

APPENDIX 5 – Pharmacy Contractor Survey Summary

A survey was created and ran from the 5th July 2013 until the 2nd August 2013 to gather information from pharmacies with regards to the services they provide to the public.

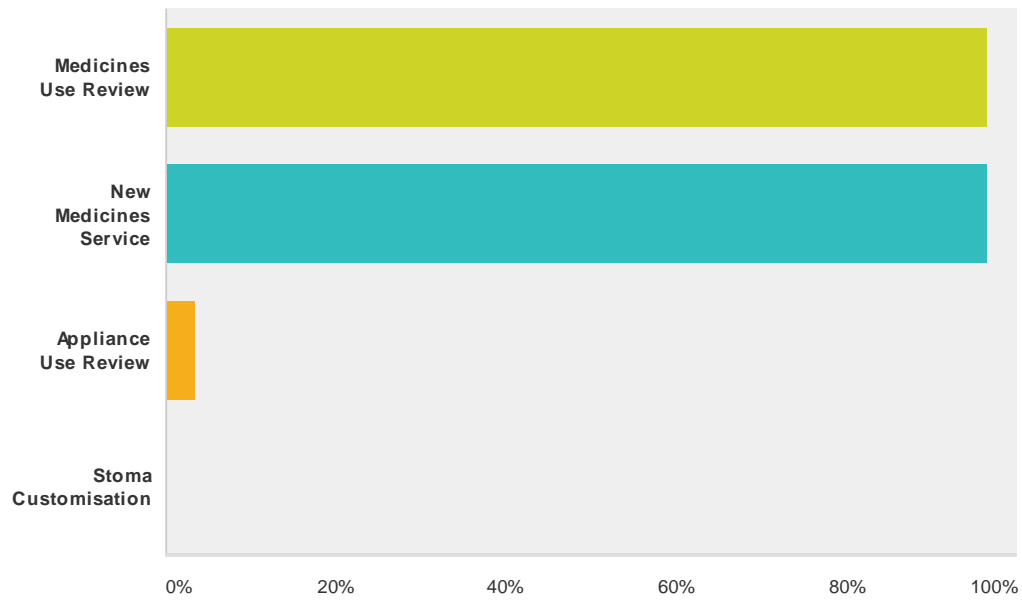
The survey received responses from 29 pharmacies out of 63 pharmacy contractors in Trafford.

Where analysis does not meet 29 responses, this is due to pharmacies omitting to answer certain questions.

The response to questions 1, 2 and 3 with regards to the pharmacy's contact details and opening hours have been incorporated in appendix 8.

Q4 Which of these advanced services do you CURRENTLY provide?

