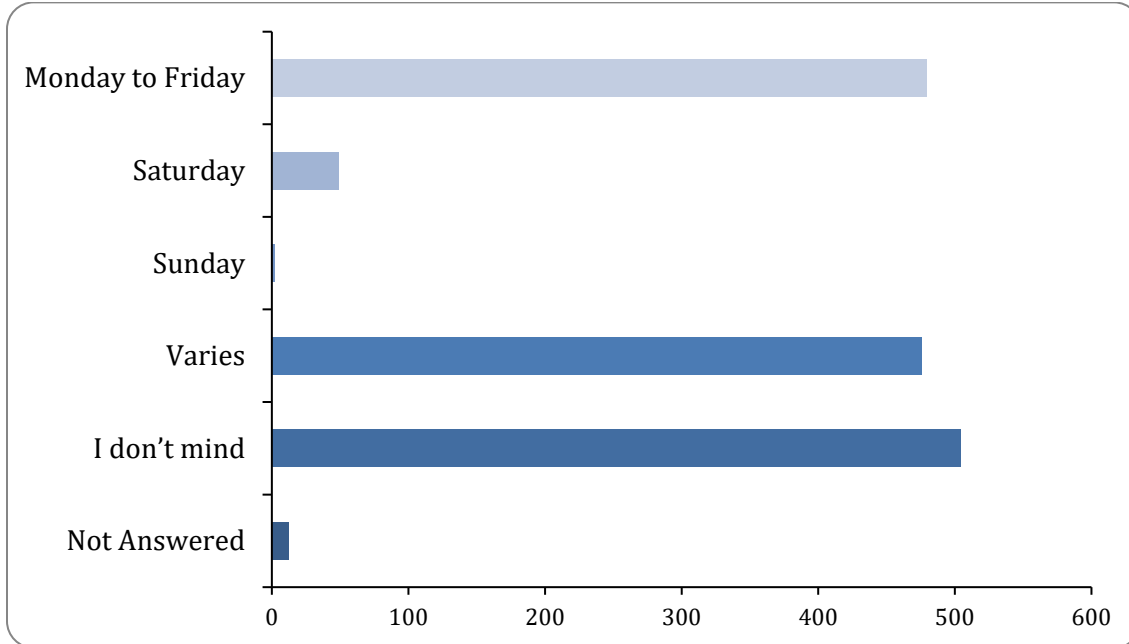
Option	Total	Percent
Lack of parking	379	27%
Lack of suitable public transport	52	4%
It's too far away	36	3%
Lack of disabled access / facilities	42	3%
Lack of facilities for sight loss	5	0%
Lack of facilities for hearing loss	11	1%
No, I don't face any difficulties	961	68%

Other, please specify

Parking issues	8	Pharmacies closed during opening hours	8
Car park is full	4	Crossing a busy main road	4
Difficulty to access car park	3	Weather	2
Limited opening hours	2	Easy access for pushchairs	2
Difficulty due to busy roads and uneven surfaces	2	Rely on someone to take me to pharmacy. Don't drive	1
Scooter parking	1	Long queues outside pharmacy	1
Lack of buses	1	No COVID protocols	1
Not enough disabled bay	1	Cost of taxi	1
No parking	1		

14: What days are you able to visit / contact a pharmacy? (Please select one answer)

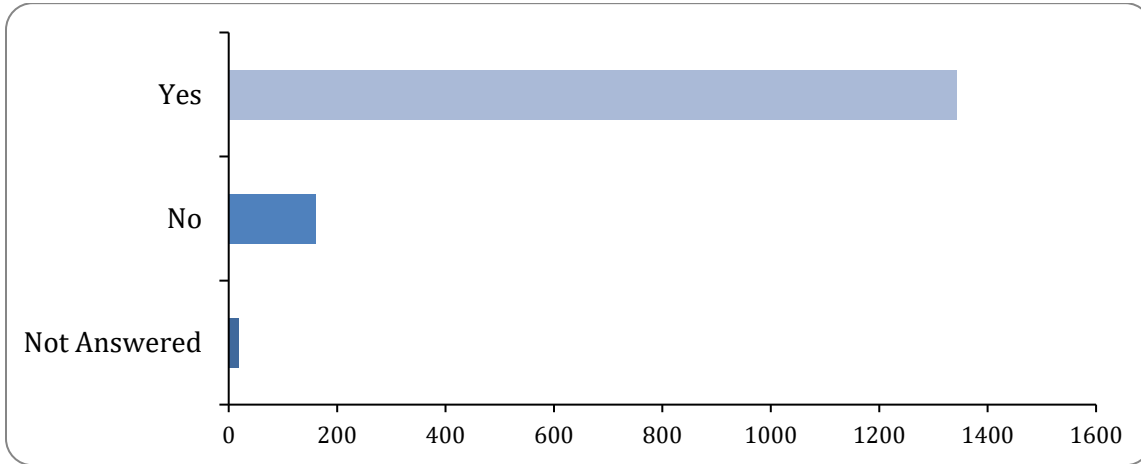
There were 1510 responses to this part of the question.



Option	Total	Percent
Monday to Friday	479	32%
Saturday	49	3%
Sunday	2	0%
Varies	476	32%
I don't mind	504	33%

15: Is your preferred pharmacy open on the most convenient day for you? (Please select one answer)

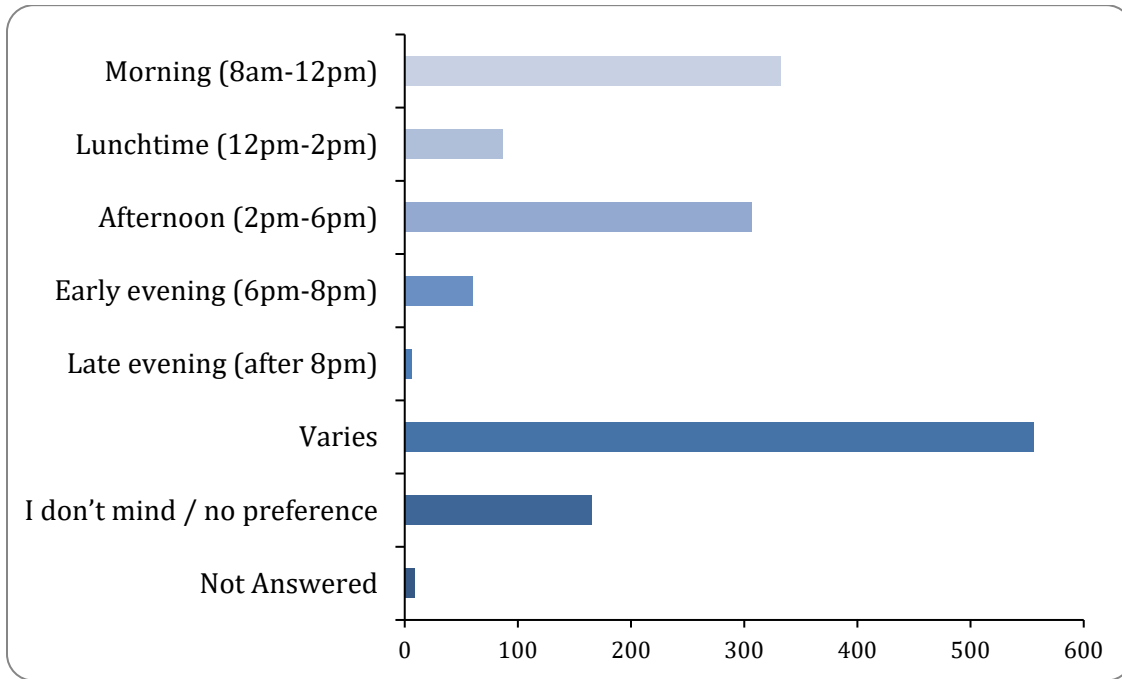
There were 1504 responses to this part of the question.



Option	Total	Percent
Yes	1343	89%
No	161	11%

16: What time of the day do you normally visit / contact a pharmacy? (Please select one answer)

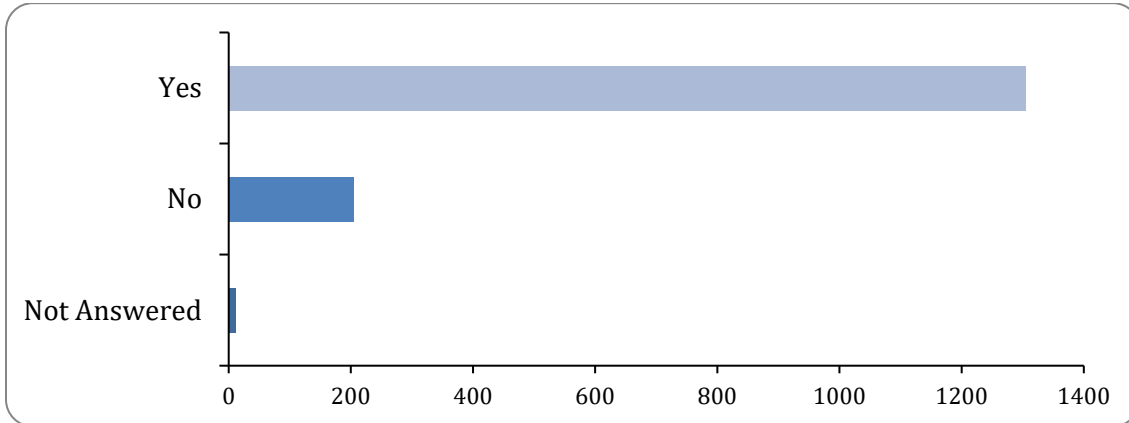
There were 1513 responses to this part of the question.



Option	Total	Percent
Morning (8am-12pm)	332	22%
Lunchtime (12pm-2pm)	87	6%
Afternoon (2pm-6pm)	307	20%
Early evening (6pm-8pm)	60	4%
Late evening (after 8pm)	6	0%
Varies	556	37%
I don't mind / no preference	165	11%

17: Is your preferred pharmacy open at a time convenient for you? (Please select one answer)

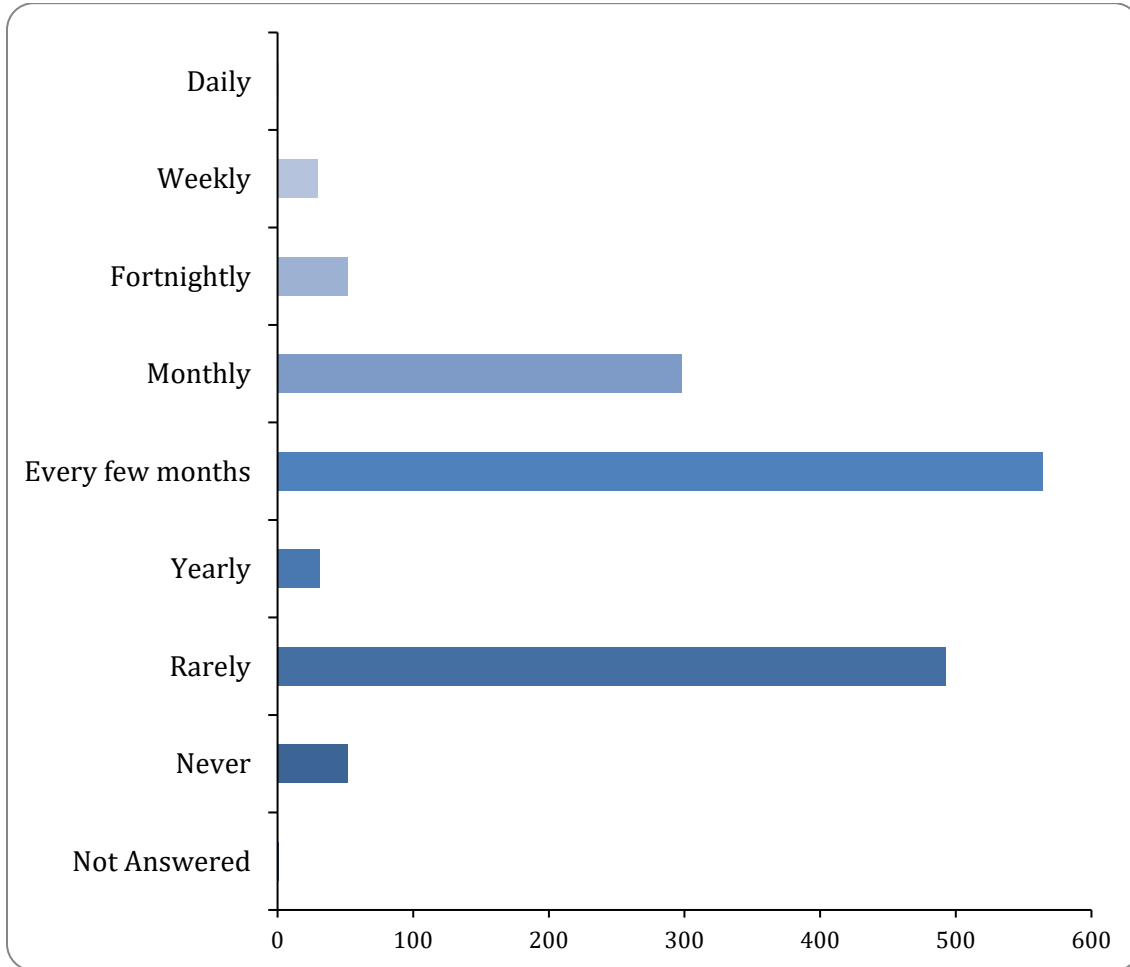
There were 1510 responses to this part of the question.



Option	Total	Percent
Yes	1305	86%
No	205	14%

18: How frequently do you buy an over the counter (i.e. non-prescription) medicine from a pharmacy? (Please select one answer)

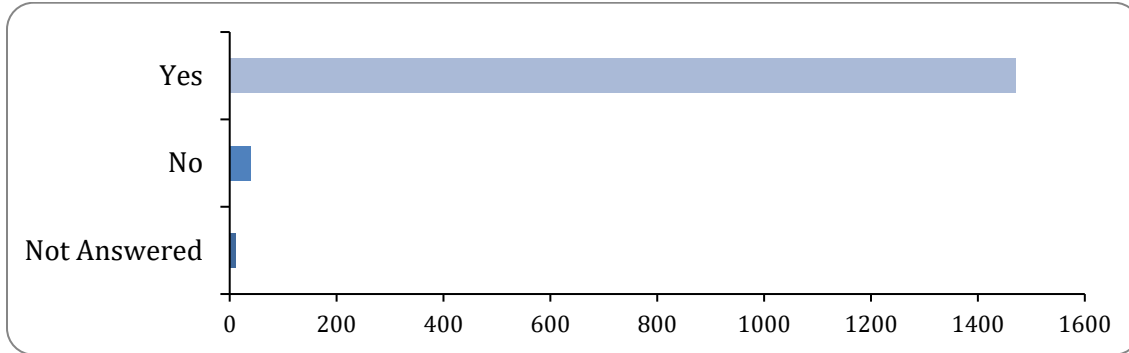
There were 1521 responses to this part of the question.



Option	Total	Percent
Daily	1	0%
Weekly	30	2%
Fortnightly	52	3%
Monthly	298	20%
Every few months	564	37%
Yearly	31	2%
Rarely	493	32%
Never	52	3%

19.1: Which of the following pharmacy services are you aware that a pharmacy may provide? - Advice from your pharmacist

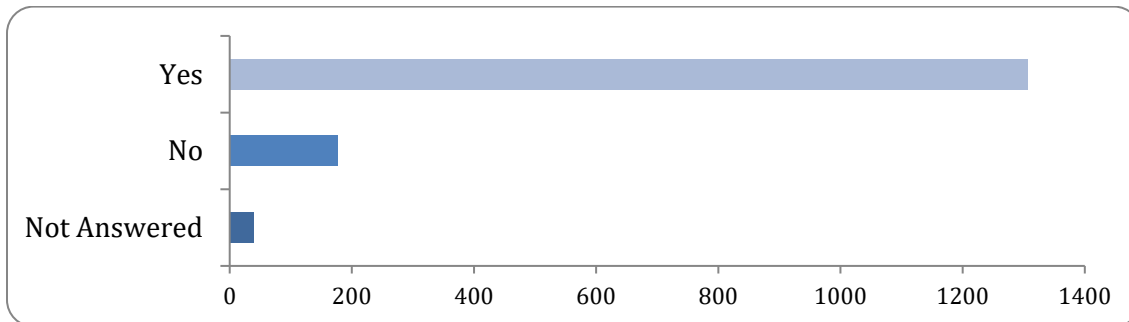
There were 1511 responses to this part of the question.



