



# THE BURY PHARMACY SURVEY REPORT

Survey November 2022

Report February 2023



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## Introduction to Healthwatch Bury

This report has been produced by Healthwatch Bury. The Healthwatch network consists of 152 Healthwatch organisations across each of the local authority areas in England. It also has a national body called Healthwatch England based in London. We are all independent organisations who aim to help people get the best out of their local health and social care services, whether it's improving them today or helping to shape them for tomorrow.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care in Bury. As a statutory watchdog, our role is to ensure that local decision makers put the experiences of people at the heart of their care so that those who buy (commissioners) and provide our services (NHS Trusts, GPs, the voluntary sector and independent providers) can benefit from what Bury people tell us. Our reports on various elements of health and social care in Bury can be found on our website at the following link: [healthwatchbury.co.uk](https://healthwatchbury.co.uk) or by contacting us directly using the details on the back cover.





## Executive Summary

Community pharmacies play an integral part of primary care and are the most accessible health professionals to the public. Pharmacies are often situated in the heart of the community and, in addition to their core duties of dispensing prescription medicines, they are ideally placed to help with minor ailments and support the management of long-term health conditions, as well as preventing ill health.

The purpose of carrying out the Bury Pharmacy Survey was to understand patients experiences of pharmacies and to contribute to the Pharmaceutical Needs Assessment document in Bury that was published in October 2022.

There were 28 responses to the survey. Although a small sample size, the findings indicate that there are mainly positive experiences when residents are trying to access the local pharmacy services.

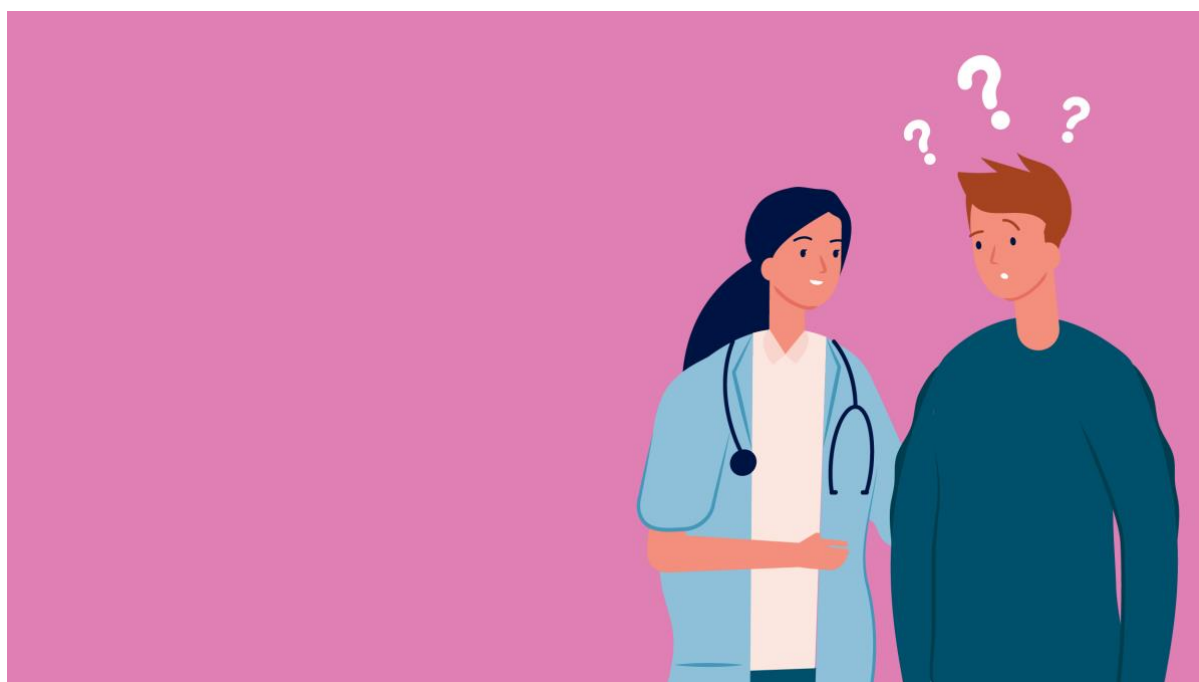
## Key findings

- 67% of the patients were satisfied with the time it took to access the service.
- 89% patients are happy with the location of their pharmacy.
- Majority of respondents (86%) stated they use the pharmacy to collect the prescription for themselves or for someone else.
- 96% patients are happy with the location of their pharmacy.
- The pharmacy having the things I need' was considered most important when accessing services.



## Our recommendations

- **Raise awareness about what pharmacists can do** - The main reason people use pharmacies is to get their medication. But not everyone understands the full range of services and support on offer, such as preventative advice and health tests for cholesterol and blood pressure.
- **Provide more accessible information** about pharmacies that have extended opening hours. Websites should clearly display information, and details should be available to GPs locally.
- **Ensure communication with patients** is key throughout the process of ordering and collecting medications. Patients need to be part of the communication loop to enable them to plan and manage their own health. This includes communication between GPs and pharmacies.
- **More consistent commissioning** across pharmacy services would allow targeted national campaigns which would help the public to know what services on offer.
- **Make every contact count** – Use interactions with the public as an opportunity to listen to them and inform them of services you deliver that might help them.





## Background

A Pharmaceutical Needs Assessment (PNA)<sup>1</sup> is a comprehensive assessment of whether current and future pharmaceutical services meet the needs of the local population. Bury's Health and Wellbeing Board (HWB) has a statutory responsibility to publish and keep up to date the PNA for Bury. The PNA for Bury presents a picture of community pharmacy need and provision in Bury and links to Bury's Joint Strategic Needs Assessment (JSNA).

The PNA includes information on:

- Pharmacies in Bury and the services they currently provide including dispensing, providing advice on health, medicines reviews and local public health services.
- Other local pharmaceutical type services, including dispensing appliance contractors (DAC).
- Relevant maps relating to Bury and providers of pharmaceutical services in the HWB area.
- Potential gaps in provision that could be met by providing alternative pharmacy services, or through opening more pharmacies, and likely future needs.

Healthwatch Bury representative has a seat on the Health and Wellbeing Board and were able to contribute to the local PNA by collecting patients' feedback about local pharmacy services.

### Further context

[Bury Pharmaceutical Needs Assessment 2022-25](#)

[Pharmacy information leaflet](#)

[Don't wait until it gets worse, ask your pharmacy team first \(BSL\) - YouTube](#)

[Community pharmacy explained | The King's Fund](#)

[Pharmacy: a way forward for public health](#)

[Community pharmacies: promoting health and wellbeing](#)

[NHS England » Community pharmacies to be at the forefront of NHS efforts to save lives](#)

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<sup>1</sup> [Bury Pharmaceutical Needs Assessment 2022-25](#)



## Methodology

The survey was created as an amalgam of the Bury Pharmaceutical Needs Assessment (PNA) public survey and a Healthwatch Bury experience and service evaluation questionnaire. Built in Smart Survey to be completed quickly and easily online (including 'skip-logic' which only allowed participants to answer the questions appropriate to them). Distribution was via social media and promoted mainly via Healthwatch Bury's website and direct emails to contacts and organisations.

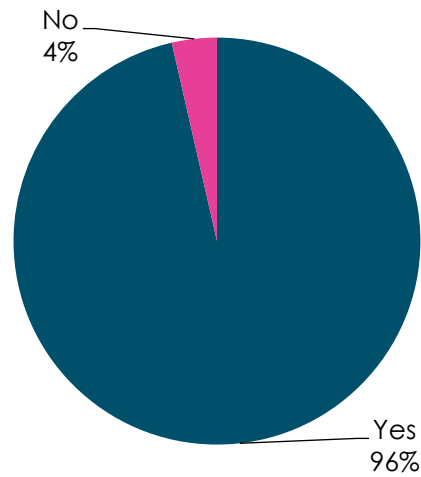
In person engagement encouraged people to take part, including those working with elderly and vulnerable people, with assistance available to complete it if necessary.





## Results

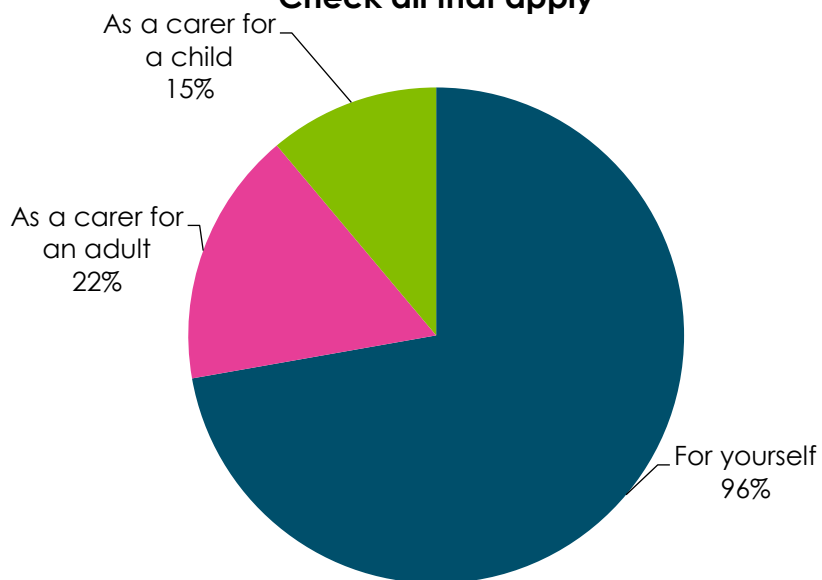
### 1. Do you use a pharmacy?