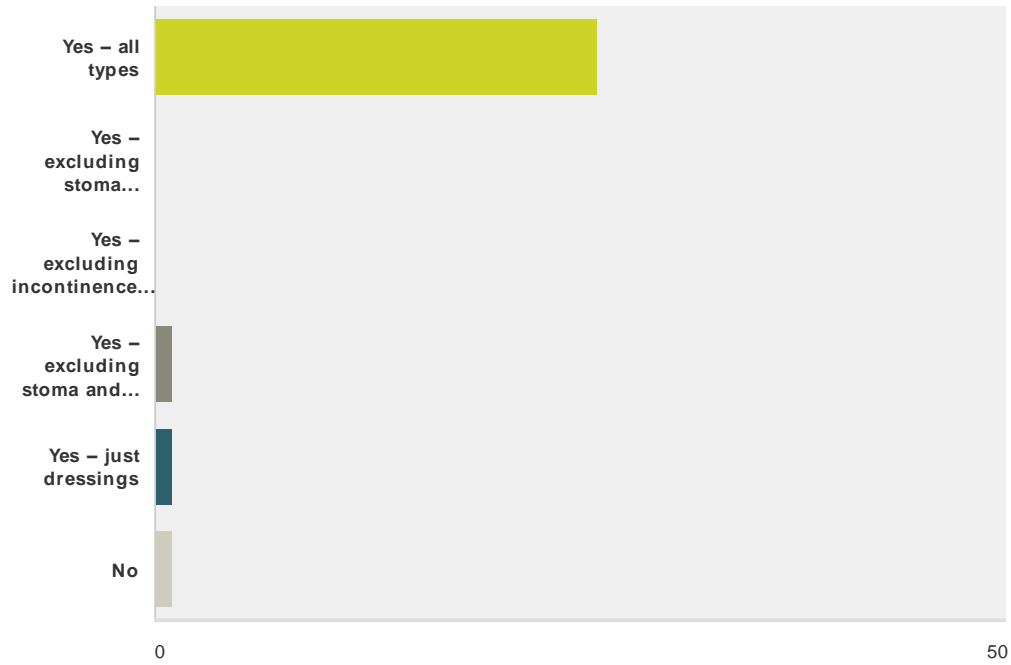
Answered: 29 Skipped: 0



Answer Choices	Responses	
Medicines Use Review	96.55%	28
New Medicines Service	96.55%	28
Appliance Use Review	3.45%	1
Stoma Customisation	0%	0
Total Respondents: 29		

Q5 Does the pharmacy dispense appliances? Please tick on box only.

Answered: 29 Skipped: 0

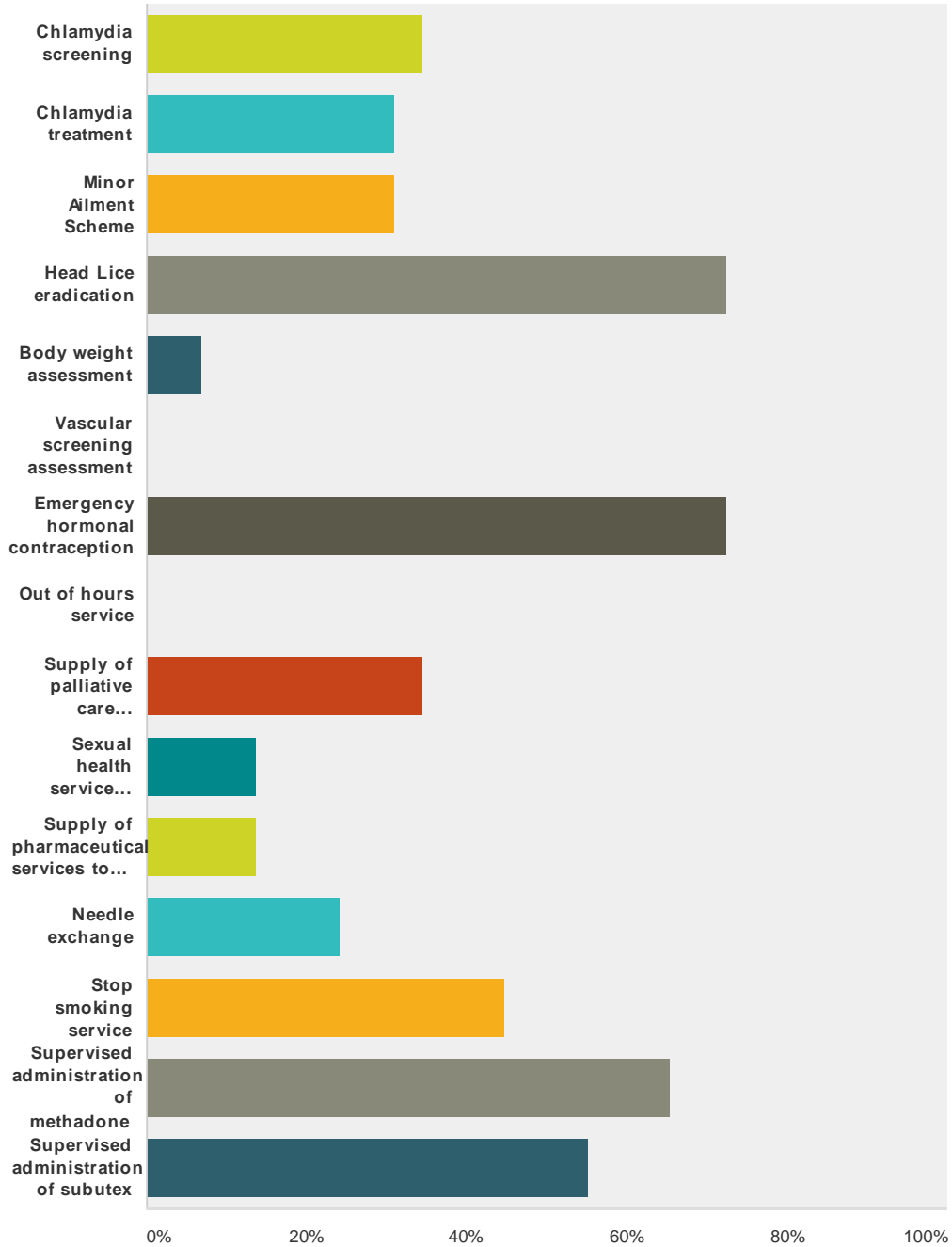


Answer Choices	Responses
Yes - all types	89.66% 26
Yes - excluding stoma appliances	0% 0
Yes - excluding incontinence appliances	0% 0
Yes - excluding stoma and incontinence appliances	3.45% 1
Yes - just dressings	3.45% 1
No	3.45% 1
Total	29