Option	Total	Percent
Yes	1471	97%
No	40	3%

19.2: Which of the following pharmacy services are you aware that a pharmacy may provide? - Covid-19 lateral flow device (LFD) distribution service

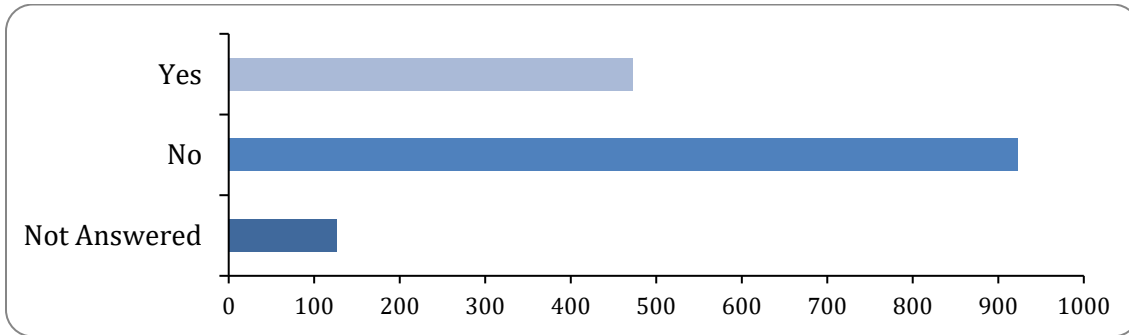
There were 1483 responses to this part of the question.



Option	Total	Percent
Yes	1306	88%
No	177	12%

19.3: Which of the following pharmacy services are you aware that a pharmacy may provide? - Covid-19 asymptomatic (showing no symptoms) testing in pharmacy, using a lateral flow device (LFD)

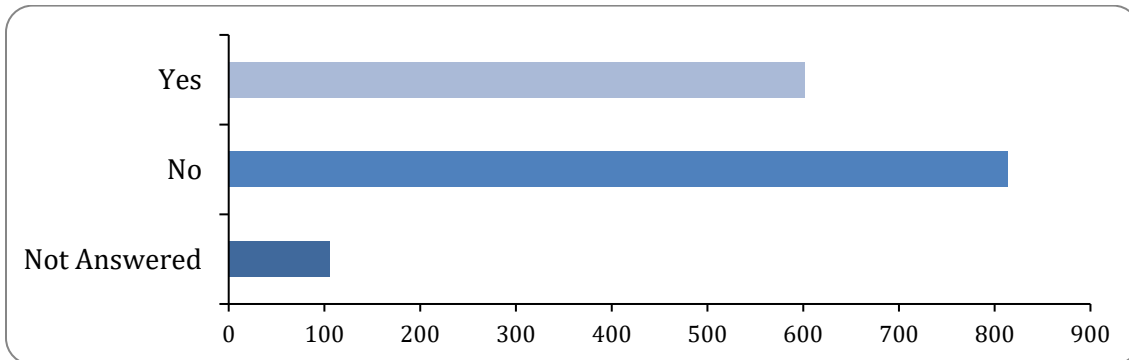
There were 1396 responses to this part of the question.



Option	Total	Percent
Yes	473	34%
No	923	66%

19.4: Which of the following pharmacy services are you aware that a pharmacy may provide? - Covid-19 vaccination services

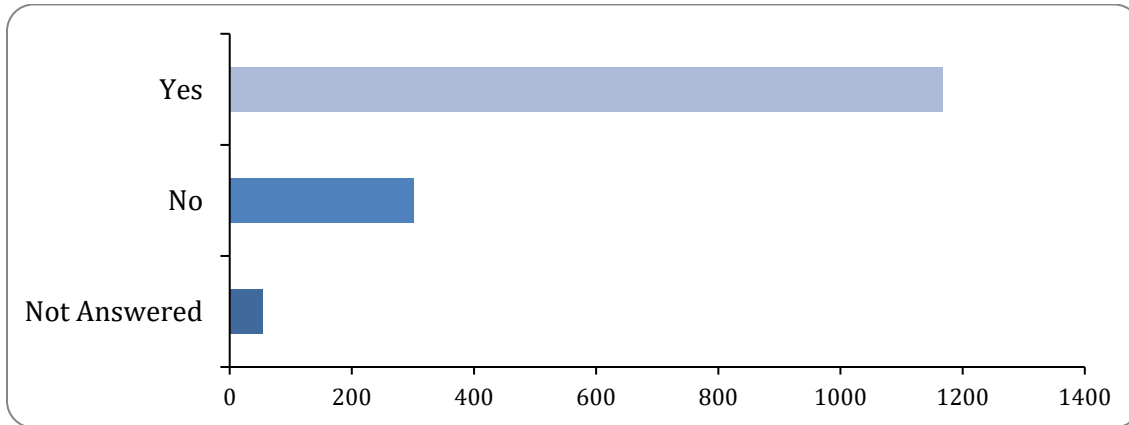
There were 1416 responses to this part of the question.



Option	Total	Percent
Yes	602	43%
No	814	57%

19.5: Which of the following pharmacy services are you aware that a pharmacy may provide? - Flu vaccination services

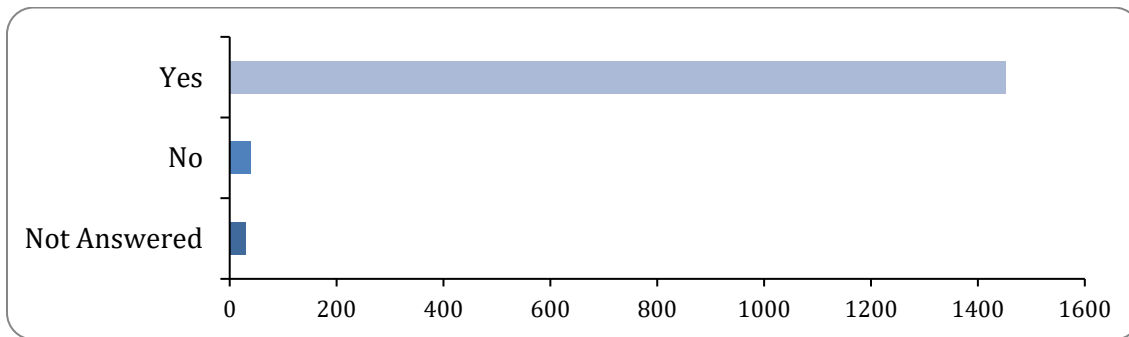
There were 1468 responses to this part of the question.



Option	Total	Percent
Yes	1167	79%
No	301	21%

19.6: Which of the following pharmacy services are you aware that a pharmacy may provide? - Buying over the counter medicines

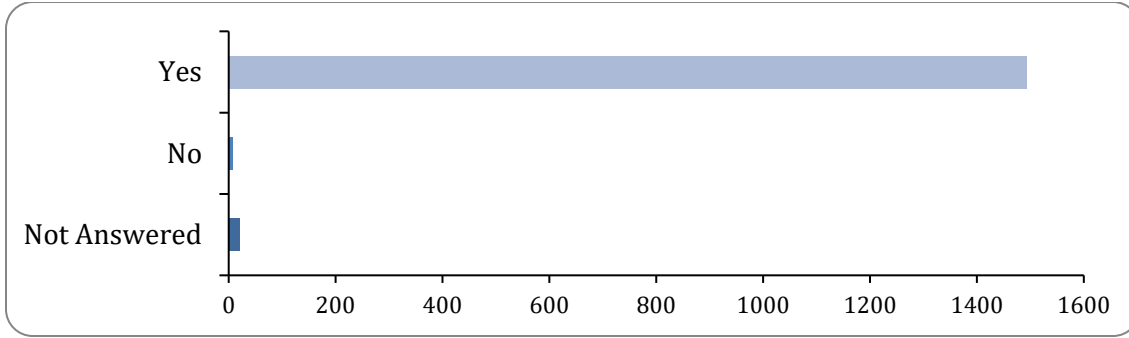
There were 1492 responses to this part of the question.



Option	Total	Percent
Yes	1453	97%
No	39	3%

19.7: Which of the following pharmacy services are you aware that a pharmacy may provide? - Dispensing prescription medicines

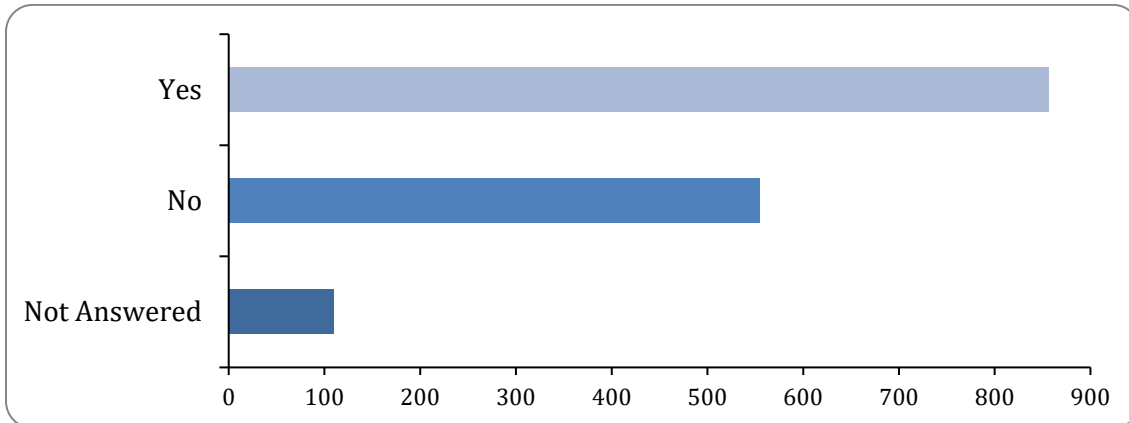
There were 1502 responses to this part of the question.



Option	Total	Percent
Yes	1494	99%
No	8	1%

19.8: Which of the following pharmacy services are you aware that a pharmacy may provide? - Dispensing appliances (items/equipment to manage health conditions)

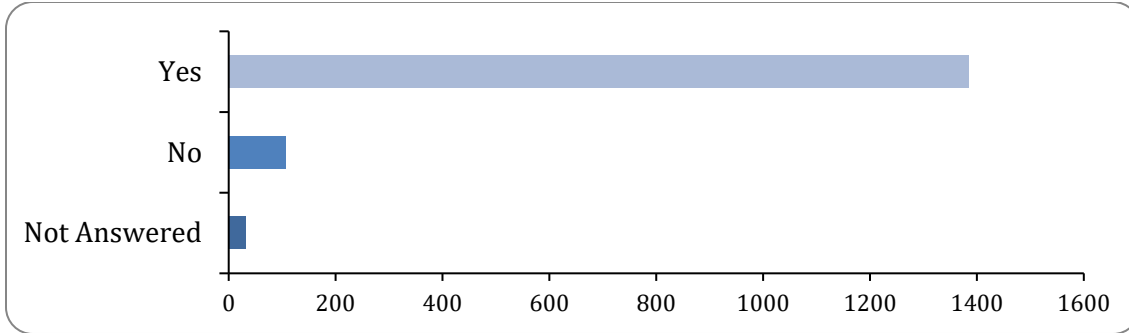
There were 1412 responses to this part of the question.



Option	Total	Percent
Yes	857	61%
No	555	39%

19.9: Which of the following pharmacy services are you aware that a pharmacy may provide? - Repeat dispensing services

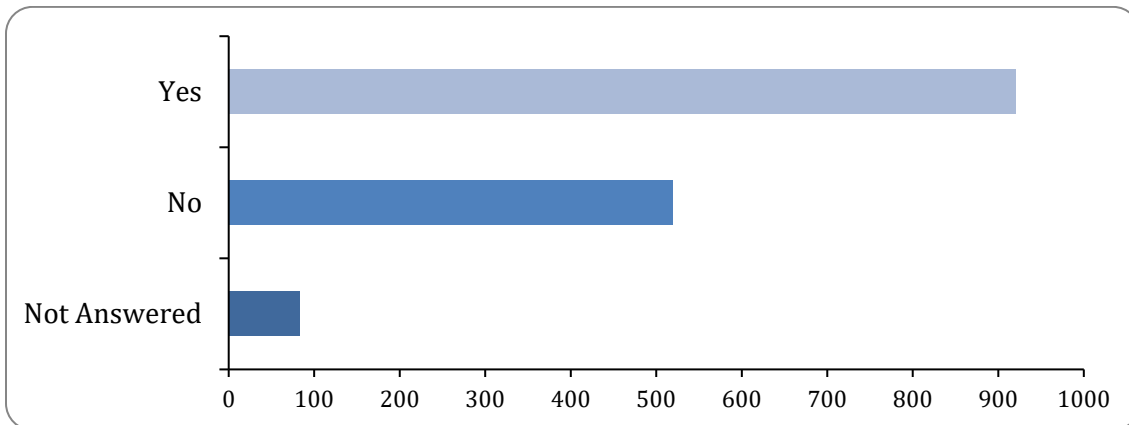
There were 1490 responses to this part of the question.



Option	Total	Percent
Yes	1384	93%
No	106	7%

19.10: Which of the following pharmacy services are you aware that a pharmacy may provide? - Home delivery and prescription collection services

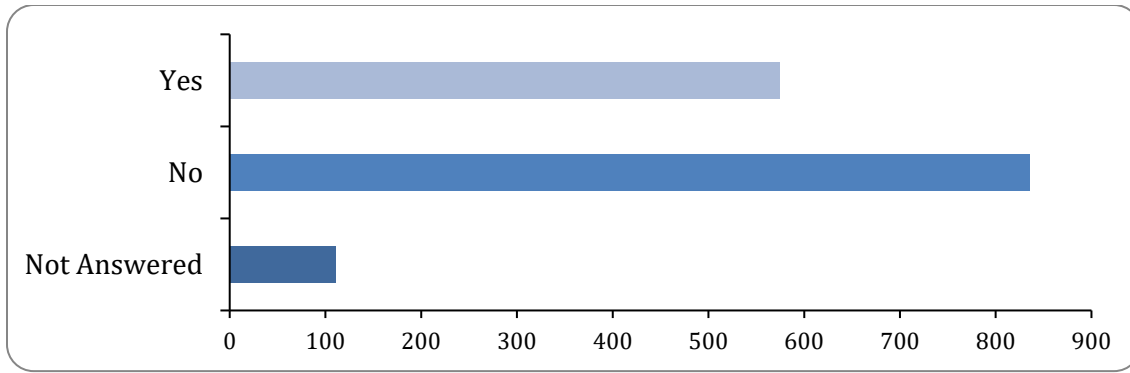
There were 1439 responses to this part of the question.



Option	Total	Percent
Yes	920	64%
No	519	36%

19.11: Which of the following pharmacy services are you aware that a pharmacy may provide? - Medication review

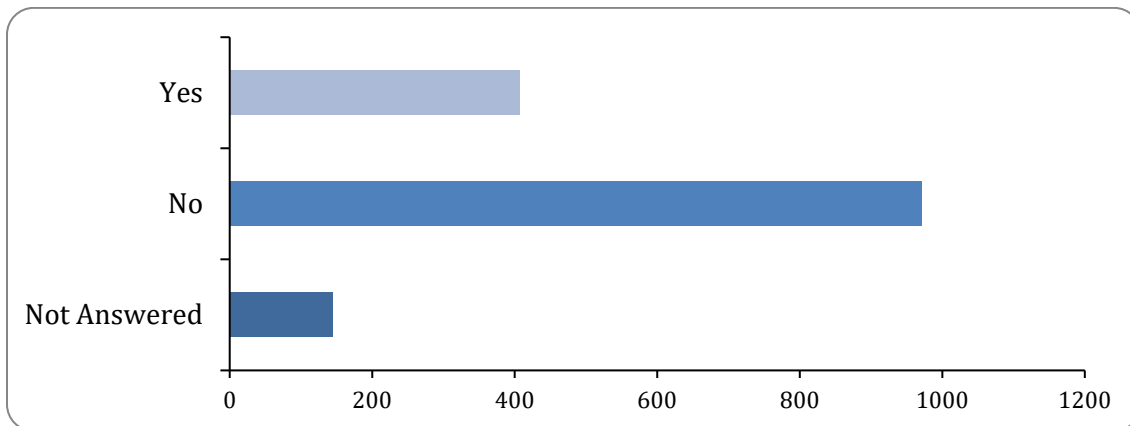
There were 1411 responses to this part of the question.



