



Bolton Council

**PHARMACEUTICAL
NEEDS ASSESSMENT:
APPENDIX 7**

2014/15

PUBLIC SURVEY ANALYSIS

APPENDIX 7: PUBLIC SURVEY ANALYSIS

This appendix provides a summary of the main outputs from the public survey into local pharmaceutical services in Bolton undertaken as part of the PNA process. The survey was open until December 2014.

1. Background

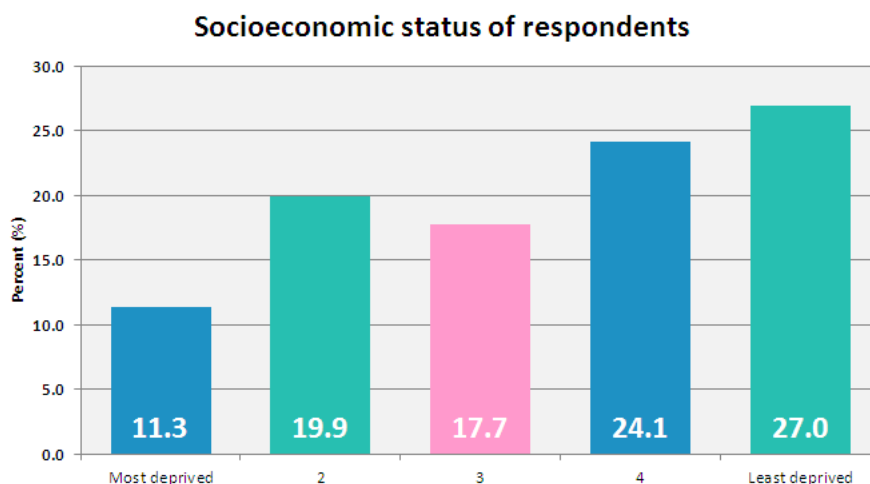
The public survey was carried out online via surveymonkey with a link from the Pharmaceutical Needs Assessment page on the Bolton's Health Matter's website. By the end of the consultation period the survey received 154 responses.

This appendix will summarise the main results from the survey.

2. Public survey analysis

Demographics

Respondents are evenly split by gender (47.6% male, 52.4% female) but tend to be older than average with 83.4% aged 45 years or older. Two-thirds do not have a health problem or disability, while 12.6% of respondents state that their day-to-day activities were limited a lot because of a long-standing health problem/disability and a further 21.0% state they are limited a little. The survey is not representative of the Bolton population regarding ethnicity as over 95% give their ethnicity as White. Finally, respondents are skewed towards the more affluent sections of Bolton's population, as demonstrated below. These factors will influence the following results and this should be borne in mind before making any conclusions.



Access and travel

The majority of respondents had accessed a pharmacy in the last month and almost half (46.1%) had visited in the last fortnight. The majority of respondents (82.9%) also have a regular pharmacy that they access most often.

When did you last go to a pharmacy to get medicines or health advice? Please think about your last visit whether the pharmacy was in Bolton or not		
Answer Options	Response Percent	Response Count
Within the last two weeks	46.1%	71
Within the last month	27.9%	43
Within the last 3 months	9.7%	15
Within the last 6 months	3.2%	5
Within the last 12 months	4.5%	7
More than a year ago	5.8%	9
Never	0.6%	1
Can't remember	1.9%	3
<i>Answered question</i>		154
<i>Skipped question</i>		0

Do you have a regular pharmacy, which you use most often?		
Answer Options	Response Percent	Response Count
Yes	82.9%	126
No	17.1%	26
<i>Answered question</i>		152
<i>Skipped question</i>		2

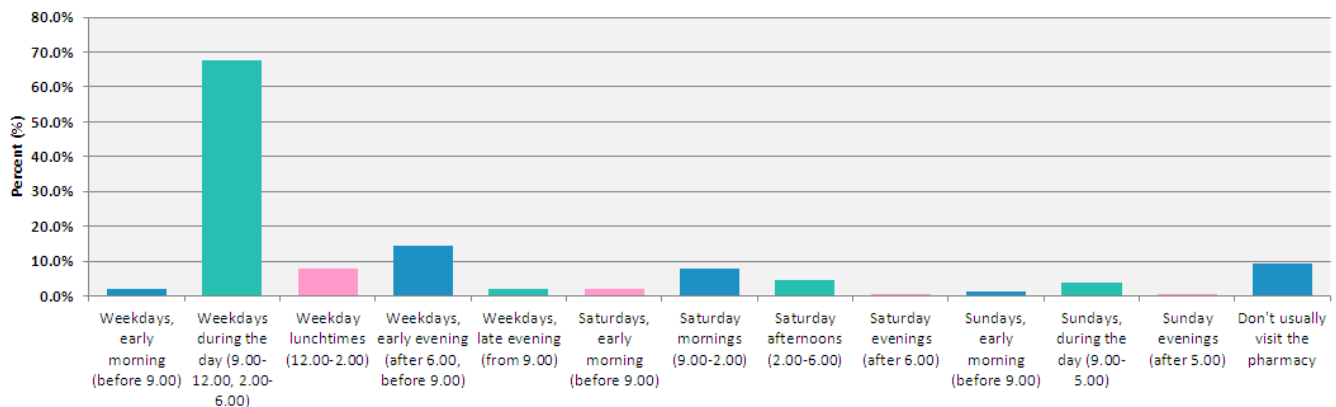
The current opening hours of Bolton pharmacies was received positively, with 86.2% of respondents stating they were either very or fairly satisfied with local opening hours. As may be expected the most common time of accessing local pharmacies is weekdays during the day (9:00-12:00, 2:00-6:00). Weekdays early evening (6:00-9:00) is the second most