96% (27) of the respondents answered 'Yes' and only 4% (1) said 'No'

### 2. Why do you use a pharmacy?

Check all that apply

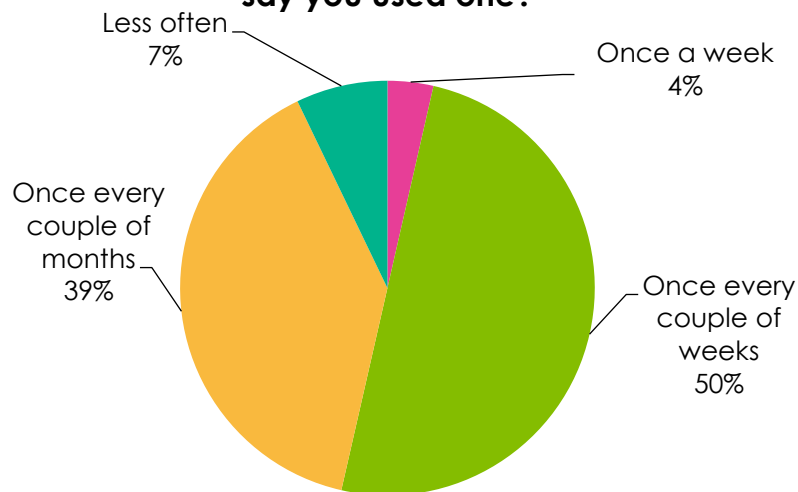


96% (26) of the respondents answered they use pharmacy for themselves, 22% (6) stated 'As a carer for an adult' and another 15% (4) answered 'As a carer for a child'



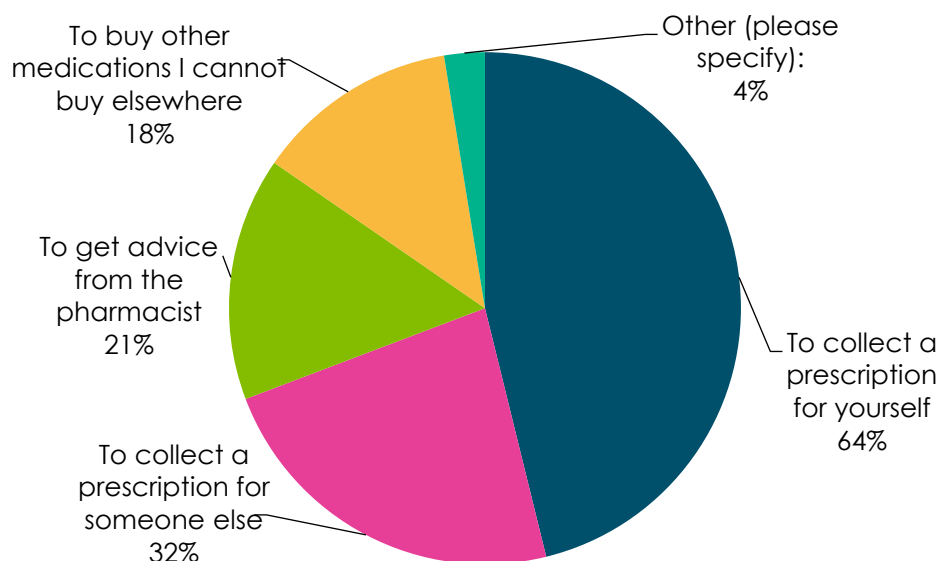


### 3. If you do use a pharmacy, how often would you say you used one?



Half the respondents (14) answered they use pharmacy once in every couple of weeks, 39% (11) stated 'Once every couple of months' 4% (1) answered 'Once a week'

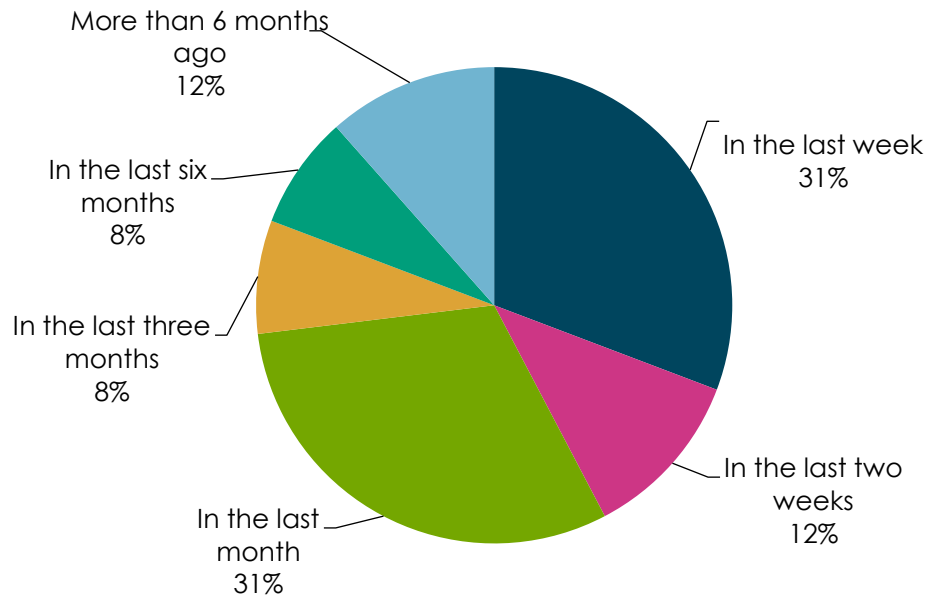
### 4. Why did you last visit the pharmacy?



64% (18) of respondents stated that they last visited the pharmacy to collect a prescription for themselves and 32% (9) stated 'To collect a prescription for someone else'. 21% (6) stated they visited to get advice from the pharmacist and 18% (5) wanted to buy medications they can't buy elsewhere. One respondent said they went to visit 'To deposit a few months' worth of used asthma inhalers.'

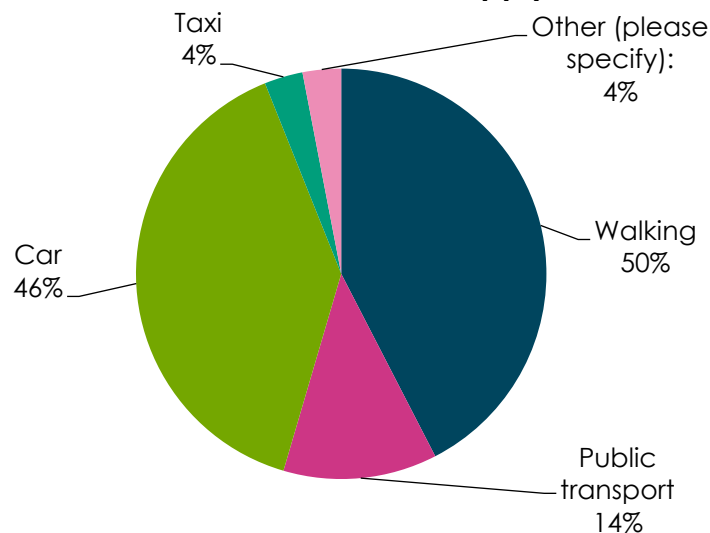


### 5. When did you last visit the pharmacy to get a prescription, buy medicines or get advice?



31% (8) of respondents said they last visited the pharmacy in the last month and another 31% (8) said they visited their pharmacy in the last week. 12% (3) said their last visit was in the last two weeks. 8% (2) stated their last visit was in the last three months and another 8% (2) said their last visit was in the last 6 months. 12% (3) visited their pharmacy more than 6 months ago.

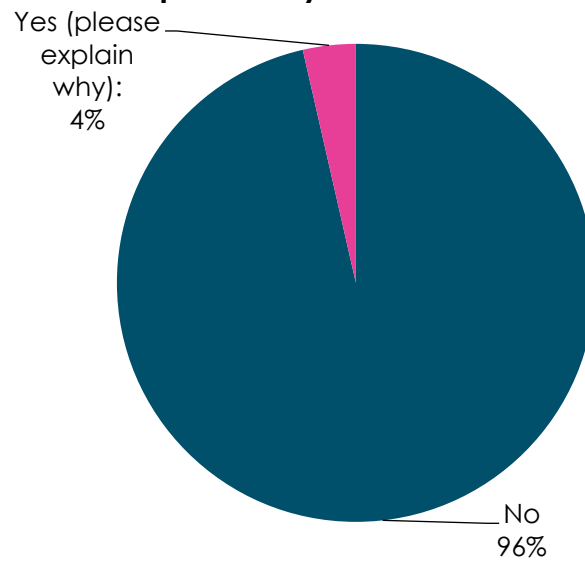
### 6. How did you get to the pharmacy? Please select all that apply



50% (14) of respondents stated that last time they visited their pharmacy they walked there and 46% (13) used their car. 14% (4) used public transport and 4% (1) travelled by taxi. One person (4%) said they visit 'When they have an appointment with the doctor at hospital.'