Option	Total	Percent
Yes	575	41%
No	836	59%

19.12: Which of the following pharmacy services are you aware that a pharmacy may provide? - New medicine service

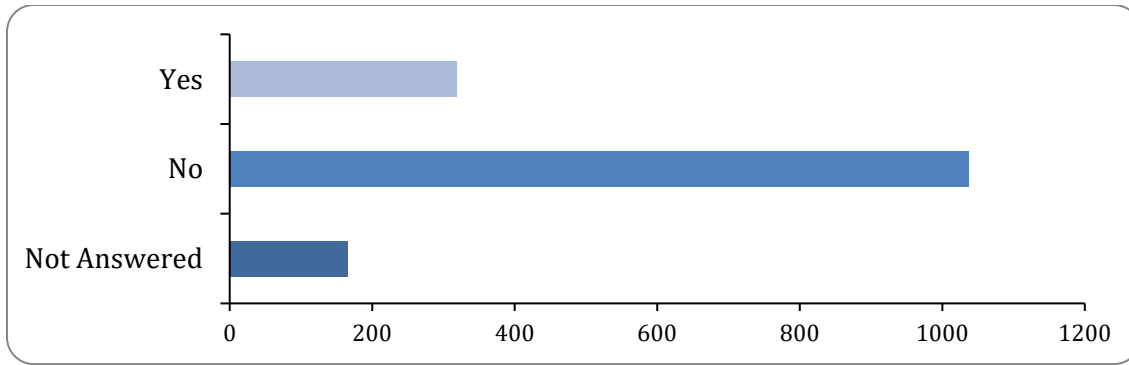
There were 1378 responses to this part of the question.



Option	Total	Percent
Yes	407	30%
No	971	70%

19.13: Which of the following pharmacy services are you aware that a pharmacy may provide? - Discharge from hospital medicines service

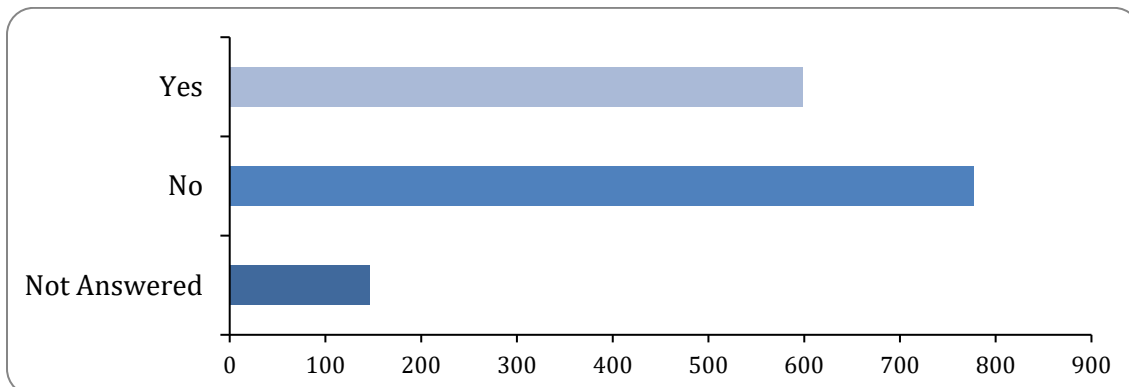
There were 1356 responses to this part of the question.



Option	Total	Percent
Yes	319	21%
No	1037	68%

19.14: Which of the following pharmacy services are you aware that a pharmacy may provide? - Emergency supply of prescription medicines

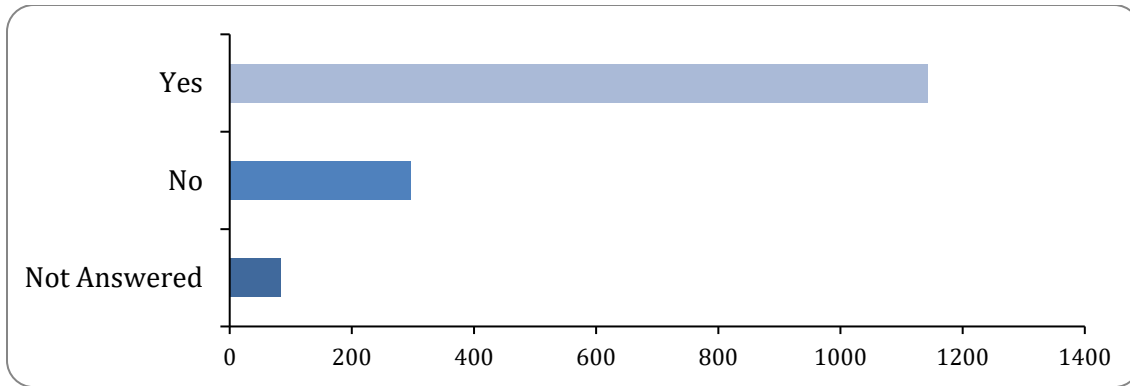
There were 1376 responses to this part of the question.



Option	Total	Percent
Yes	599	44%
No	777	56%

19.15: Which of the following pharmacy services are you aware that a pharmacy may provide? - Disposal of unwanted medicines

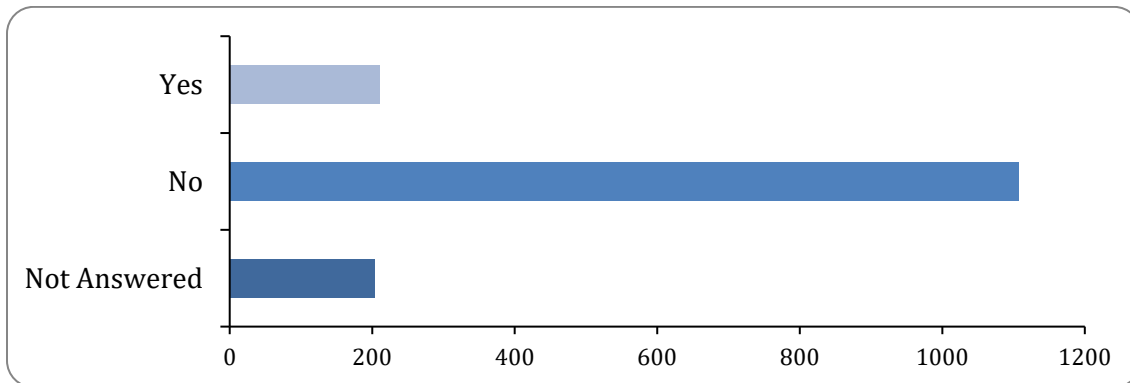
There were 1439 responses to this part of the question.



Option	Total	Percent
Yes	1143	79%
No	296	21%

19.16: Which of the following pharmacy services are you aware that a pharmacy may provide? - Appliance use review

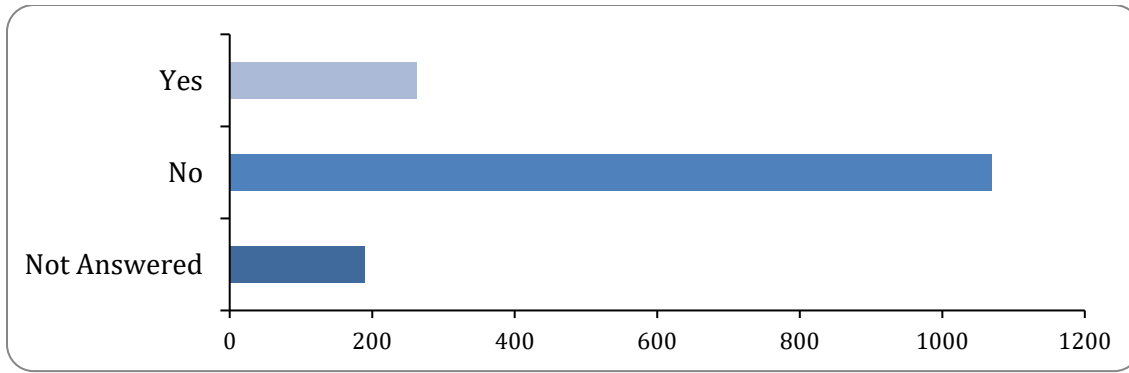
There were 1318 responses to this part of the question.



Option	Total	Percent
Yes	211	16%
No	1107	84%

19.17: Which of the following pharmacy services are you aware that a pharmacy may provide? - Community Pharmacist Consultation Service (urgent care referral)

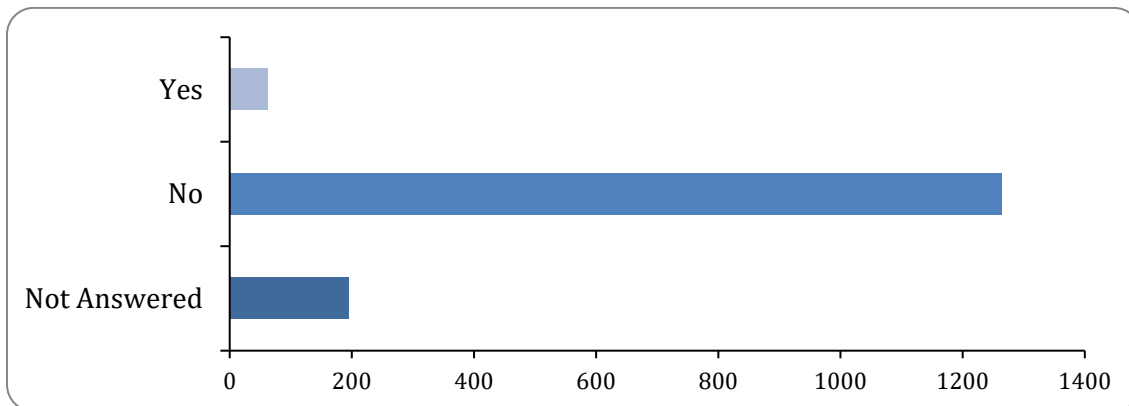
There were 1332 responses to this part of the question.



Option	Total	Percent
Yes	262	20%
No	1070	80%

19.18: Which of the following pharmacy services are you aware that a pharmacy may provide? - Hepatitis testing service

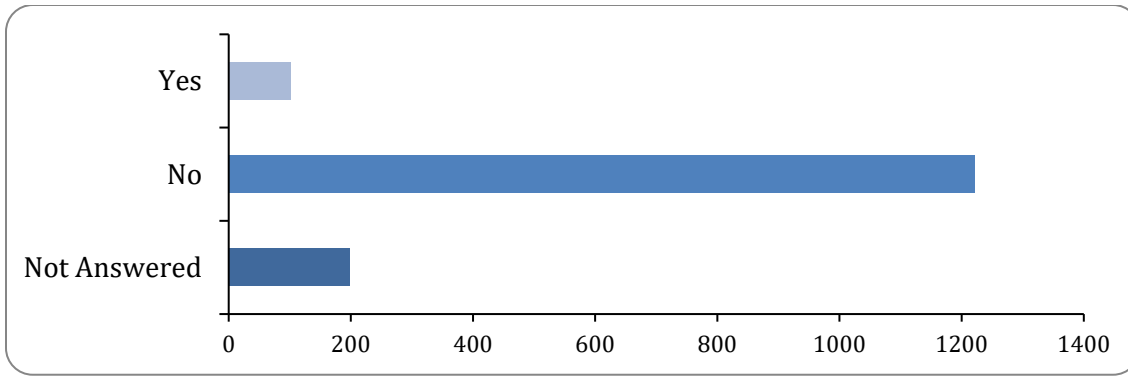
There were 1327 responses to this part of the question.



Option	Total	Percent
Yes	63	5%
No	1264	95%

19.19: Which of the following pharmacy services are you aware that a pharmacy may provide? - Stoma appliance customisation service (stoma/ostomy bag: pouch used to collect waste from the body)

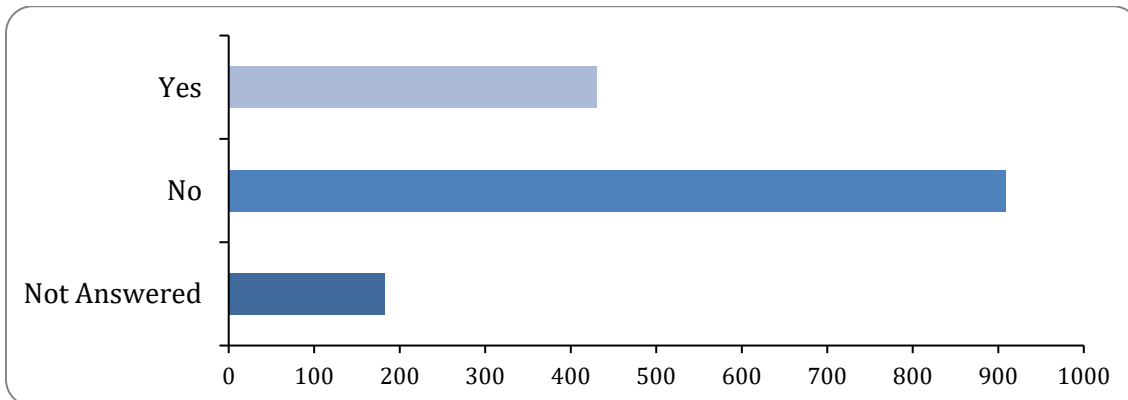
There were 1323 responses to this part of the question.



Option	Total	Percent
Yes	101	8%
No	1222	92%

19.20: Which of the following pharmacy services are you aware that a pharmacy may provide? - Needle exchange (Disposal of used needles and providing clean ones)

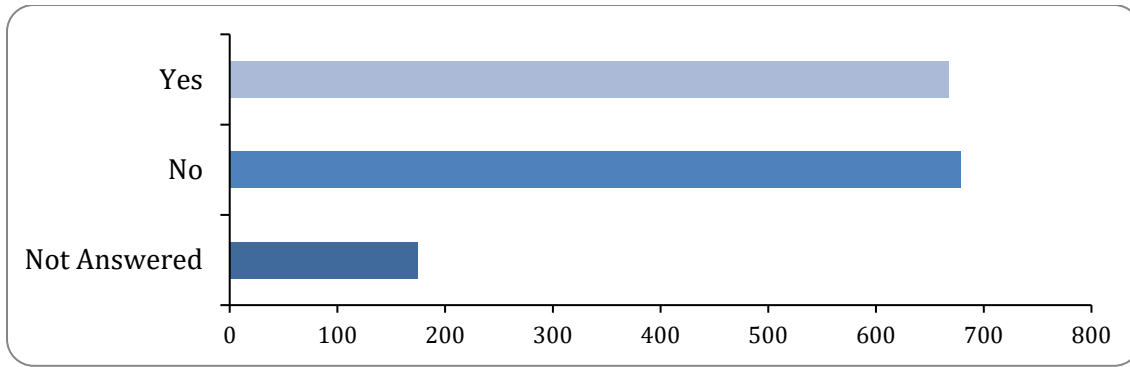
There were 1339 responses to this part of the question.