popular time of access. When asked what extra times respondents would like to visit the pharmacy but cannot easily do so at the moment the answers were fairly evenly spread so nothing certain can be said here (respondents could select more than one answer which is why the total is greater than 100%).

How satisfied are you with the opening hours of the pharmacies in the Bolton borough?		
Answer Options	Response Percent	Response Count
Very satisfied	43.4%	66
Fairly satisfied	42.8%	65
Neither satisfied nor dissatisfied	9.2%	14
Fairly dissatisfied	2.6%	4
Very dissatisfied	0.7%	1
Don't know	1.3%	2
Answered question		152
Skipped question		2

Are there extra times when you would want to be able to visit a pharmacy, but can't easily do so at the moment?		
Answer Options	Response Percent	Response Count
No	82.9%	126
Yes	17.1%	26
Answered question		152
Skipped question		2

Most popular visiting times



What extra times would you want to be able to visit a pharmacy but can't easily do so at the moment?		
Answer Options	Response Percent	Response Count
Weekdays, early morning (before 9.00)	12.0%	3
Weekdays during the day (9.00-12.00, 2.00-6.00)	0.0%	0
Weekday lunchtimes (12.00-2.00)	4.0%	1
Weekdays, early evening (after 6.00, before 9.00)	36.0%	9
Weekdays, late evening (from 9.00)	20.0%	5
Saturdays, early morning (before 9.00)	8.0%	2

Saturday mornings (9.00-2.00)	12.0%	3
Saturday afternoons (2.00-6.00)	40.0%	10
Saturday evenings (after 6.00)	28.0%	7
Sundays, early morning (before 9.00)	8.0%	2
Sundays, during the day (9.00-5.00)	44.0%	11
Sunday evenings (after 5.00)	28.0%	7
Other (please specify)	4.0%	1
Answered question		25
Skipped question		129

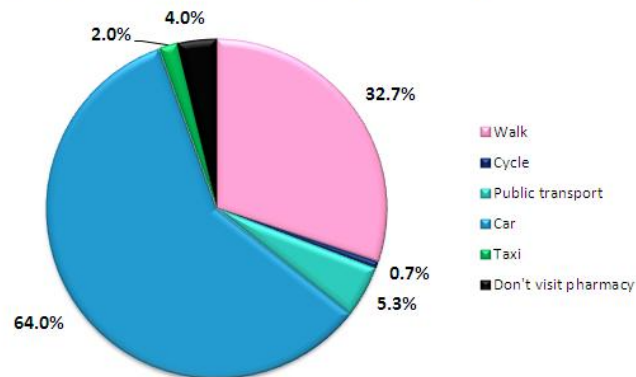
The most popular means of travel to pharmacies in Bolton is via car (64.0%) followed by walking (32.7%). Regarding the location of pharmacies, the most important considerations are close to doctor's surgery (38.3%), close to home (26.2%), and easy to get to by car (15.4%). Written responses included:

"Car parking facilities"

"Well lit at night"

The majority of respondents (62.4%) were prepared to travel under 15 minutes from their home to access a pharmacy. However, almost all were of the opinion that in Bolton it is relatively easy to travel to a pharmacy (94.0%) stating it as very or fairly easy.

How do you usually travel to the pharmacy?



Thinking about the location of a pharmacy, which is most important to you?		
Answer Options	Response Percent	Response Count
Close to doctor's surgery	38.3%	57
Close to home	26.2%	39
Easy to get to by public transport	3.4%	5
Where I go shopping	10.7%	16
Close to my work	4.7%	7
Easy to get to by car	15.4%	23
Other (please specify)	1.3%	2
Answered question		149
Skipped question		5

From home, how far would you be prepared to travel to access a pharmacy?		
Answer Options	Response Percent	Response Count
Under 5 minutes	15.4%	23
Under 15 minutes	62.4%	93
Under 30 minutes	17.4%	26
Over 30 minutes	2.7%	4
Don't know	1.3%	2
Wouldn't visit pharmacy	0.7%	1
Answered question		149
Skipped question		5