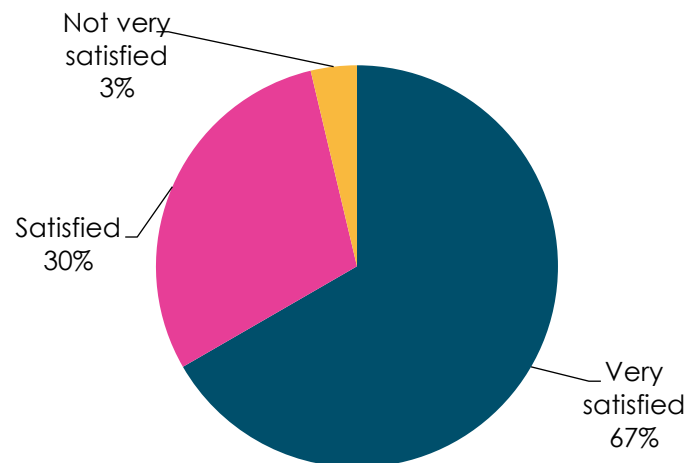


### 7. Do you have problems accessing a pharmacy due to location?



96% (27) of respondents said they have no problems accessing their pharmacy in terms of its location. 1 person said the pharmacy is too far for the patient and his wife who are feeble.

### 8. How satisfied were you with the time it took to provide the required service?

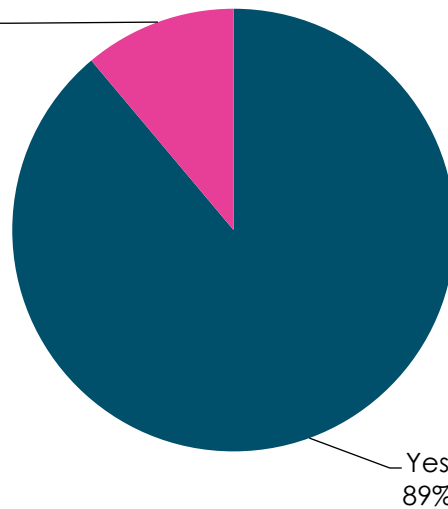


97% (26) of the respondents were 'Very satisfied' or 'Satisfied' with the time it took to provide the service. Only 3% (1 person) stated they were 'Not very satisfied'



### 9. Are you satisfied with the opening hours of your pharmacy?

No (please specify why you are unsatisfied):  
11%



89% (24) stated they are happy with their pharmacy opening hours and 11% (3) said they weren't happy. Please see the reasons for patients being unsatisfied with the opening hours below:

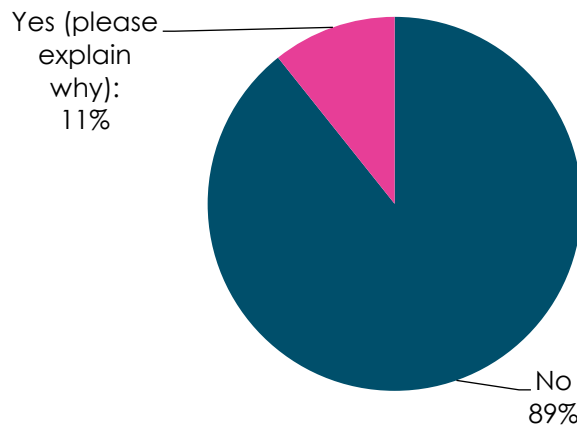
#### Reasons why respondents were unsatisfied:

- 'Could be open longer and later.'
- 'Closed at weekends (Saturday).'
- 'It is not open on Saturdays.'





## 10. Do you have problems accessing a pharmacy due to opening hours?

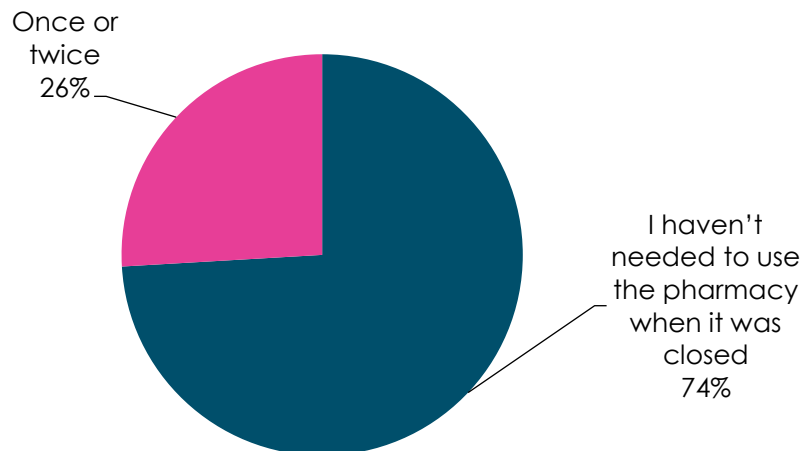


89% (24) of respondents said they have no problems accessing their pharmacy due to opening hours and another 11% (3) said they had experienced some problems, the reasons for these are outlined below.

### Reasons why respondents had problems accessing pharmacy:

- 'Sometimes I am not able to get to the pharmacy when it is open.'
- 'No Saturday opening.'
- 'It is not open on Saturday.'

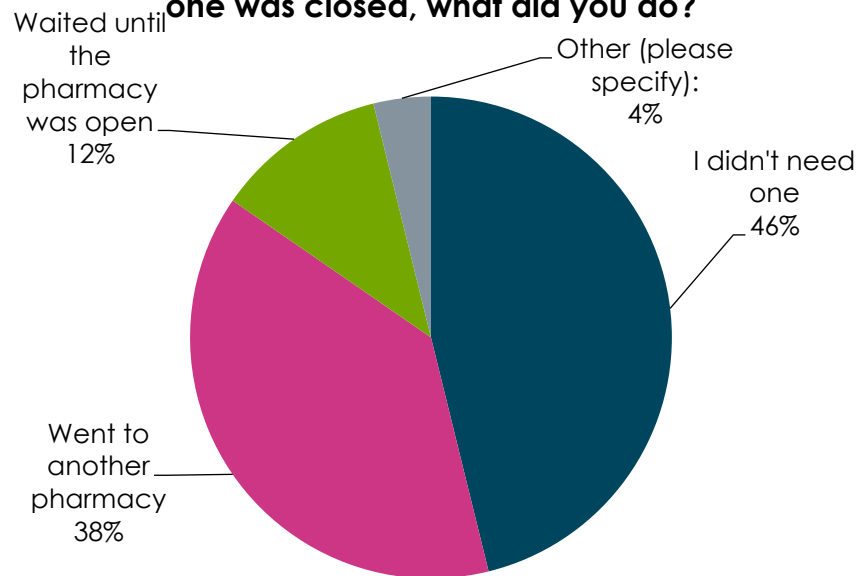
## 11. How many times recently have you needed to use your usual pharmacy (or the pharmacy closest to you) when it was closed?





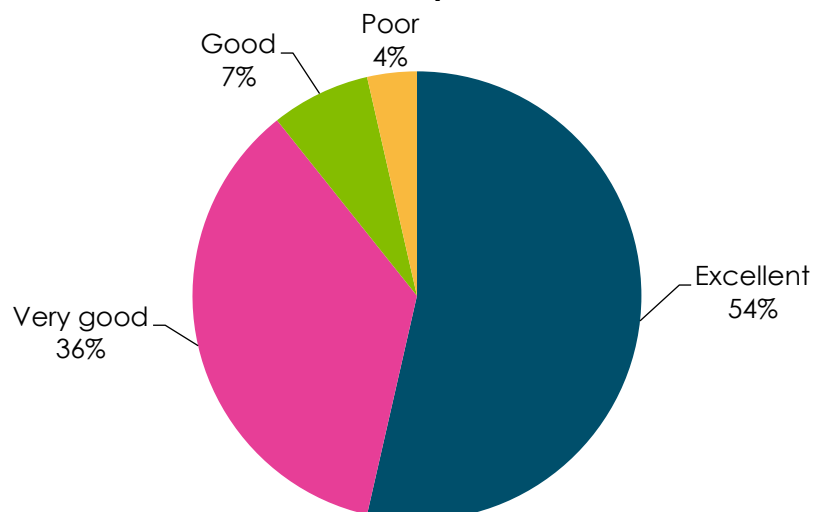
74% of respondents stated that they had not needed to use the pharmacy when it was closed and 26% said they had needed it once or twice.

### 12. If you needed a pharmacy when your local one was closed, what did you do?



46% (12) of respondents said they didn't need one, 38% (10) stated they went to another pharmacy, 12% (3) waited until the pharmacy was open and 4% (1) said they asked someone to go to another pharmacy for them.

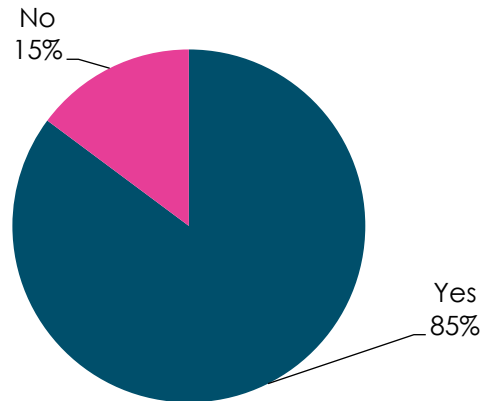
### 13. How would you rate the experience of your local pharmacy considering the staff, environment and service provided?



54% of respondents rated their experience with their local pharmacy as 'Excellent' and another 43% stated that their experience had been 'Very good' or 'Good'. Only 4% (1 person) said they had a 'Poor' experience.