Option	Total	Percent
Yes	430	32%
No	909	68%

19.21: Which of the following pharmacy services are you aware that a pharmacy may provide? - Stopping smoking / nicotine replacement therapy

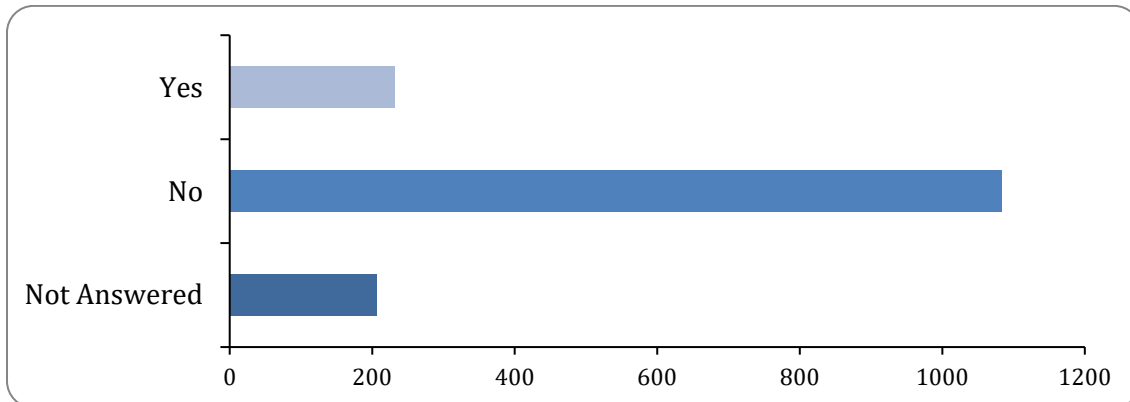
There were 1347 responses to this part of the question.



Option	Total	Percent
Yes	668	50%
No	679	50%

19.22: Which of the following pharmacy services are you aware that a pharmacy may provide? - Chlamydia testing / treatment (Sexually transmitted infections)

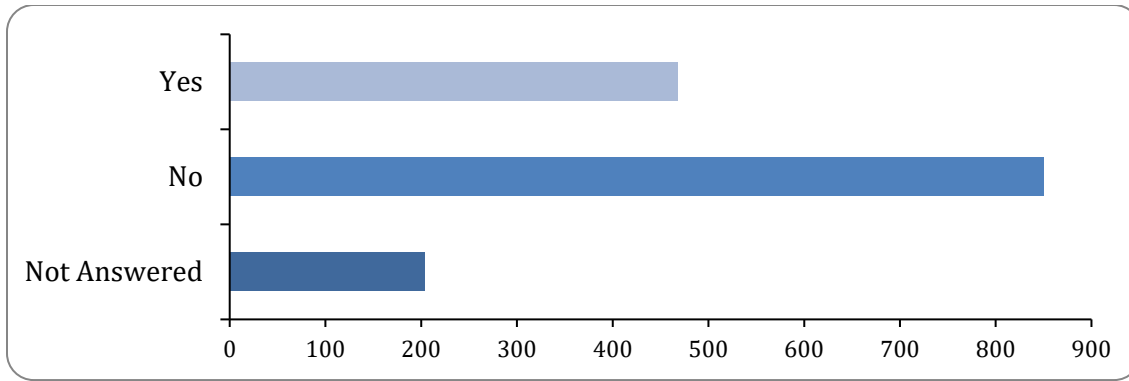
There were 1315 responses to this part of the question.



Option	Total	Percent
Yes	231	18%
No	1084	82%

19.23: Which of the following pharmacy services are you aware that a pharmacy may provide? - Condom distribution, emergency contraception

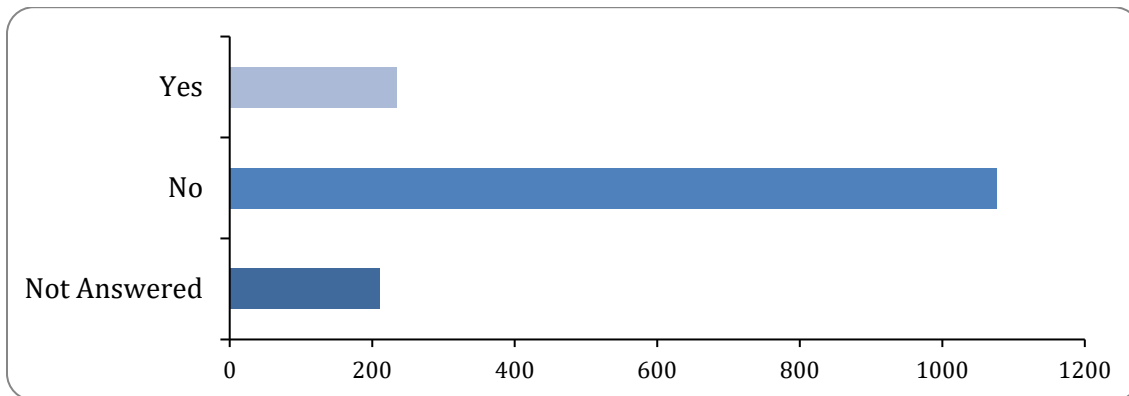
There were 1318 responses to this part of the question.



Option	Total	Percent
Yes	468	36%
No	850	64%

19.24: Which of the following pharmacy services are you aware that a pharmacy may provide? - Immediate access to specialist drugs e.g. palliative (end of life) medicines

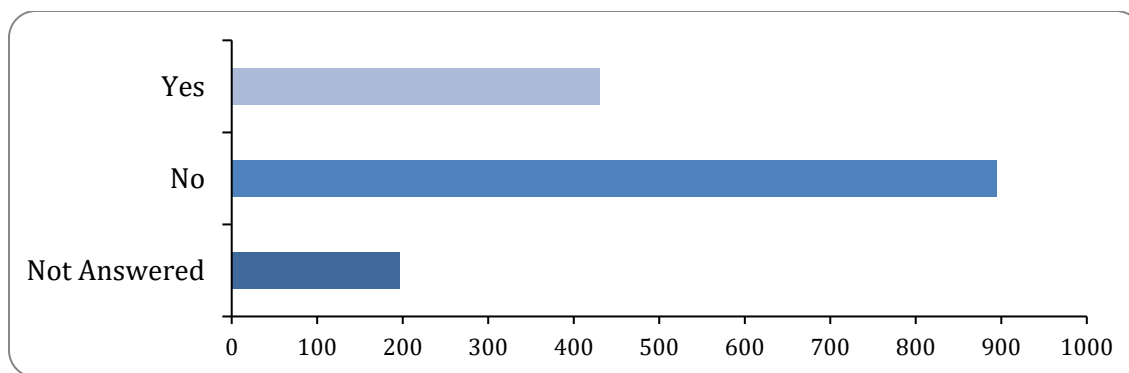
There were 1312 responses to this part of the question.



Option	Total	Percent
Yes	235	18%
No	1077	82%

19.25: Which of the following pharmacy services are you aware that a pharmacy may provide? - Supervised consumption of methadone and buprenorphine (treatment of morphine and heroin addiction)

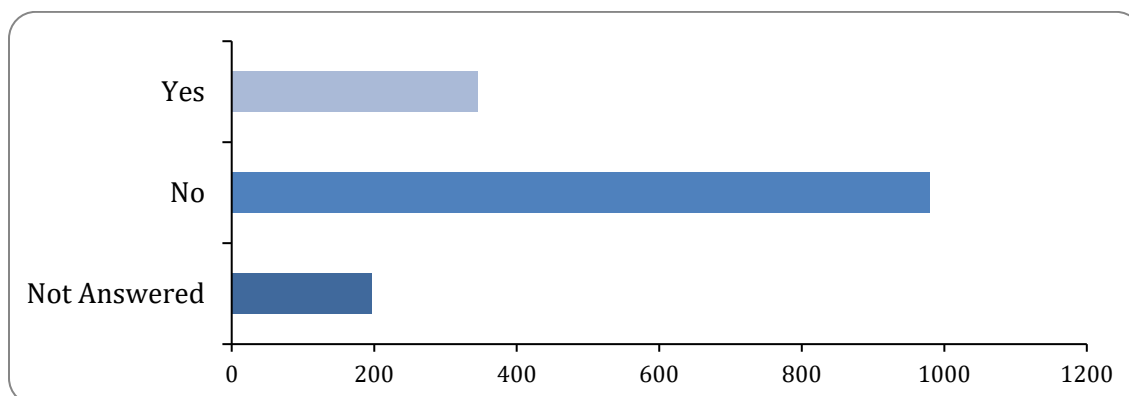
There were 1325 responses to this part of the question.



Option	Total	Percent
Yes	430	32%
No	895	68%

19.26: Which of the following pharmacy services are you aware that a pharmacy may provide? - Travel immunisation

There were 1325 responses to this part of the question.



Option	Total	Percent
Yes	346	26%
No	979	74%

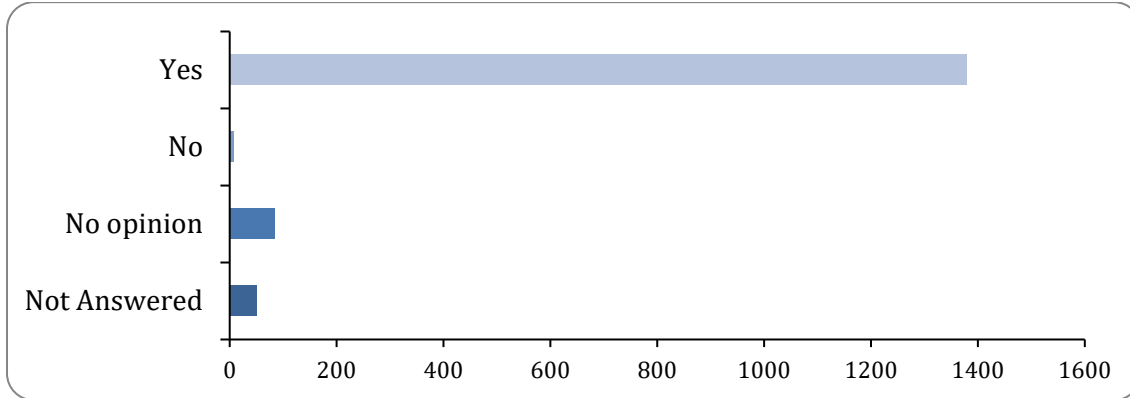
Other, please specify:

Don't know	17	Never needed any	6
Repeat prescription	5	Not relevant as pharmacy in doctor's surgery	3
Blood pressure monitoring	2	No services available	1
Palliative care medication	1	Lateral flow test kits out of stock	1

Not aware other services were available	1	Needle exchange	1
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20.1: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Advice from your pharmacist

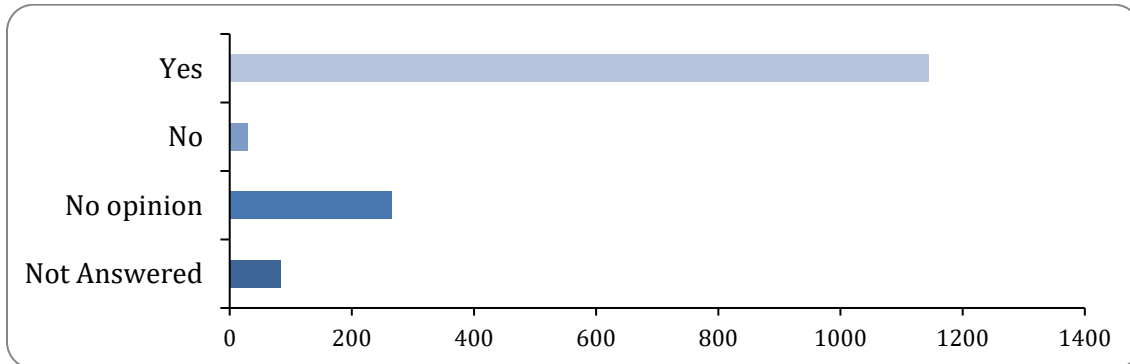
There were 1471 responses to this part of the question.



Option	Total	Percent
Yes	1379	94%
No	7	0%
No opinion	85	6%

20.2: And which of the following pharmacy services would you like to see always provided by your pharmacy? – Covid-19 lateral flow device (LFD) distribution service

There were 1438 responses to this part of the question.

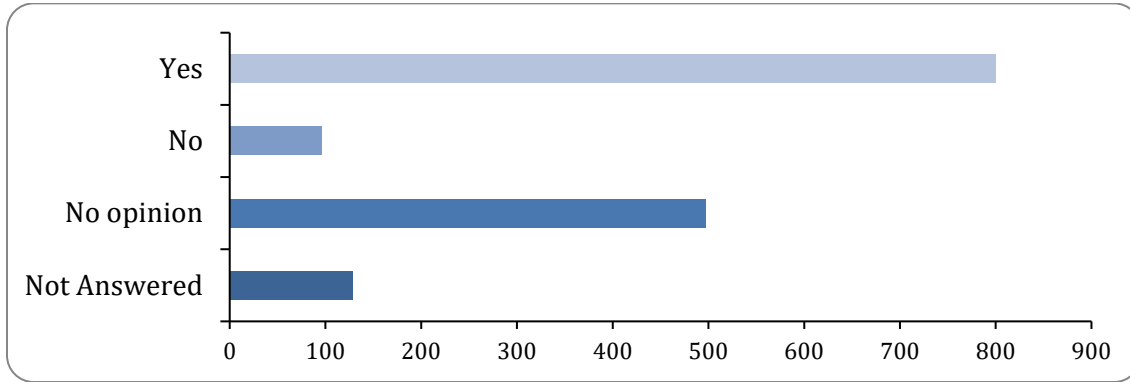


Option	Total	Percent
Yes	1144	80%
No	29	2%
No opinion	265	18%

20.3 And which of the following pharmacy services would you like to see always provided

by your pharmacy? - Covid-19 asymptomatic (showing no symptoms) testing in pharmacy, using a lateral flow device (LFD)

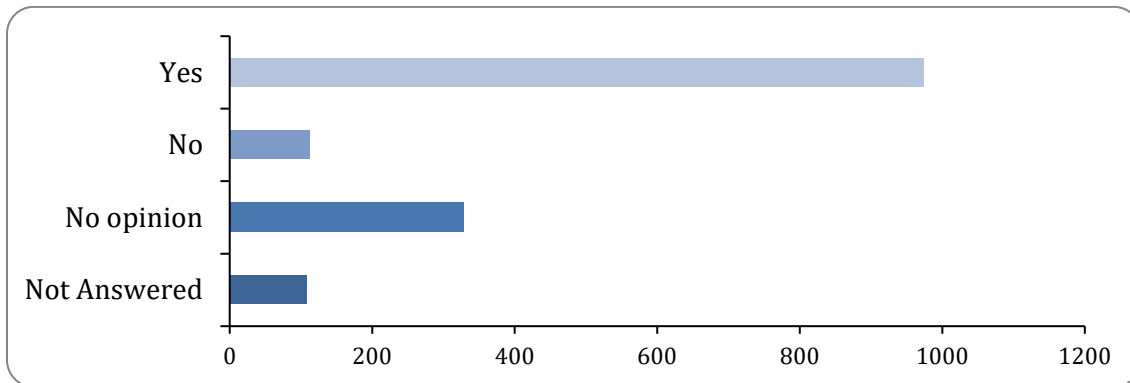
There were 1393 responses to this part of the question.



Option	Total	Percent
Yes	800	57%
No	96	7%
No opinion	497	36%

20.4: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Covid-19 vaccination services

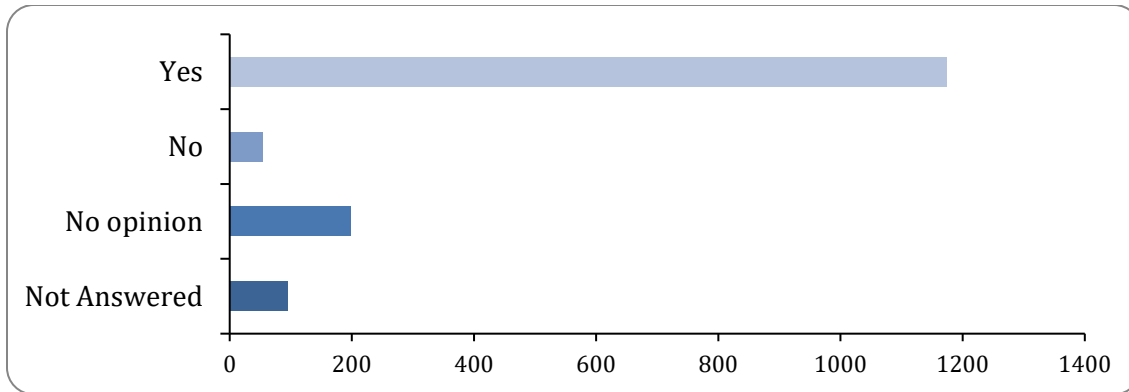
There were 1414 responses to this part of the question.