How easy do you think is it to travel to pharmacies in Bolton borough?		
Answer Options	Response Percent	Response Count
Very easy	44.0%	66
Fairly easy	50.0%	75
Not very easy	2.7%	4
Not at all easy	1.3%	2
Don't know	2.0%	3
Answered question		150
Skipped question		4

Use of pharmaceutical services

Just over 70% of respondents use regular prescription medicines and in most cases (84.5%) the respondent collects their medicine from the pharmacy. Repeat prescriptions are most commonly ordered via electronic request to doctor's surgery (website or email) (41.3%) – but it is important to bear in mind that as the survey was undertaken via surveymonkey the results are skewed towards people who are computer-literate. The next most popular method of ordering is a visit to the doctor's surgery (22.0%), followed by contacting the pharmacy and asking them to order from the doctor (17.4%).

Regarding the services respondents have used or would use if needed, reviewing medication is the most popular. Respondents are most reluctant to use EHC, smoking cessation, and alcohol support, but again the demographics of the respondents must be taken into account when interpreting these results. From text responses, dealing with unused and recycling waste medication is a suggested service for local pharmacies; however, the majority are of the opinion that local pharmacies currently provide a comprehensive service.

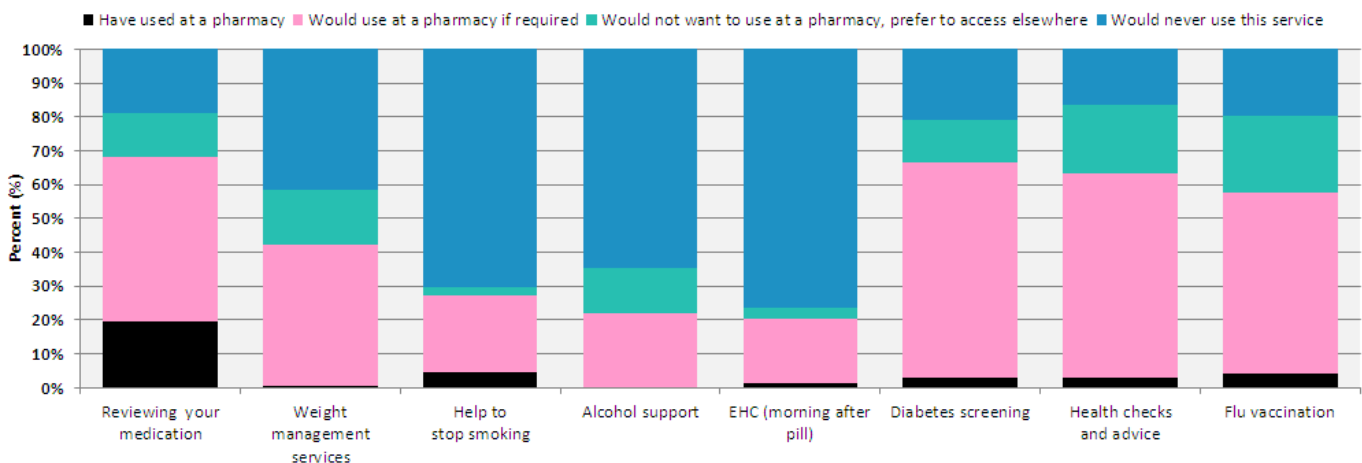
Do you use any regular prescription medicines?		
Answer Options	Response Percent	Response Count

Yes	73.3%	110
No	26.7%	40
Answered question		150
Skipped question		4

How do you normally collect any prescription medicines you need?		
Answer Options	Response Percent	Response Count
I collect from the pharmacy	84.5%	93
Someone else collects them from the pharmacy	2.7%	3
The pharmacy delivers them to my home	14.5%	16
Other (please specify)	0.9%	1
Answered question		110
Skipped question		44

How do you usually order repeat prescriptions?		
Answer Options	Response Percent	Response Count
Don't have repeat prescriptions	0.0%	0
Visit doctor's surgery	22.0%	24
Post request to doctor's surgery	5.5%	6
Telephone doctor's surgery	5.5%	6
Electronic request to doctor's surgery (website or email)	41.3%	45
Contact pharmacy and ask them to order from doctor	17.4%	19
Pharmacy automatically orders from doctor	12.8%	14
Other (please specify)	0.9%	1
Answered question		109
Skipped question		45

Which service have or would you use if available at a pharmacy?



3. Conclusion

The number of respondents to the public survey is comparable to the PNAs of Bolton's neighbours, but numbers are still relatively small and so caution is advised when drawing conclusions from the above. In particular, it is important to remember that the demographic of respondents is not representative of the Bolton population and this will skew the results - for example, use of EHC received a low likelihood of use but we know this service is well used by younger people across Bolton and so is likely an artefact of the relatively older age of the survey sample.