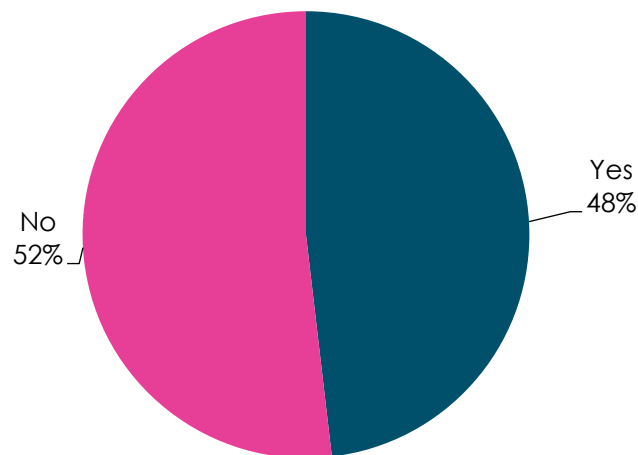


**14. Did you know that there are pharmacies in Bury that are open extended hours (e.g. early morning, late night, weekends and bank holidays)?**



85% (23) of respondents said they knew there are pharmacies in Bury that have extended opening hours and 15% (4) said they didn't know that.

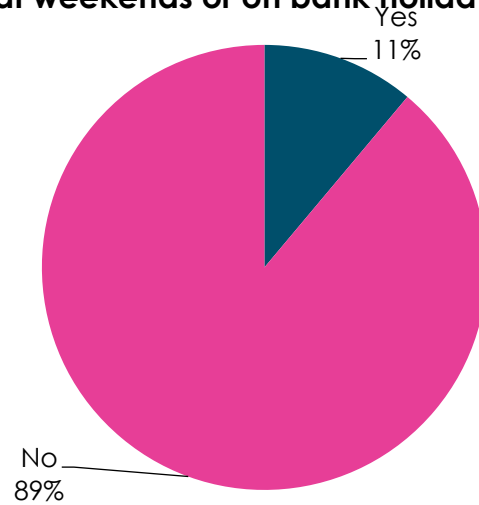
**15. Do you know where these pharmacies are located?**



48% (13) of respondents said they knew where the pharmacies that have extended opening hours are located and 52% (14) said they didn't know where they were located.

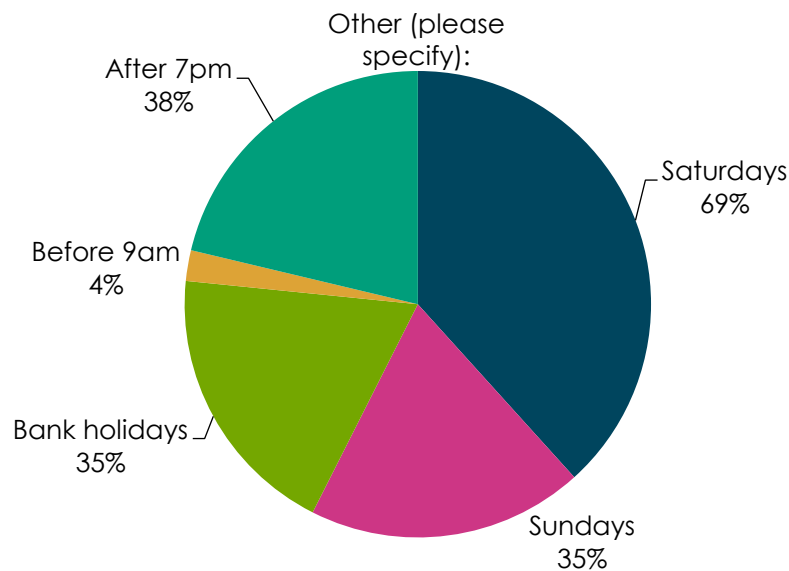


**16. Have you used these pharmacies early in the morning (before 9am), later at night (after 7pm), at weekends or on bank holidays?**



89% (24) said they have not used extended opening hours pharmacies and 11% (3) stated they had used the pharmacies outside of usual opening hours.

**17. At what time would you, or do you, find pharmacies with extended hours most useful?**

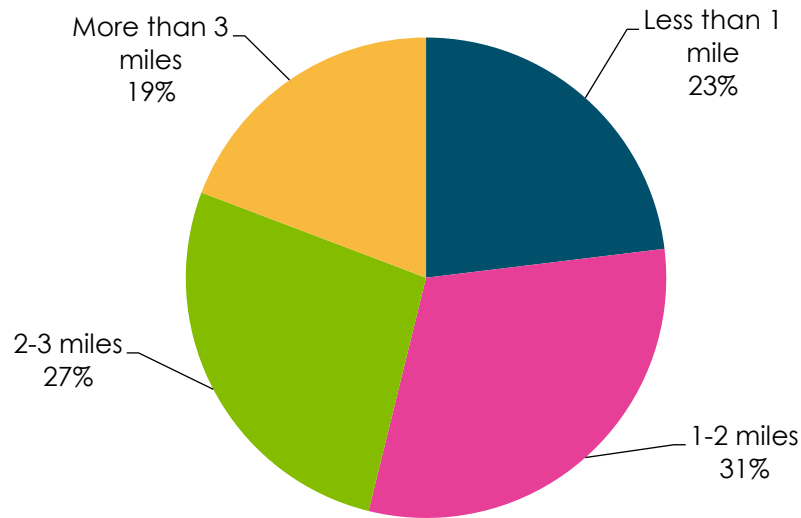


Most people said they would find it most useful if pharmacies with extended hours were open on Saturdays (69%; 18), after 7pm (38%; 10), Sundays (35%;9), Bank Holidays (35%;9) and before 9am (4%;1).



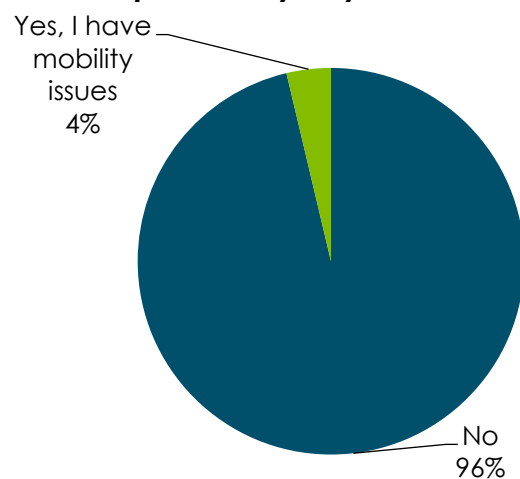


### 18. How far from your home or place of work would you be willing to travel to a pharmacy?



19% (5) of respondents would be willing to travel more than 3 miles to a pharmacy, 27% (7) would be willing to travel 2-3 miles, 31% (8) 1-2 miles and 23% (6) less than 1 mile.

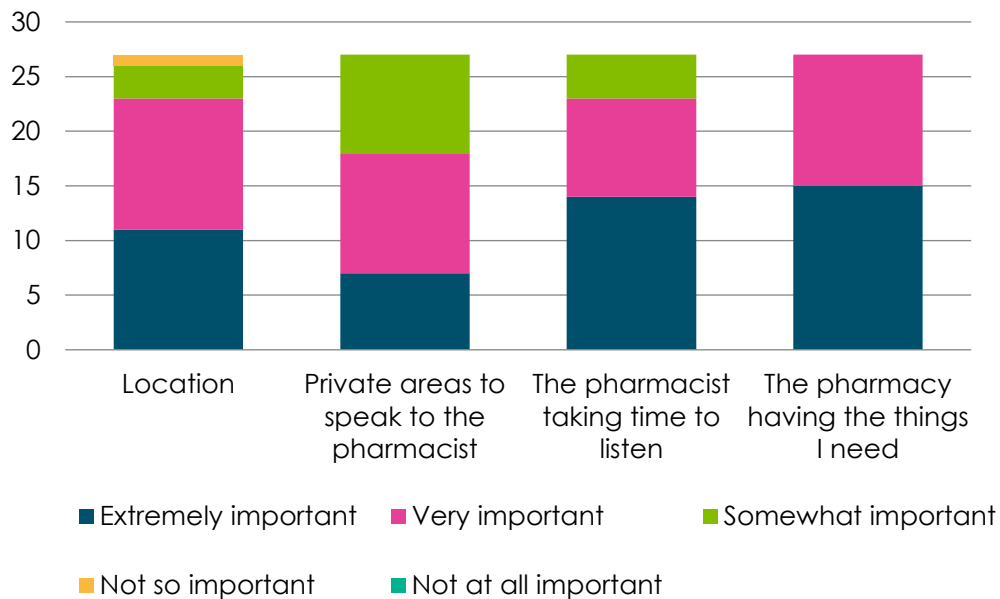
### 19. Do you have any difficulties accessing a pharmacy of your choice



Majority of respondents (96%; 26) have no difficulties accessing a pharmacy of their choice. One patient (4%;1) stated they have difficulties due to their mobility issues.