Option	Total	Percent
Yes	974	69%
No	112	8%
No opinion	328	23%

20.5: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Flu vaccination services

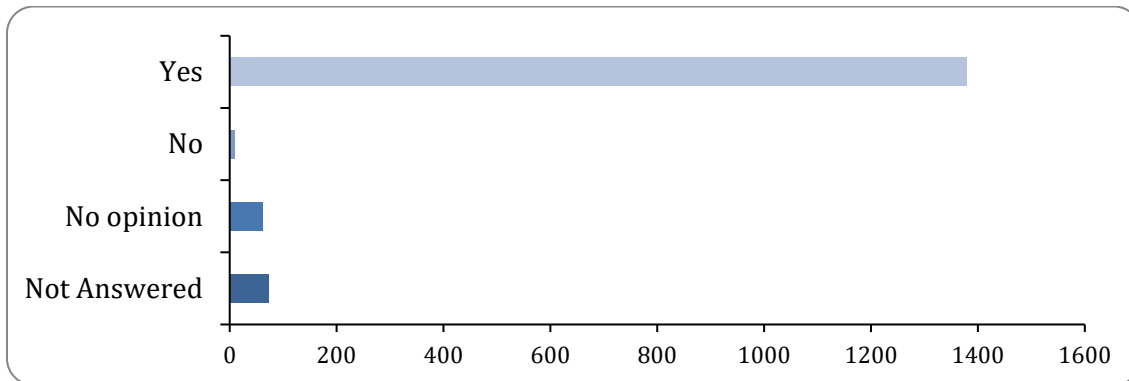
There were 1427 responses to this part of the question.



Option	Total	Percent
Yes	1174	82%
No	54	4%
No opinion	199	14%

20.6 And which of the following pharmacy services would you like to see always provided by your pharmacy? - Buying over the counter medicines

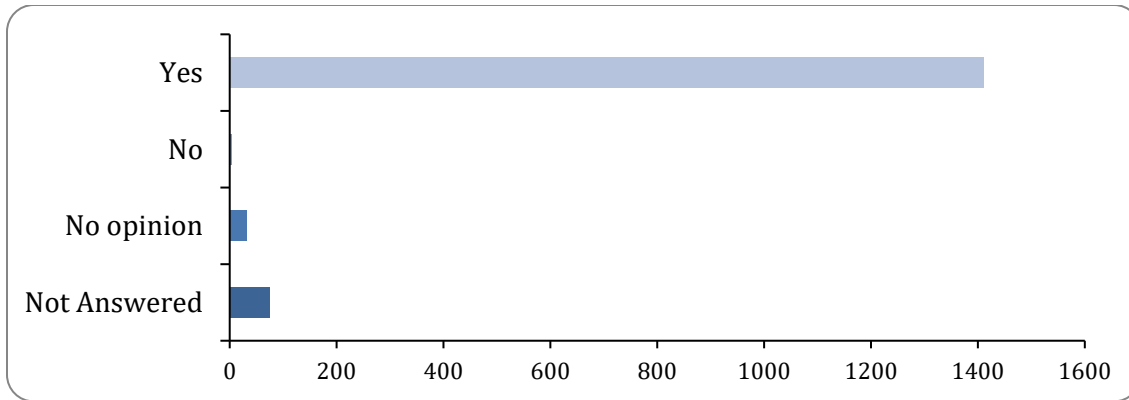
There were 1449 responses to this part of the question.



Option	Total	Percent
Yes	1379	91%
No	9	1%
No opinion	61	4%

20.7: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Dispensing prescription medicines

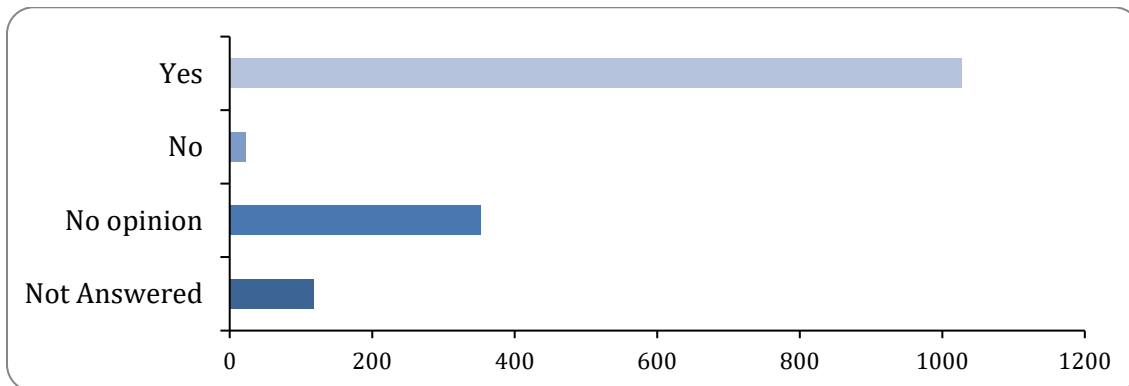
There were 1447 responses to this part of the question.



Option	Total	Percent
Yes	1411	97%
No	4	0%
No opinion	32	3%

20.8: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Dispensing appliances (items/equipment to manage health conditions)

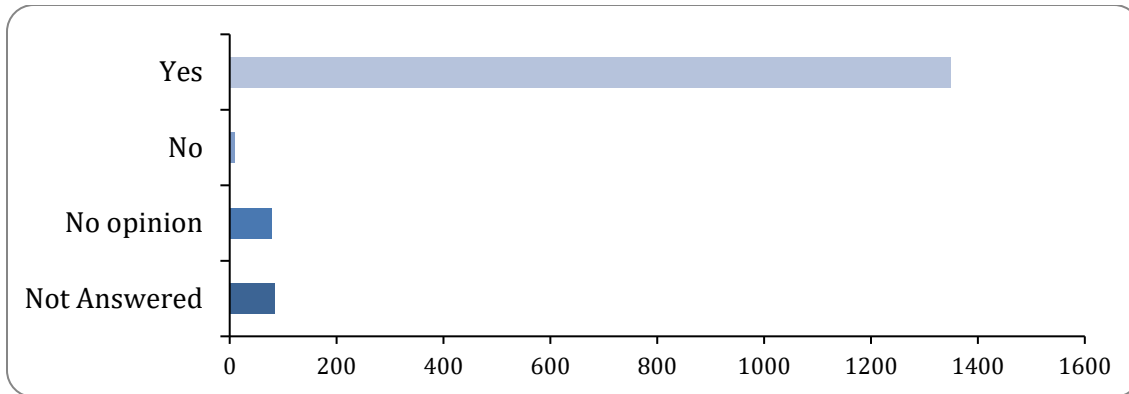
There were 1404 responses to this part of the question.



Option	Total	Percent
Yes	1028	73%
No	23	2%
No opinion	353	25%

20.9: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Repeat dispensing services

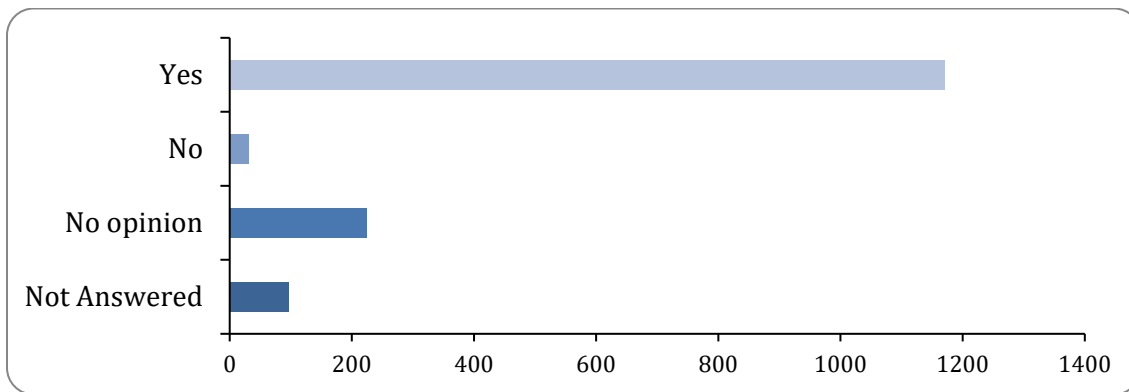
There were 1437 responses to this part of the question.



Option	Total	Percent
Yes	1349	94%
No	10	1%
No opinion	78	5%

20.10: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Home delivery and prescription collection services

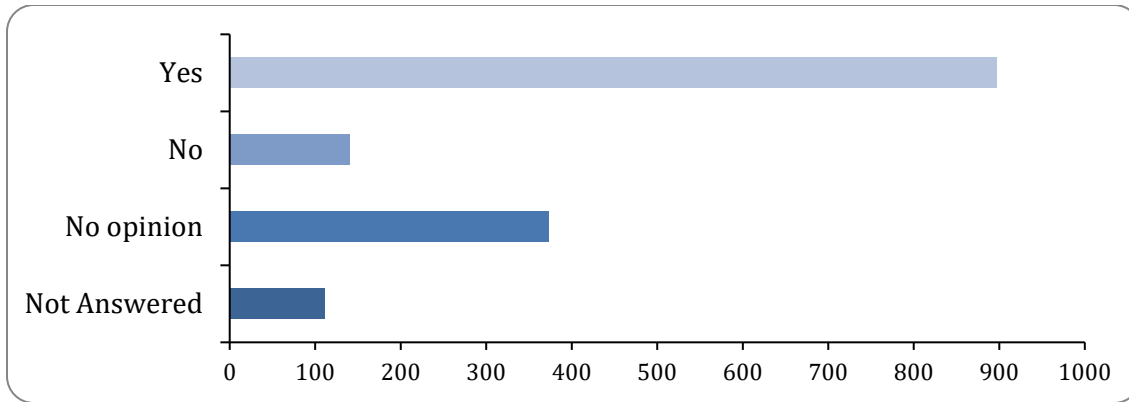
There were 1426 responses to this part of the question.



Option	Total	Percent
Yes	1171	82%
No	31	2%
No opinion	224	16%

20.11: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Medication review

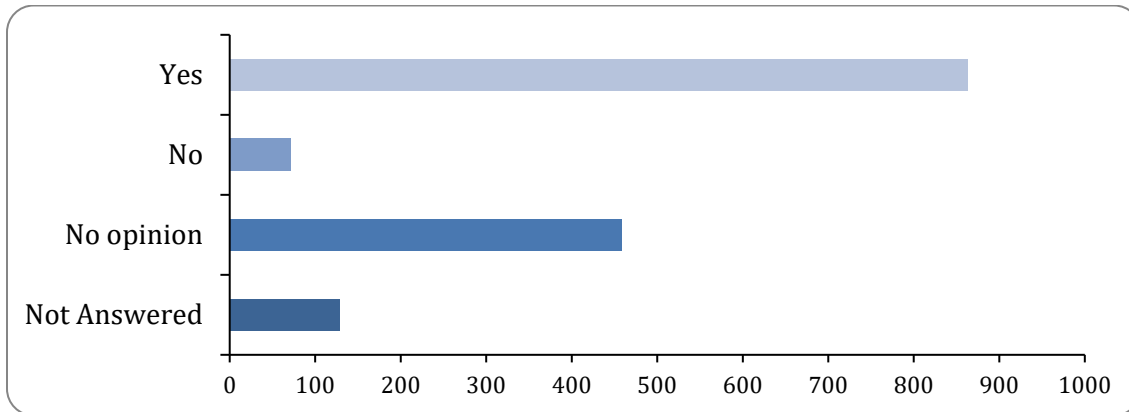
There were 1411 responses to this part of the question.



Option	Total	Percent
Yes	897	64%
No	141	10%
No opinion	373	26%

20.12: And which of the following pharmacy services would you like to see always provided by your pharmacy? - New medicine service

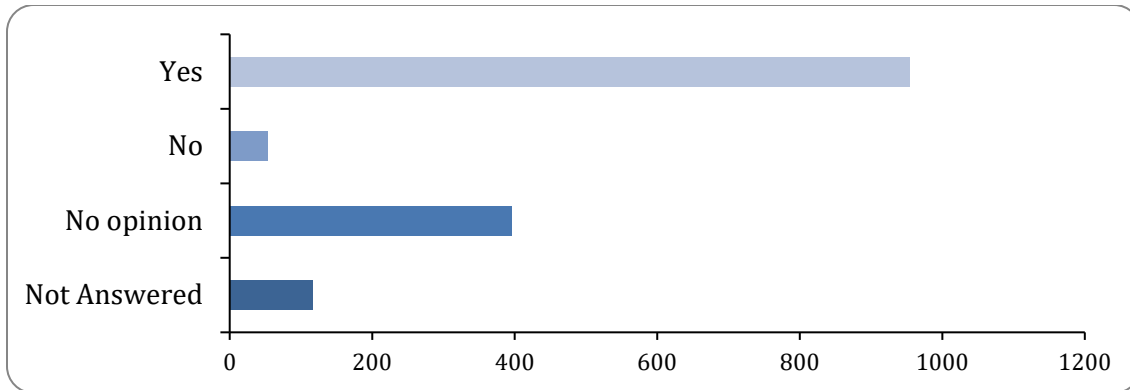
There were 1393 responses to this part of the question.



Option	Total	Percent
Yes	863	62%
No	71	5%
No opinion	459	33%

20.13: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Discharge from hospital medicines service

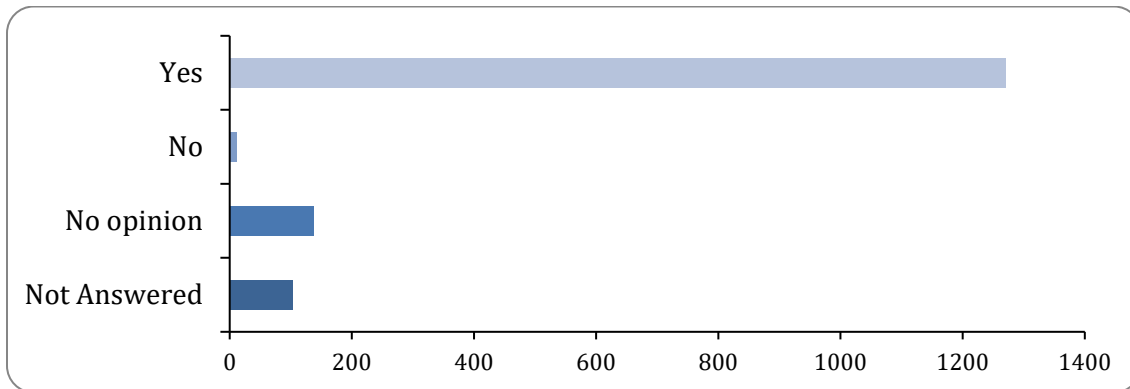
There were 1405 responses to this part of the question.



Option	Total	Percent
Yes	955	68%
No	54	4%
No opinion	396	28%

20.14: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Emergency supply of prescription medicines

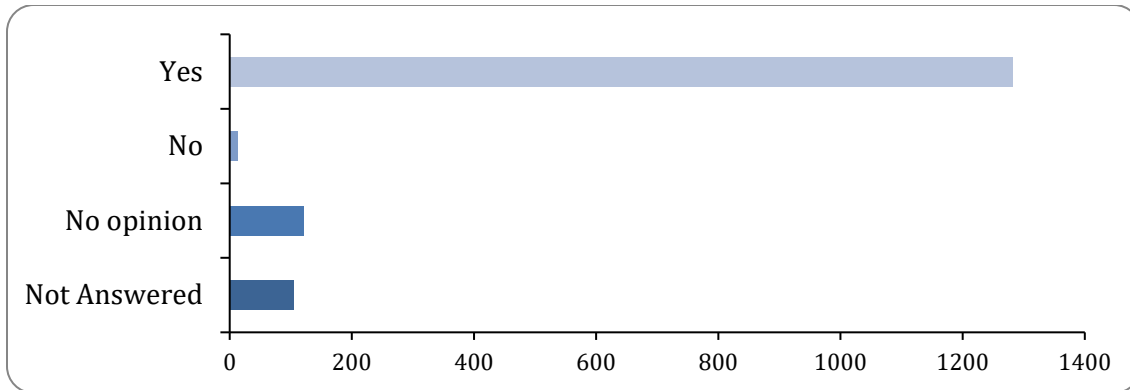
There were 1419 responses to this part of the question.



Option	Total	Percent
Yes	1270	84%
No	12	1%
No opinion	137	15%

20.15: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Disposal of unwanted medicines

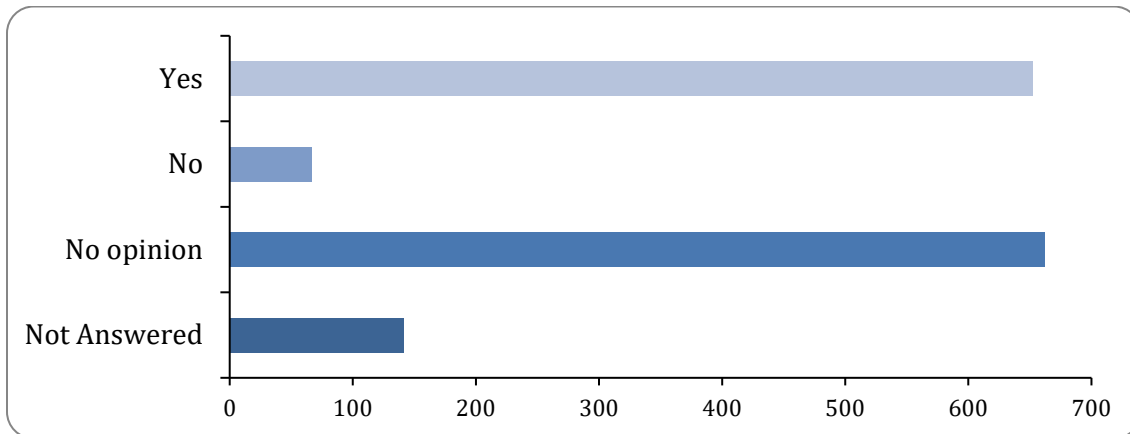
There were 1417 responses to this part of the question.



Option	Total	Percent
Yes	1282	90%
No	13	1%
No opinion	122	9%

20.16: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Appliance use review

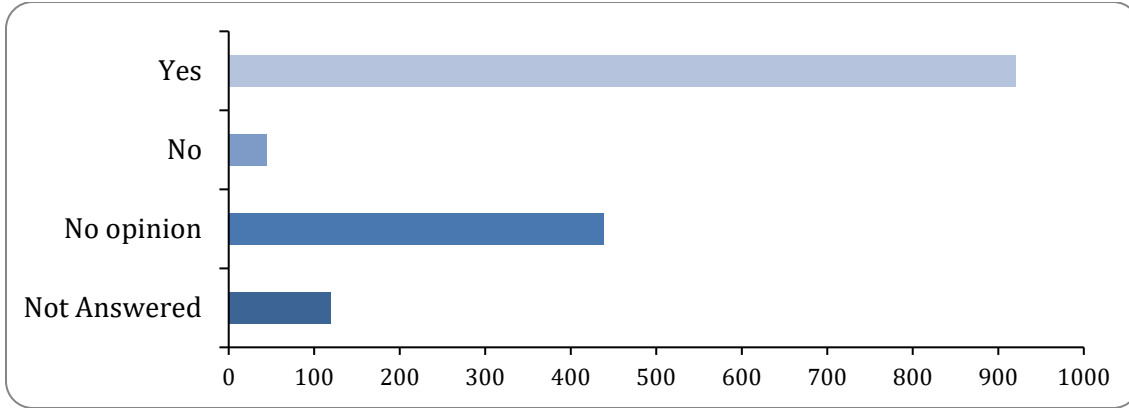
There were 1381 responses to this part of the question.



Option	Total	Percent
Yes	652	47%
No	67	5%
No opinion	662	48%
Not Answered	141	10%

20.17: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Community Pharmacist Consultation Service (urgent care referral)

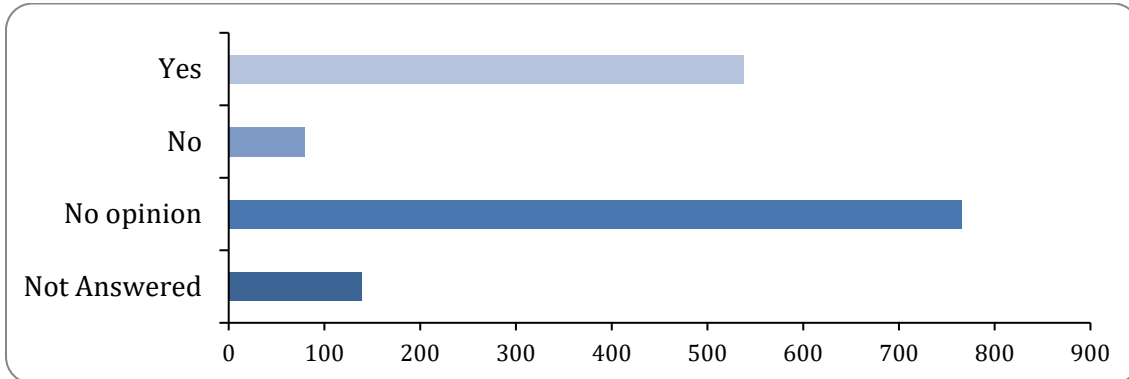
There were 1403 responses to this part of the question.



Option	Total	Percent
Yes	920	66%
No	44	3%
No opinion	439	31%

20.18: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Hepatitis testing service

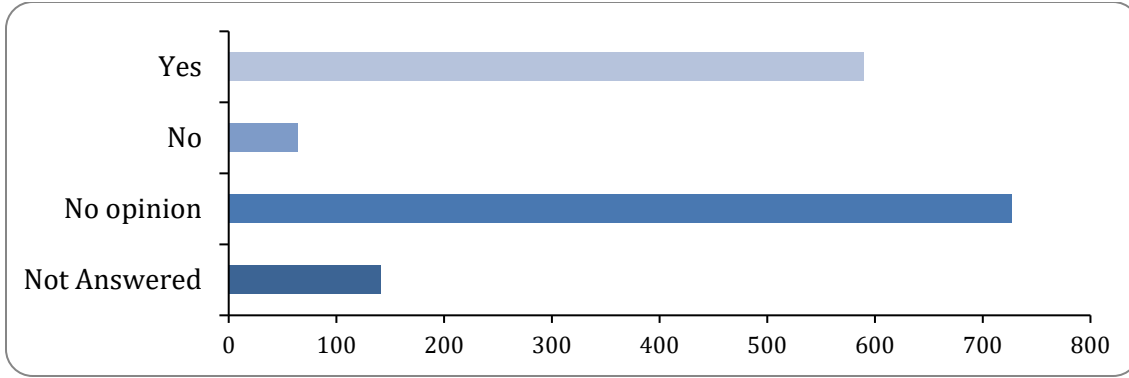
There were 1383 responses to this part of the question.



Option	Total	Percent
Yes	538	39%
No	79	6%
No opinion	766	55%

20.19: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Stoma appliance customisation service (stoma/ ostomy bag: pouch used to collect waste from the body)

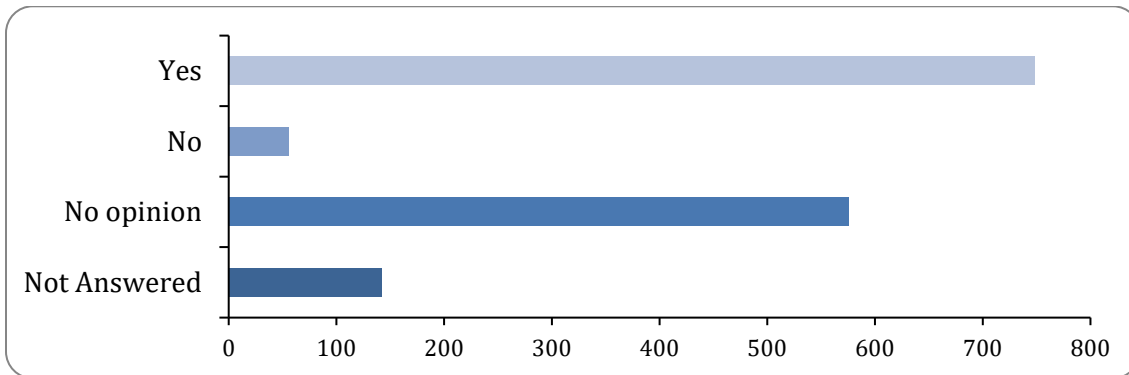
There were 1381 responses to this part of the question.



Option	Total	Percent
Yes	590	43%
No	64	7%
No opinion	727	50%

20.20: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Needle exchange (Disposal of used needles and providing clean ones)

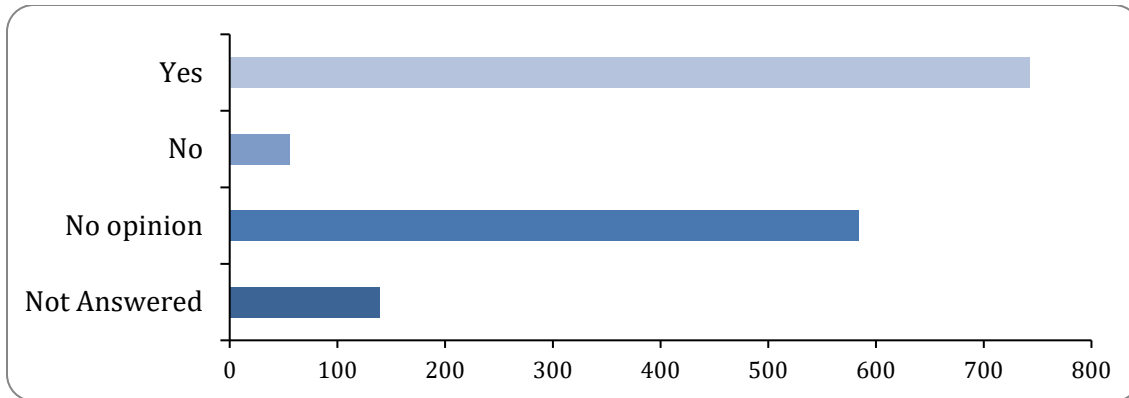
There were 1380 responses to this part of the question.



Option	Total	Percent
Yes	748	54%
No	56	4%
No opinion	576	42%

20.21: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Stopping smoking / nicotine replacement therapy

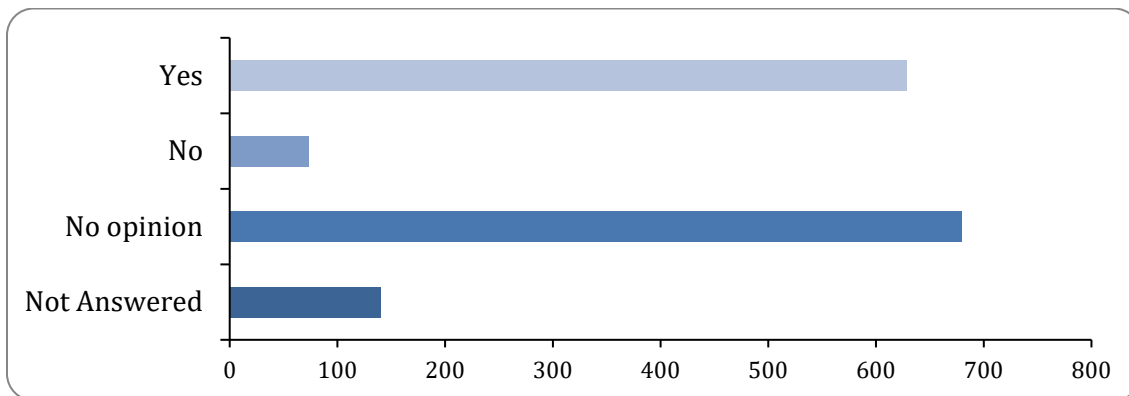
There were 1383 responses to this part of the question.



Option	Total	Percent
Yes	743	54%
No	56	4%
No opinion	584	42%

20.22: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Chlamydia testing / treatment (Sexually transmitted infections)

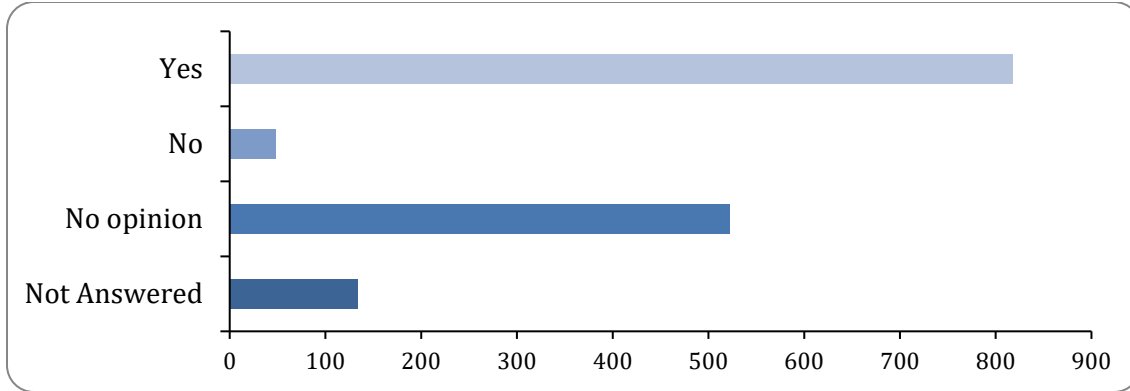
There were 1382 responses to this part of the question.



Option	Total	Percent
Yes	629	46%
No	73	5%
No opinion	680	49%

20.23: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Condom distribution, emergency contraception

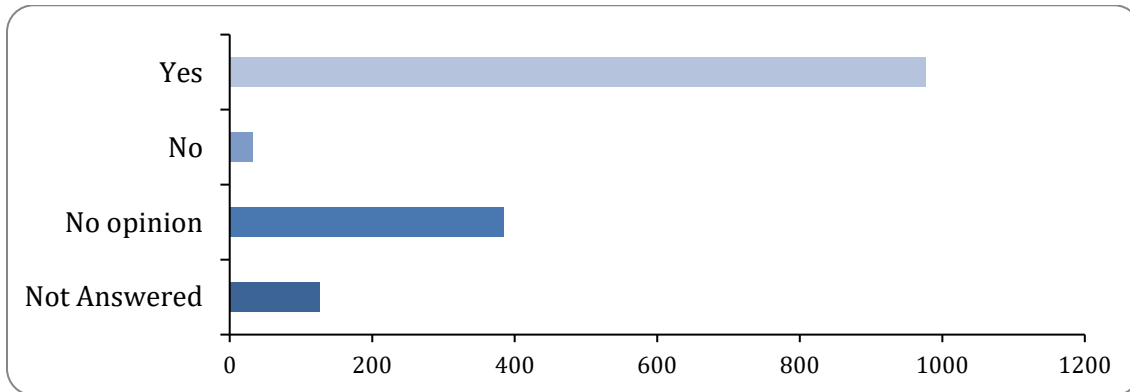
There were 1388 responses to this part of the question.