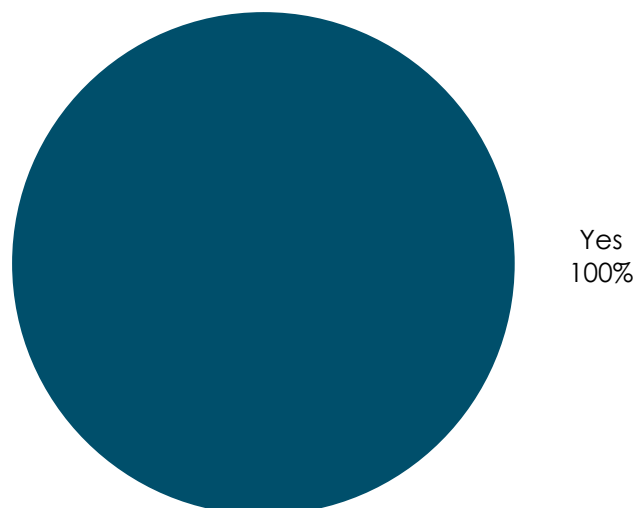


## 20. How important are the following aspects of pharmacy services?



The pharmacy having the things I need was considered the most important aspect for the pharmacy services. Other important aspects for the pharmacy services were 'The pharmacist taking time to listen' and 'location'. Private area was also considered important but less so than other aspects of the service.

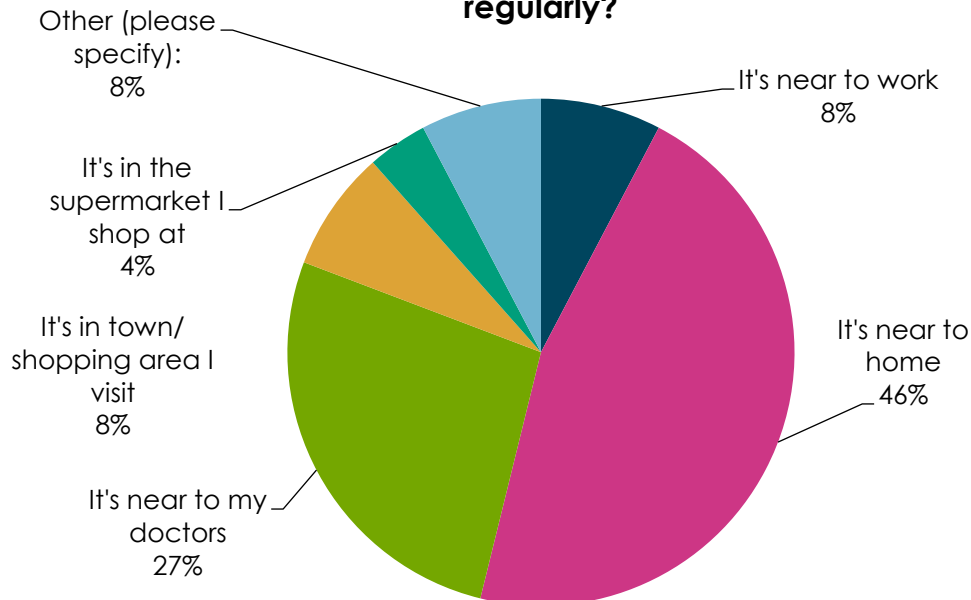
## 21. Do you have a pharmacy you use regularly?



All 27 respondents said they have a pharmacy they use on a regular basis.



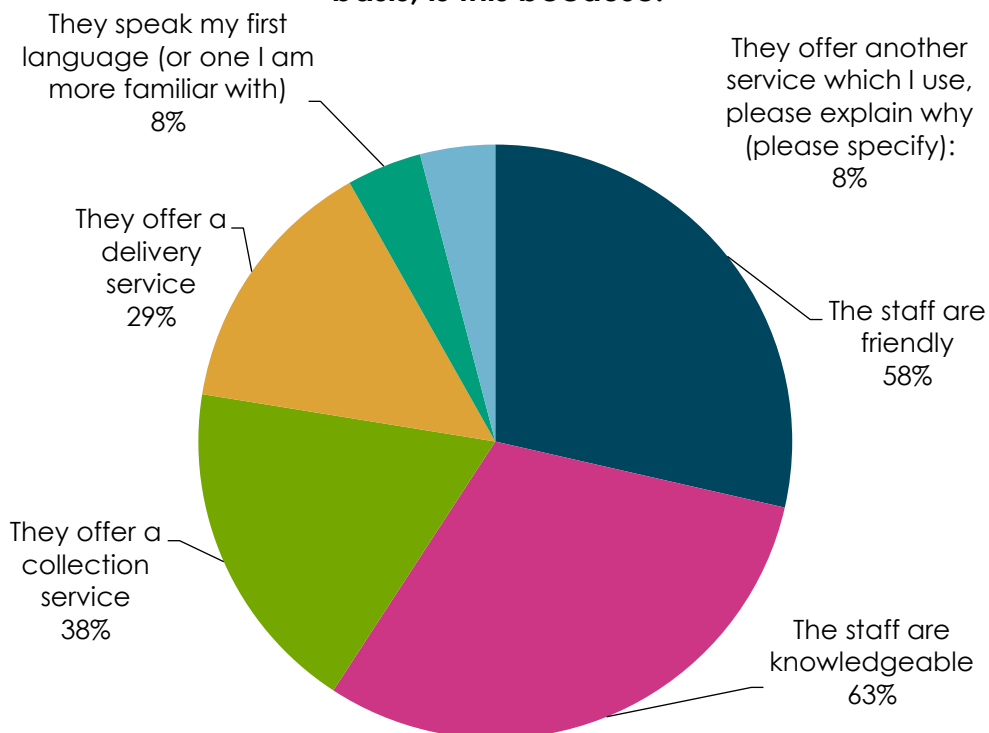
## 22. In terms of location, why do you use this pharmacy regularly?



When asked why patients use their pharmacy on a regular basis, 46% (12) said it is near to home, 27% (7) said it is near to their doctors, 8% (2) said it is near to work and another 8% (2) said it is in town/near the shopping area they visit. 4% (1) said it is in the supermarket they shop at and other responses included 'It is one we have always used.' And 'It is one I have used for a long time.'



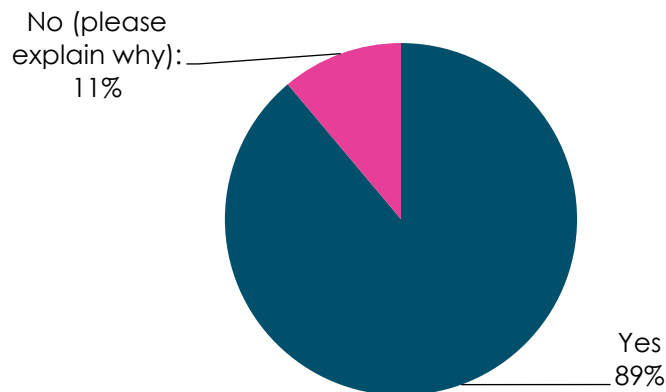
### 23. If you use a particular pharmacy on a regular basis, is this because:



Over half the respondents (63%;15) said the reason why they use a particular pharmacy on a regular basis is because the staff are knowledgeable and another 58% (14) said because the staff are friendly. 38% (9) said it is because they offer a collections service and 29% (7) said they offer a delivery service. 8%(2) said it is because they speak my first language and another 8% (2) said they offer another service they use (Ear syringing and repeat prescription service).

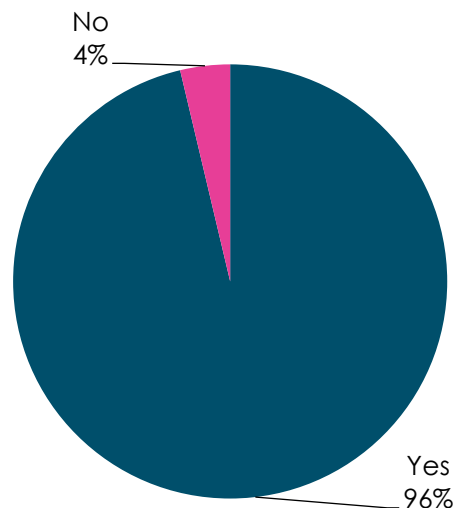


**24. Do you feel that pharmacy staff provide you with sufficient information about your prescribed medication or medicines purchased over the counter e.g. dose, possible side effects, any warnings?**



89% (24) of respondents said their pharmacy staff provided them with sufficient information regarding their medication and 11% (3) said they did not provide with sufficient information. One patient said this is because 'It's all in the leaflet' and another patient stated 'They never explain anything.'

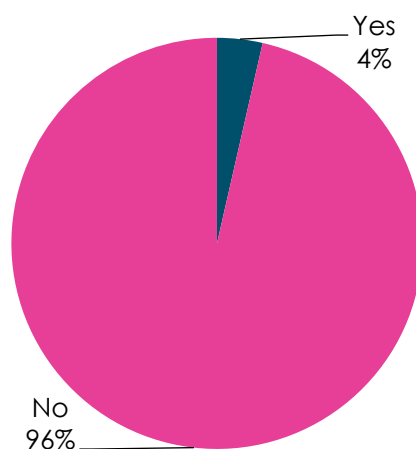
**25. Did you know staff at your regular pharmacy could provide advice of treating minor ailments such as viral infections, mild skin conditions, minor cuts, aches and pains, hay fever and allergies etc**



96% (26) were aware that pharmacies can provide advice of treating minor ailments and 4% (1) had not heard of it.