Option	Total	Percent
Yes	818	59%
No	48	3%
No opinion	522	38%

20.24: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Immediate access to specialist drugs e.g. palliative (end of life) medicines

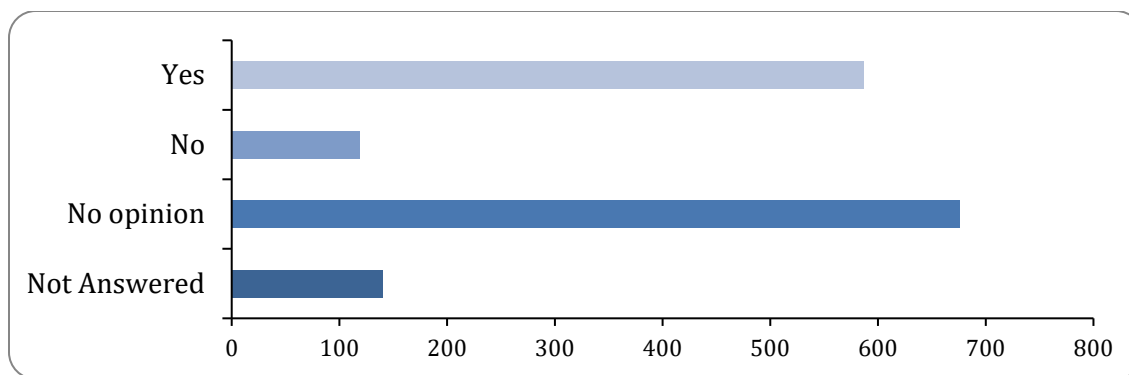
There were 1395 responses to this part of the question.



Option	Total	Percent
Yes	977	70%
No	33	2%
No opinion	385	28%

20.25: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Supervised consumption of methadone and buprenorphine (treatment of morphine and heroin addiction)

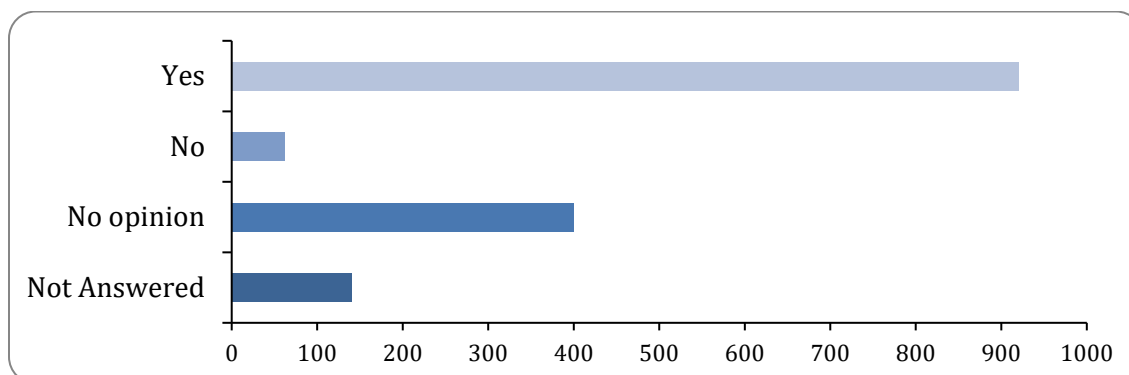
There were 1382 responses to this part of the question.



Option	Total	Percent
Yes	587	42%
No	119	9%
No opinion	676	49%

20.26: And which of the following pharmacy services would you like to see always provided by your pharmacy? - Travel immunisation

There were 1382 responses to this part of the question.



Option	Total	Percent
Yes	920	67%
No	62	4%
No opinion	400	29%

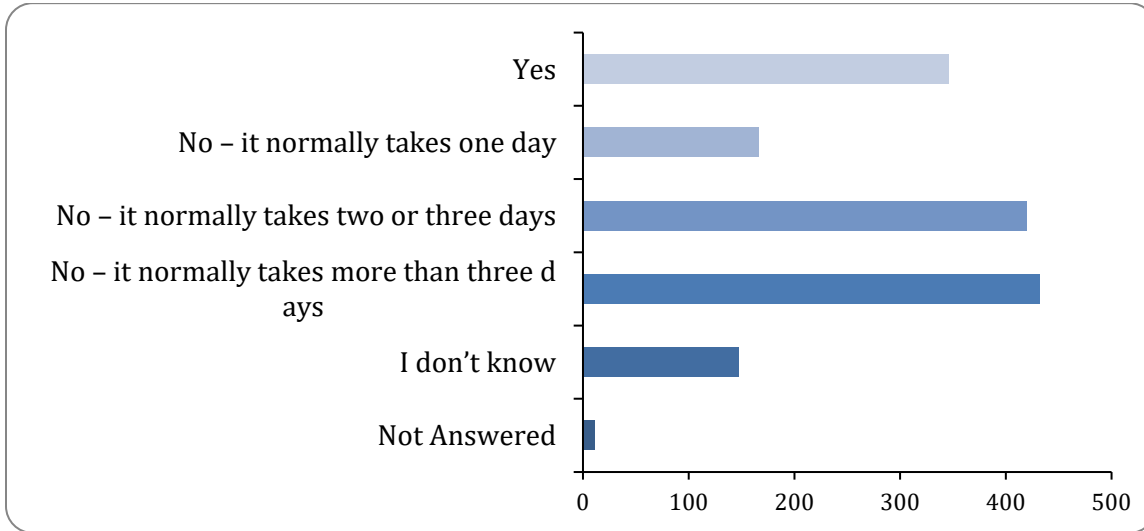
Other, please specify:

Prescription request	12	POD service	3
Medicines stock availability	3	Disposal of sharps bins	2
Automatic prescription ordering	2	Opening times extended to Saturdays	2
Lateral flow tests COVID	1	Should all be provided	1

Good service with competence	1	Private consultation	1
Regular pharmacist	1	Physical assessments	1
Discrete addiction service	1	Dentistry	1
Lack of other clinical services	1	Don't know	1
Weighing scales	1	Dossette boxes	1
eRD	1		

21: Is your pharmacy able to provide medication on the same day that your prescription is sent to it? (Please select one answer)

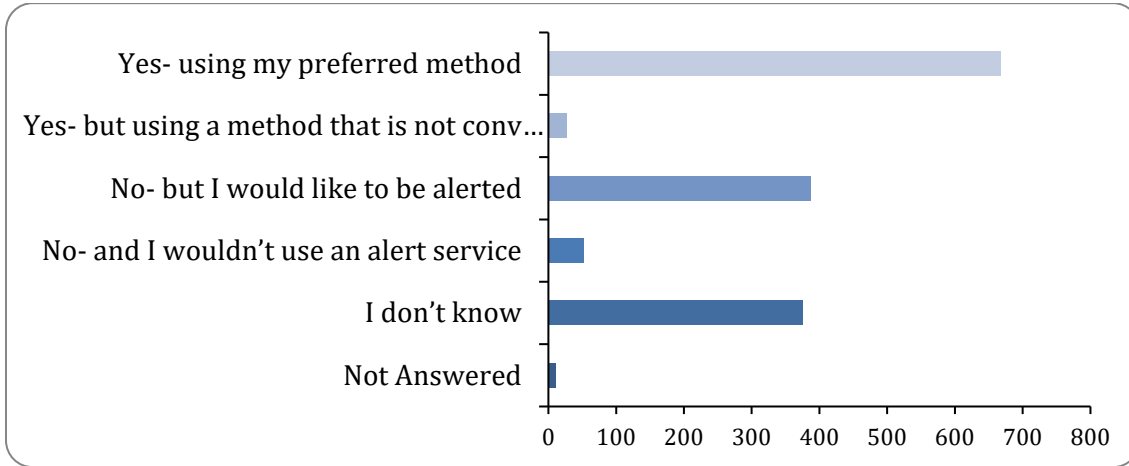
There were 1511 responses to this part of the question.



Option	Total	Percent
Yes	346	23%
No - it normally takes one day	166	11%
No - it normally takes two or three days	420	28%
No - it normally takes more than three days	432	29%
I don't know	147	10%

22: Is your pharmacy able to alert you (by call / text / email) when your medication is ready for collection? (Please select one answer)

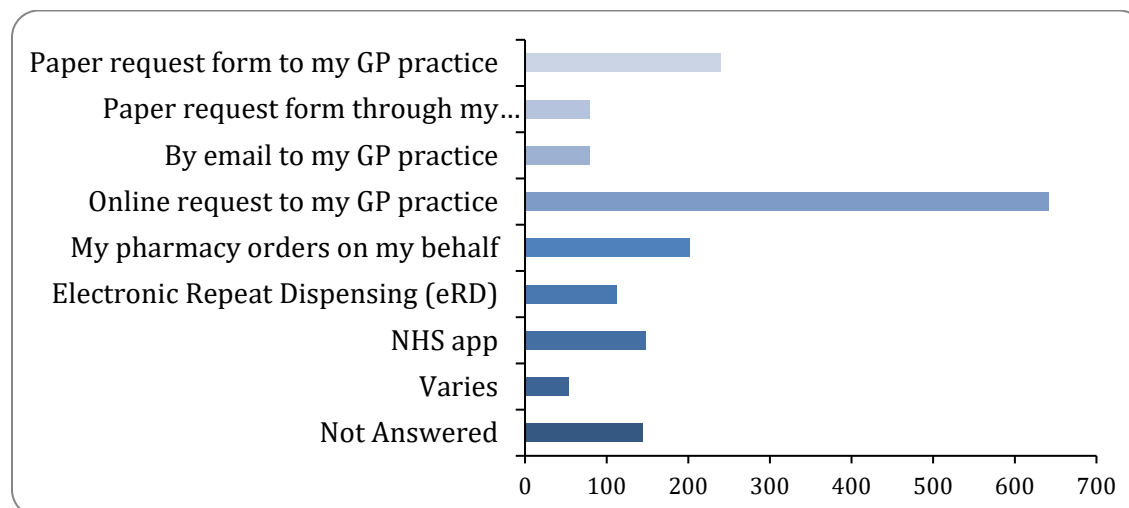
There were 1511 responses to this part of the question.



Option	Total	Percent
Yes- using my preferred method	668	44%
Yes- but using a method that is not convenient to me	27	2%
No- but I would like to be alerted	388	26%
No- and I wouldn't use an alert service	53	4%
I don't know	375	25%

23: If you use your pharmacy to collect regular prescriptions, how do you order your I prescriptions? (Please select all that apply)

There were 1378 responses to this part of the question.



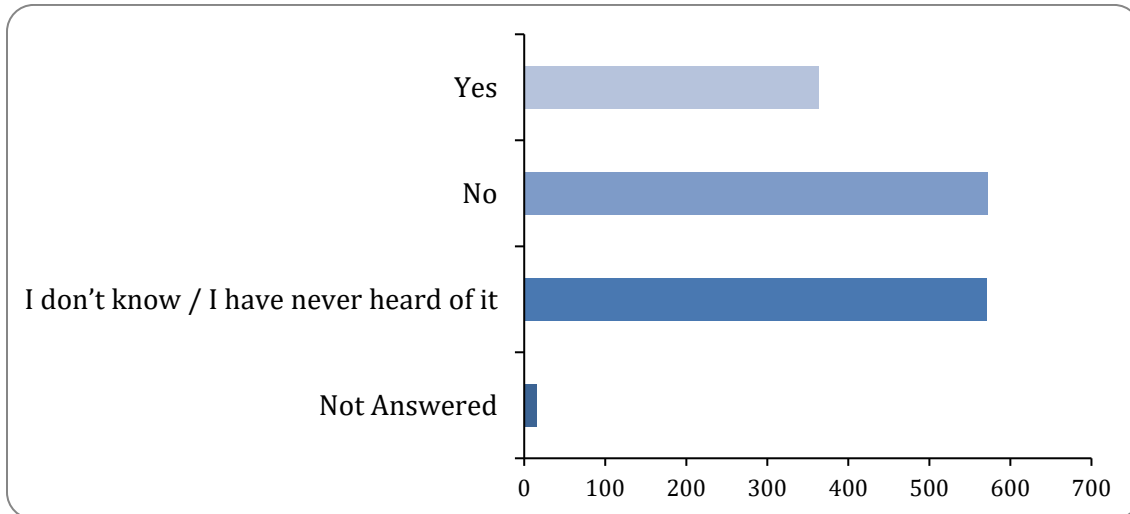
Option	Total	Percent
Paper request form to my GP practice	239	17%
Paper request form through my pharmacy	79	6%
By email to my GP practice	79	6%
Online request to my GP practice	641	47%
My pharmacy orders on my behalf	202	15%
Electronic Repeat Dispensing (eRD)	112	8%
NHS app	147	11%
Varies	53	4%

Other, please specify:

POD service	17	Telephone request to GP	14
Telephone request to pharmacy	12	Don't use regular medicines	8
Online pharmacy	6	Pharmacy present in GP surgery	4
Repeat dispensing	4	NHS app	3
Don't know	3	GP's website	2
Give prescription to pharmacy	2	Notify the HUB	2
Pharmacy app	2	Drop prescription in letter box	1
Email the pharmacy	1	Ring POD	1

24: Have you ever used Electronic Repeat Dispensing (eRD)? (Electronic repeat dispensing is a process that allows your GP to authorise and issue a batch of repeat prescriptions for medication / appliances until you need to be reviewed. The prescriptions are then available at your nominated pharmacy at the intervals specified by your GP).

There were 1506 responses to this part of the question.



Option	Total	Percent
Yes	363	24%
No	572	38%
I don't know / I have never heard of it	571	38%

Any other comments you would like to make about Electronic Repeat Dispensing?

Not aware	16	Good idea, want to know more	11
Yes	10	Many problems, missing medications	9
Not all GP surgeries provide this service	7	Repeat prescription never ready	6
Pharmacy too busy to support this service	6	Yes, but it has been stopped	5
Very good service	5	Let down by pharmacy, e.g. stock	5
Prefer online ordering	5	Don't have regular medications	5
Too complicated, e.g., getting login and password or changing password, elderly people struggle with technology	4	Unsafe due to overprescribing and supply every month plus wastage of drugs	4
Service has stopped	3	Quicker to order myself	3
Prefer this eRD	3	Use POD	3
To avoid confusion, prefer to order myself	3	Order via telephone	2
Pharmacy needs to communicate with patients when to book for a review with GP	2	Convenient if GP can prescribe more than one month prescription at a time	1
All medications should be due at the same time, for eRD to work	1	Not suitable for patients whose medicines keep changing by GP	1
Prefer paper repeat prescriptions	1	Does not allow flexibility	1
Pharmacy closed most of time, e.g. How do you collect your medications	1	Prefer to order meds via GP, monthly to avoid wastage	1
No home delivery service	1	Service was cancelled due to COVID	1
Dispensing doctors should offer this service	1	Service should start again	1
Different to ordering meds via app	1	Too much review on meds	1

25: Not all health needs require a GP appointment or a visit to an urgent treatment centre or A&E. Many minor health needs can be met by phoning 111 or visiting a pharmacy. **Are there any treatments or advice would you like to receive from pharmacies so they can better meet your needs?**

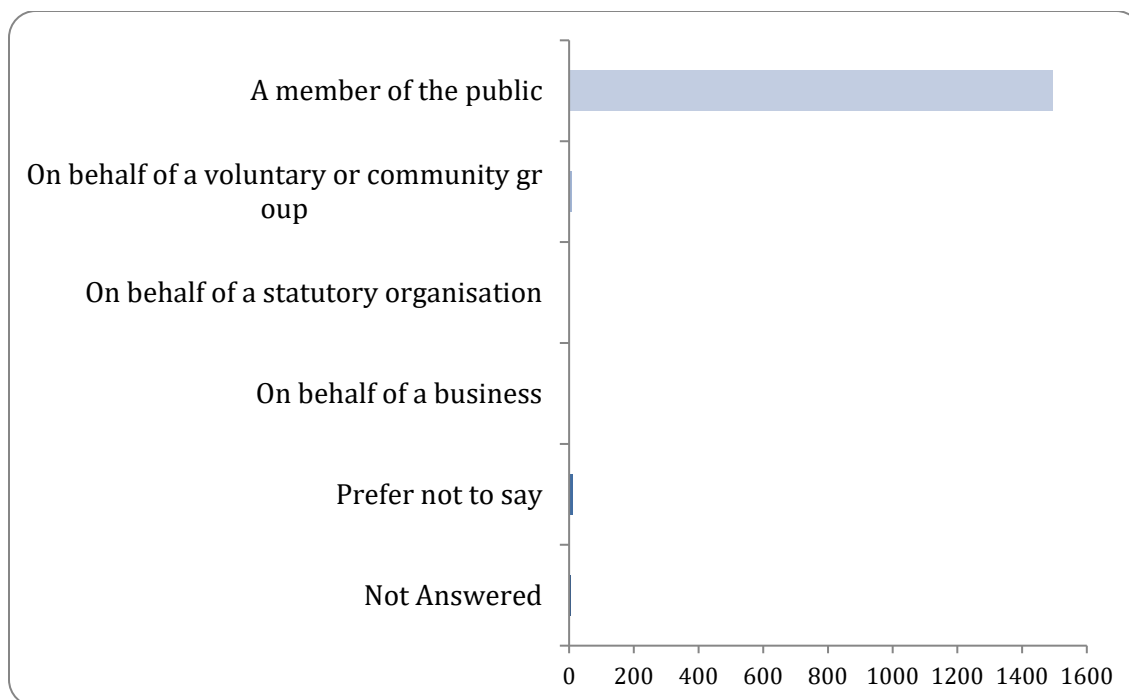
None	138	Minor illness clinic plus prescription	59
Pharmacy to improve staffing, privacy, stock	39	Prefer to see GP	22
Pharmacy is helpful	20	Don't know	16
Advertisement and education for services	16	Major injuries	13
Pharmacist to be competent and upskilled	12	No confidence in pharmacy	12
Wound care	10	Asthma review clinic	9
HRT	7	Skin clinic including mole examination	7
Medication advice including OTC, brands	6	Blood tests	6
Pharmacy open during opening hours	5	Pain management	5
Prefer 111	4	Blood pressure monitoring	4
Diabetes test/ monitoring	4	Open longer hours and out of hours	4
Disabled not able to travel	3	Contraception and EHC	3
Vaccine clinics- flu, travel, covid, shingles	3	Podiatry	3
Hospital discharge clinic	3	Medication review	3
Healthy living- nutrition, exercise, herbal	3	Pharmacist to be present	3
Emergency medication	2	First aid clinic	2
Cholesterol test	2	Home delivery	2
Services should be free	1	Ear wax removal	1
NHS funded treatments for minor ailments	1	Sexual health	1
Baby breastfeeding and weaning clinic	1	Triage as first point of contact	1
Emergency supply of medication	1	Referral for hospital appointments	1
Support for elderly people and lonely	1	Dentist clinic	1
ECG checks	1	Mental health clinic	1
Dossett boxes	1	Hearing aid batteries	1

26: Do you have any other comments you would like to make about your pharmacy?

Good customer service, advice support	167	Too much pressure - staff shortage	96
Prescriptions not ready for collection	88	Shortage of pharmacists, hence pharmacy closes	83
Need to be polite and helpful, answer the phone and build relationship with customers	60	Pharmacy needs to remain open during opening hours and not closed	57
Shortage of medicines in stock	51	Reduce long queues up to 45 mins	46
Not happy with the service	41	Pharmacy too small for local demand	34
Open on weekends and bank holidays	32	Lack of parking and disabled parking	25
Dispensing errors	24	Reduce prescription dispensing time to 5-10 minutes wait	24
No pharmacist- unable to collect prescription	24	Repeat prescription and items missed	19
Prefer online pharmacy	18	Pharmacy needs to be organised	18
No consistency with pharmacist	17	No near pharmacy- a few miles away	16
To be alerted when prescriptions are ready	15	Need more pharmacies	14
Patient ran out of medication due to shortage or prescription not ready	10	Staff require more training	10
Need to stock OTC range	9	Pharmacy closed at lunch hours	9
Lack of communication between pharmacy and GP surgeries	8	Minor illness clinic who can issue prescriptions	8
Opening hours inconvenient	7	Staff are not fluent in English	7
Home delivery required	7	Need 24 hours a day service	6
Lack of confidentiality/privacy	6	Great location next to surgery	5
Home delivery is charged	4	Safeguarding support for vulnerable and elderly	4
Prefer online ordering	3	Disabled accessibility for wheelchairs.	3
Difficult to commute to a pharmacy	3	Vaccination clinic e.g. flu	3
Delay in delivery of meds	3	Repeat prescription reviews should be done at pharmacy	2
Dossett boxes preparations	2	Affordable prices of medicines	1
Medication disposal service	1	No controlled drugs held as stock	1
Methadone user to have priority in queues	1	Pharmacy next to car park	1
Prefer pharmacy to order my repeat prescription	1	Sexual health clinic emergency contraception, free condoms	1
Post box for repeat prescription requests outside pharmacy	1	Palliative care medicines available in all pharmacies	1
More than three weeks to deliver medications	1	Provide sharp bin disposal	1
Disability - difficult to get medication	1	No consultation room	1

27: Are you responding as...?

There were 1517 responses to this part of the question.



Option	Total	Percent
A member of the public	1495	99%
On behalf of a voluntary or community group	8	1%
On behalf of a statutory organisation	3	0%
On behalf of a business	1	0%
Prefer not to say	10	1%

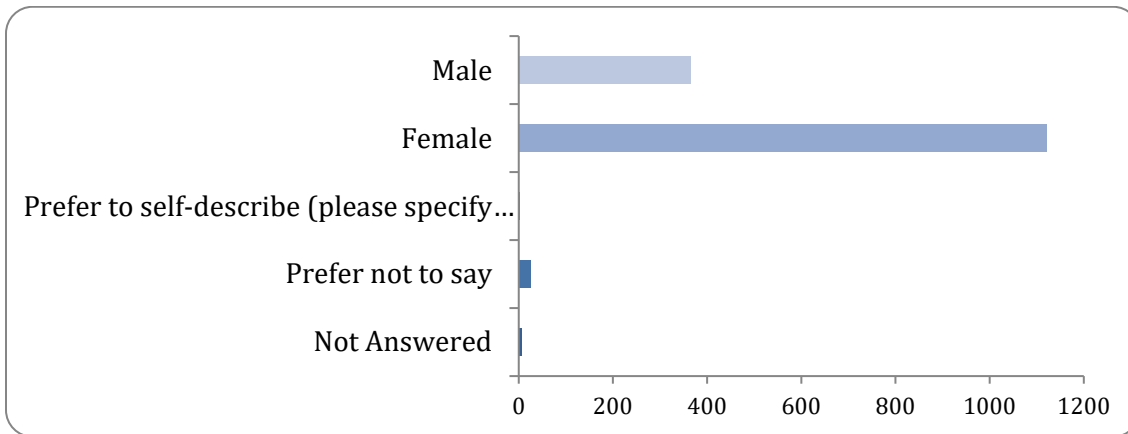
28: If you are responding on behalf of another organisation, what is the name of the organisation, group or business?

Norfolk Resident Panel	2	Support at Home	1
Disability Advice Centre	1	Sail Close	1

Norfolk County Council	1	District Councillor of South Norfolk County	1
Sheringham Community Support	1		

29: Are you...?

There were 1515 responses to this part of the question.



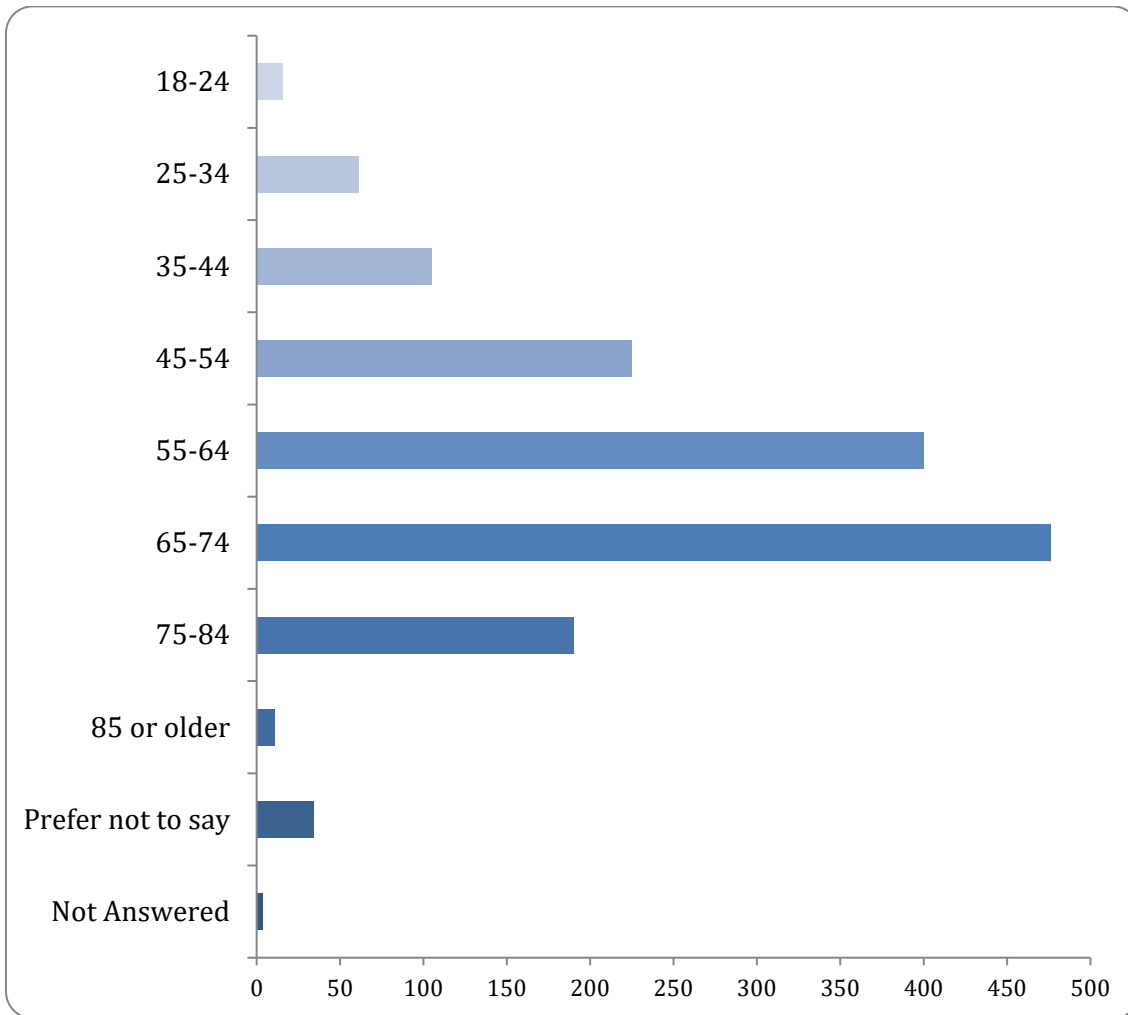
Option	Total	Percent
Male	365	24%
Female	1122	74%
Prefer to self-describe (please specify below)	2	0%
Prefer not to say	26	2%

If you prefer to self-describe please specify here:

Male	2	Female	1
Non-Binary	1		

30: How old are you?

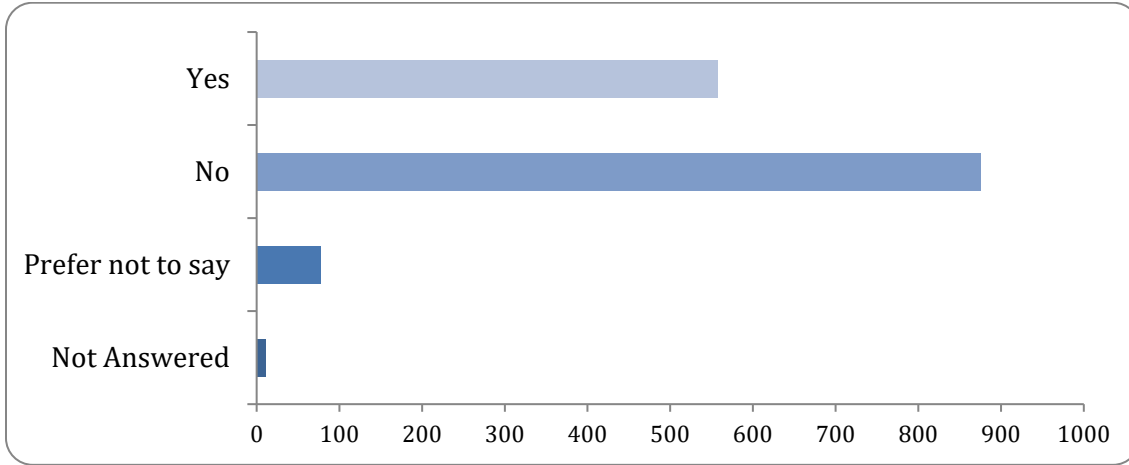
There were 1518 responses to this part of the question.



Option	Total	Percent
Under 18	0	0%
18-24	16	1%
25-34	61	4%
35-44	105	7%
45-54	225	15%
55-64	400	26%
65-74	476	31%
75-84	190	13%
85 or older	11	1%
Prefer not to say	34	2%

31: Do you have any long-term illness, disability or health problem that limits your daily activities or the work you can do?

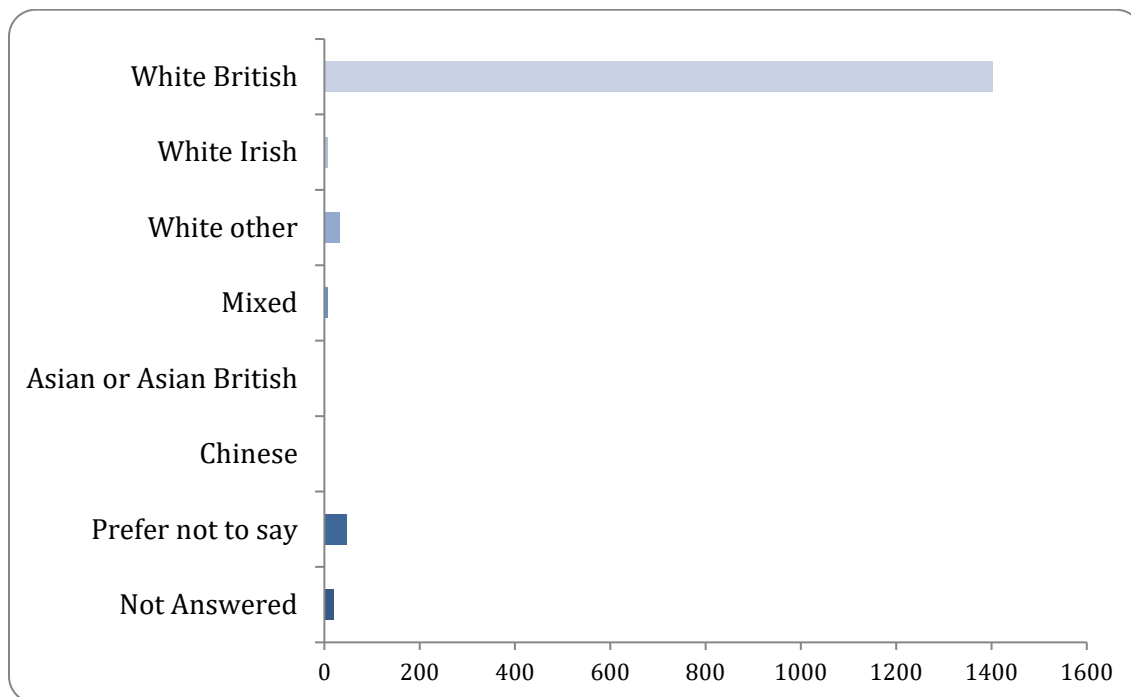
There were 1511 responses to this part of the question.



Option	Total	Percent
Yes	557	37%
No	876	58%
Prefer not to say	78	5%

32: How would you describe your ethnic background? (Please select one only)

There were 1502 responses to this part of the question.



Option	Total	Percent
White British	1402	93%
White Irish	8	1%
White other	33	2%
Mixed	8	1%
Asian or Asian British	2	0%
Black or Black British	0	0%
Chinese	2	0%
Prefer not to say	47	3%

Other, please describe:

White: English	12	White: European	2
White: other background	2	Arabic	1

33: What is your first language?

English	1460	German	4
French	4	Chinese	2
Russian	1	Romanian	1
Malayalam	1	Slovak	1
Portuguese	1	Spanish	1
Arabic	1	Polish	1
Bulgarian	1		