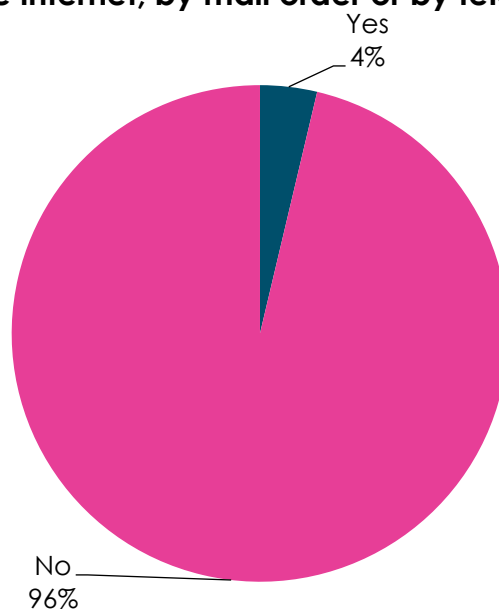


**26. Do you use a dispensing appliance contractor (which isn't a pharmacy) for items such as continence or stoma products?**



96% (26) of respondents said they do not use a dispensing appliance contractor and 4% (1) said they do use this service.

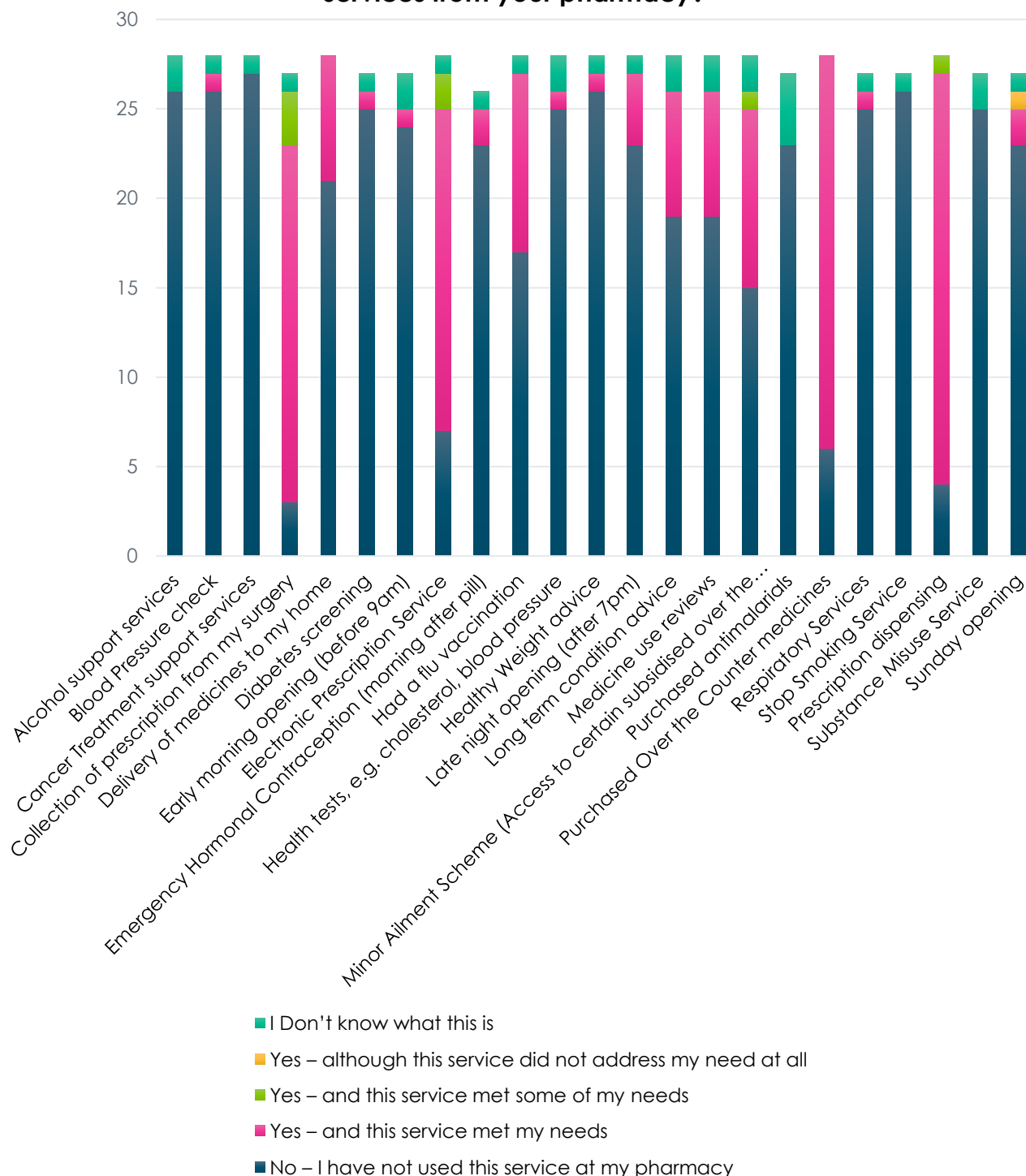
**27. Do you use a distance selling pharmacy where you have ordered medicines/appliances over the internet, by mail order or by telephone?**



96% (26) of respondents said they do not use a distance selling pharmacy and 4% (1) said they do use this service.



## 28. Have you ever paid for or used any of the following services from your pharmacy?

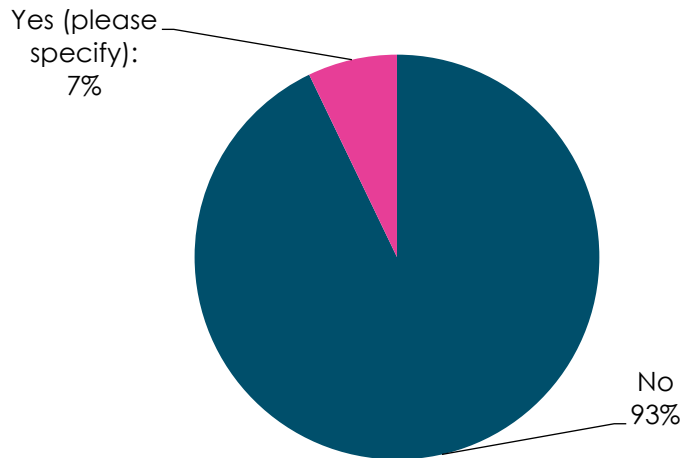


Prescription dispensing service, collection of a prescription, electronic prescription service and purchasing over the counter medicines were most frequently selected as the service that patients have used and has met their needs.

Minor ailment scheme, flu vaccine and delivery of medication to home were the next most frequently used services that had met patients' needs.

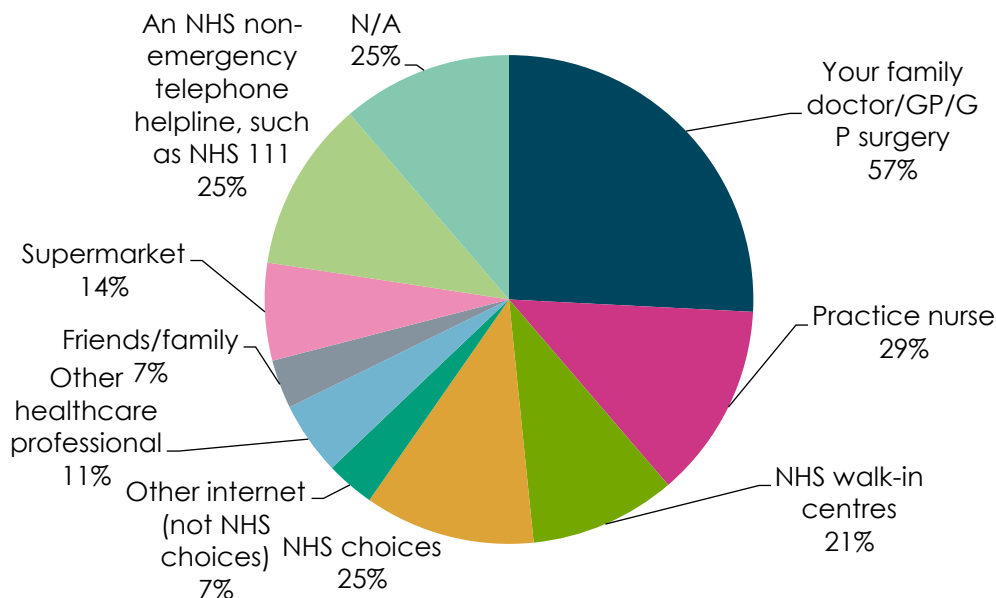


### 29. Are there any other services you would like your pharmacy to offer?



93% (26) said 'No' and 7% (2) said 'Yes'. Both patients said they'd like their pharmacist to be able to prescribe medication so they wouldn't have to go and see their GP.

### 30. If you don't go to a pharmacist for any of the services listed above, who or which organisation, if any, would you contact if you wished to get information:

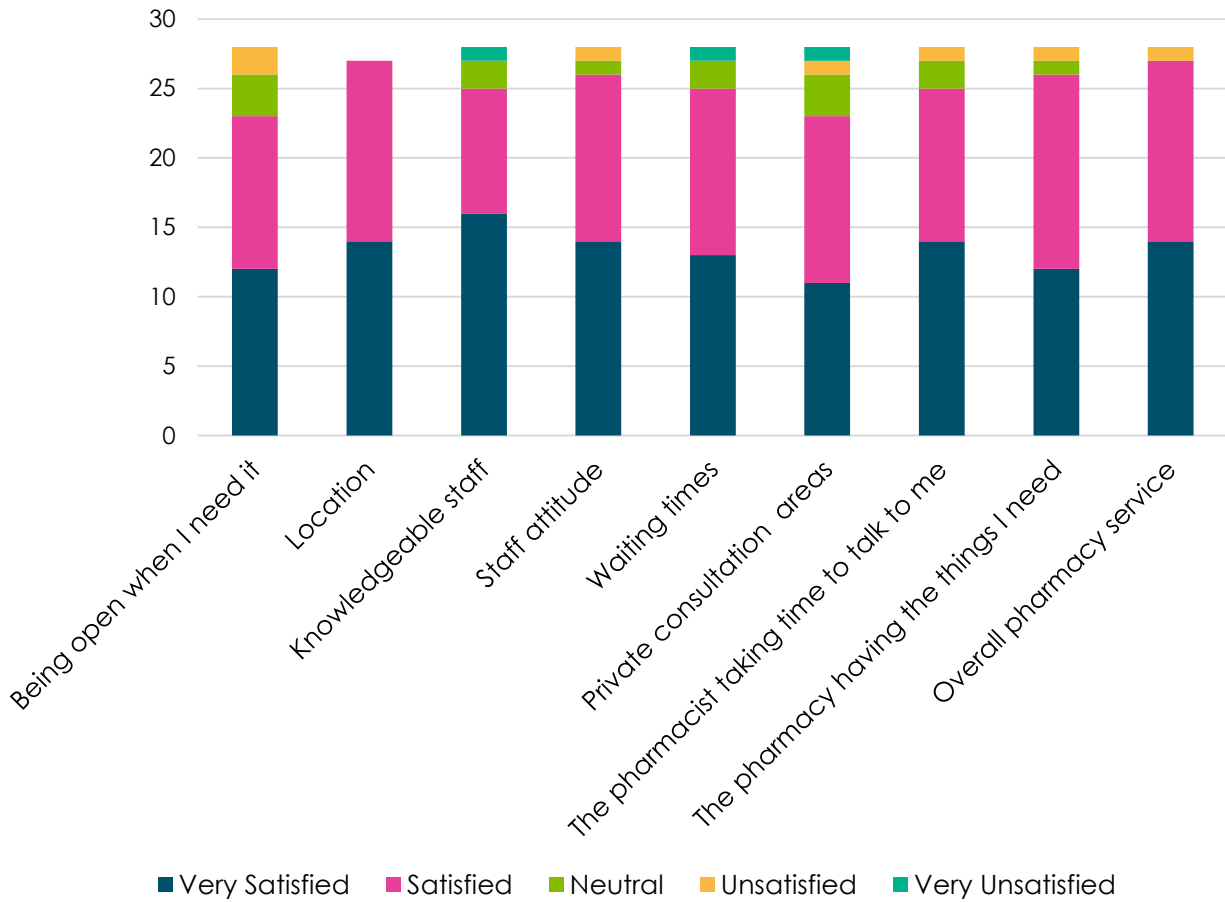


57% (16) of respondents would go to their GP, 29% (8) to their practice nurse, 25% (7) NHS choices, another 25% (7) to an NHS non-emergency helpline, 21% (6) to a walk-in centre, 14% (4) to a supermarket, 11% (3) would go to another health professional and 7% (2) would go to their friends/family. 7% (2) said they would access another internet page.





### 31. How satisfied are you with the following aspects of service provided by pharmacies?

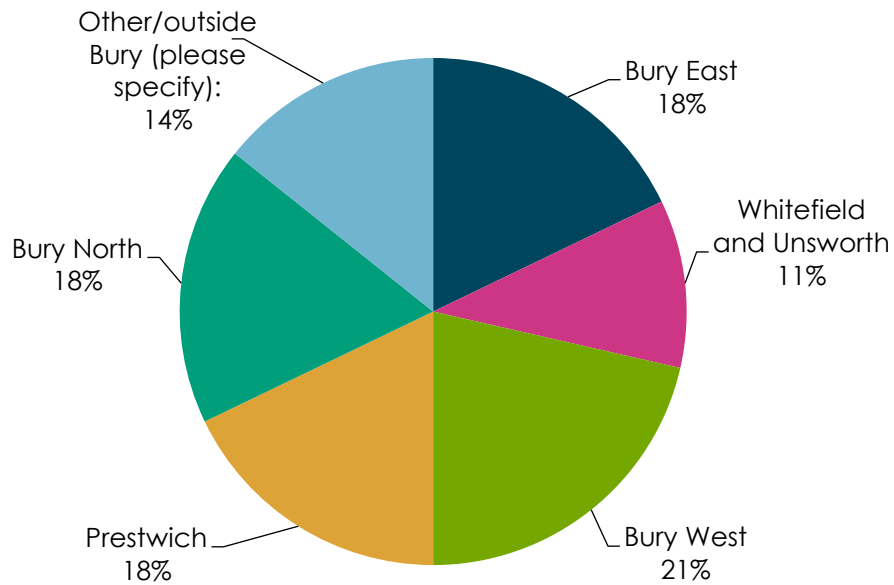


Most respondents were most satisfied with the location of the pharmacy and with an overall service of pharmacies.



## Demographics

### 32. Please tell us which township you currently reside in?

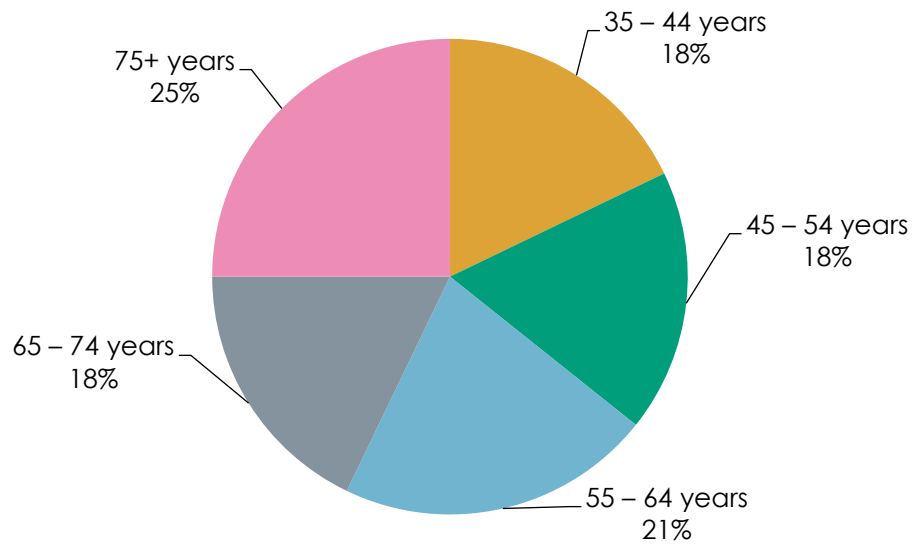


#### Other:

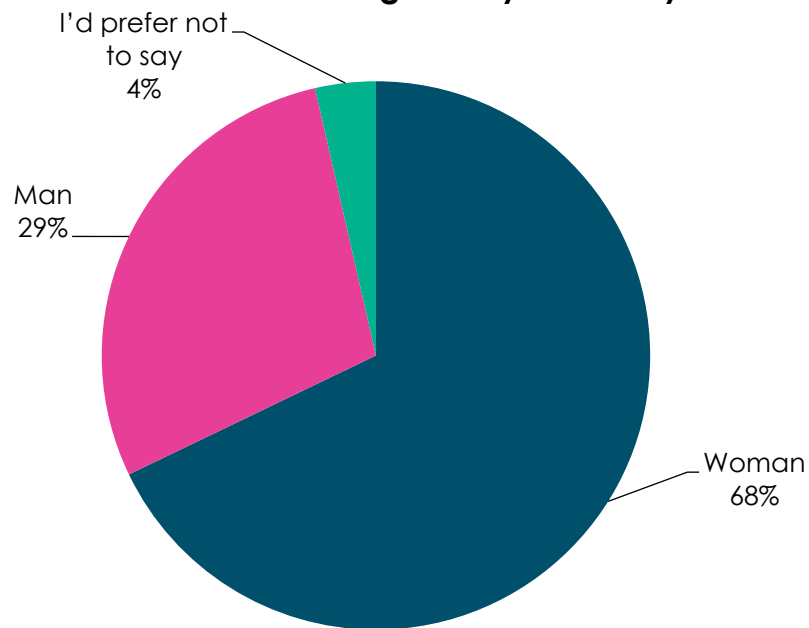
- Radcliffe
- Middleton, I work in Bury
- Radcliffe
- Radcliffe



### 33. Please tell us which age category you fall into:

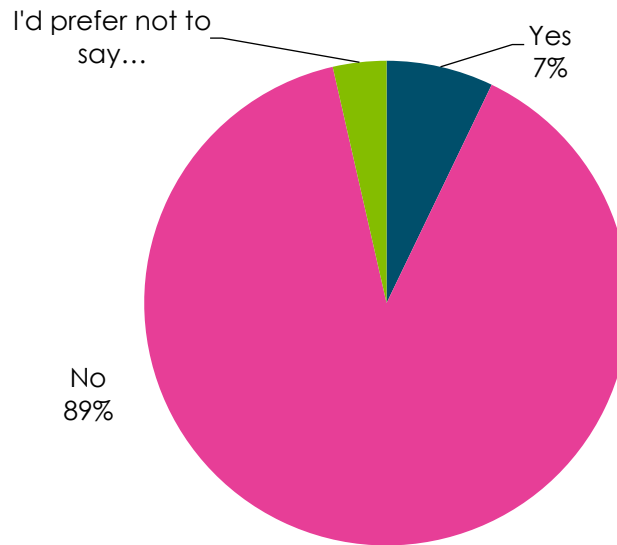


### 34. Please tell us which gender you identify as:

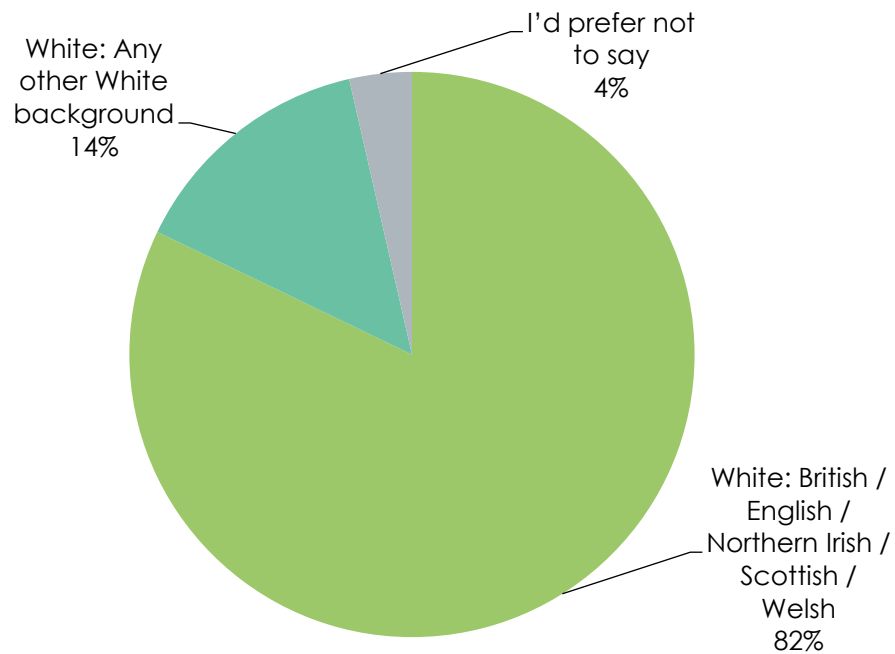




### 35. Is your gender different to the sex that was assigned to you at birth?

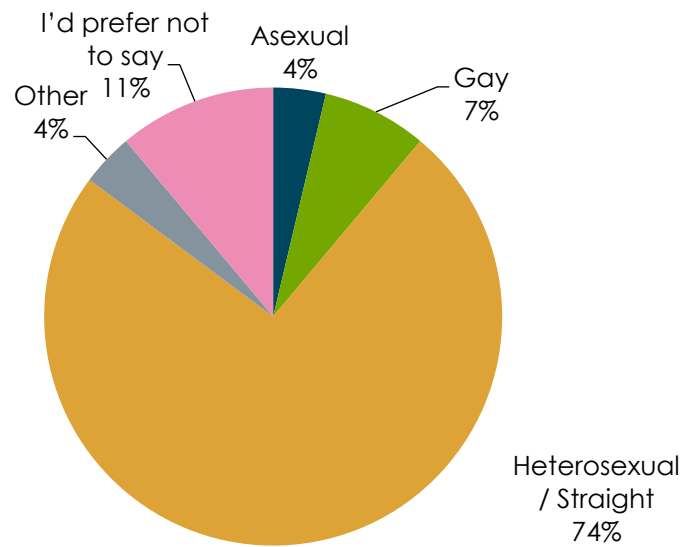


### 36. Please select your ethnic background

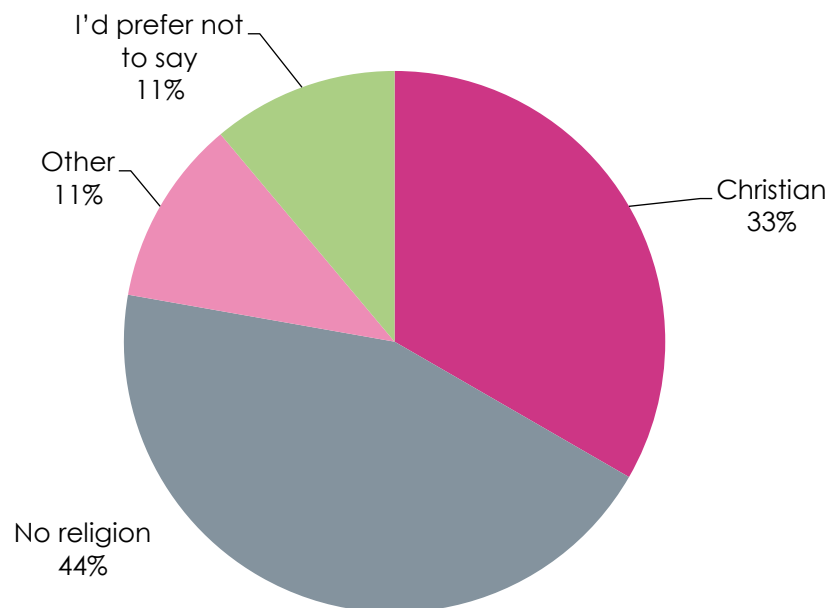




### 37. Please tell us which sexual orientation you identify as:

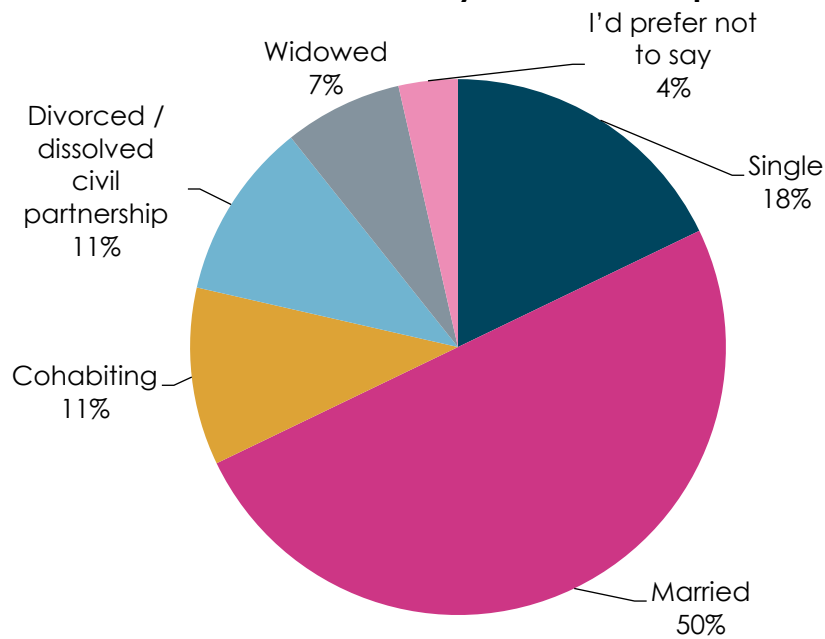


### 38. Please tell us about your religion or beliefs:

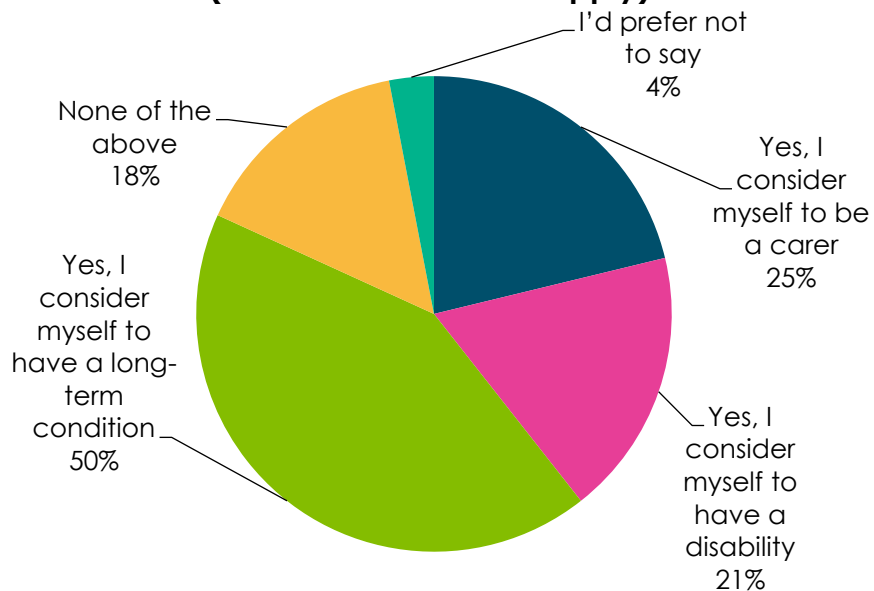




**39. Please tell us about your relationship status:**



**40. Do you consider yourself to be a carer, have a disability or a long-term health condition?  
(Please select all that apply):**





## Acknowledgements

Many thanks to everyone who were able to share their feedback with us, to our volunteers and thanks to Public Health in Bury for supporting this survey.

## References

1. Bury Pharmaceutical Needs Assessment 2022-25  
<https://www.bury.gov.uk/CHttpHandler.ashx?id=23714&p=0> (Accessed in November 2022)





**healthwatch**  
Bury

## Contact us

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If you require this information in an alternative format,  
please contact our office via the details below.

---



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