#	Other (please specify)	Date
1	None	7/16/2013 5:38 AM

Q6 Which of these locally commissioned services do you CURRENTLY provide? This survey relates to three Local Authority areas so the services listed here may not be available in your locality.

Answered: 29 Skipped: 0



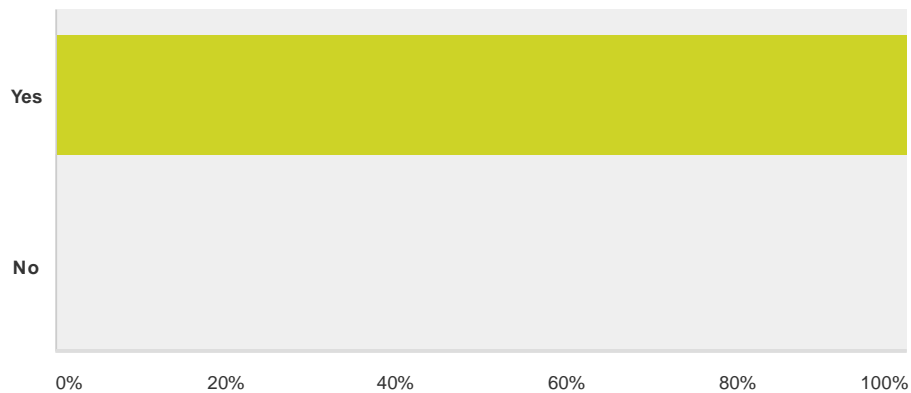
Answer Choices	Responses
Chlamydia screening	34.48% 10
Chlamydia treatment	31.03% 9
Minor Ailment Scheme	31.03% 9
Head Lice eradication	72.41% 21

Body weight assessment	6.90%	2
Vascular screening assessment	0%	0
Emergency hormonal contraception	72.41%	21
Out of hours service	0%	0
Supply of palliative care medicines	34.48%	10
Sexual health service including supply contraception of under patient group direction	13.79%	4
Supply of pharmaceutical services to care homes	13.79%	4
Needle exchange	24.14%	7
Stop smoking service	44.83%	13
Supervised administration of methadone	65.52%	19
Supervised administration of subutex	55.17%	16
Total Respondents: 29		

#	Other (please specify)	Date
1	MDS Trays for patients	7/16/2013 5:38 AM

Q7 Can customers legally park within 50 metres of the Pharmacy? Please tick one box only.

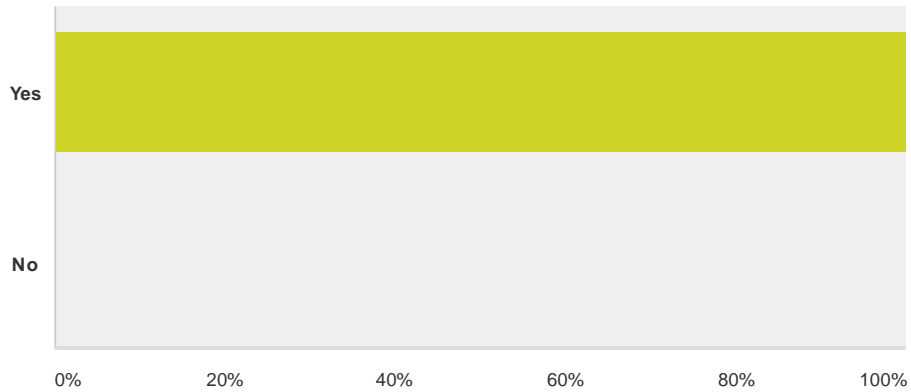
Answered: 28 Skipped: 1



Answer Choices	Responses
Yes	100% 28
No	0% 0
Total	28

Q8 Is there a bus stop within walking distance of the Pharmacy? Please tick one box only.

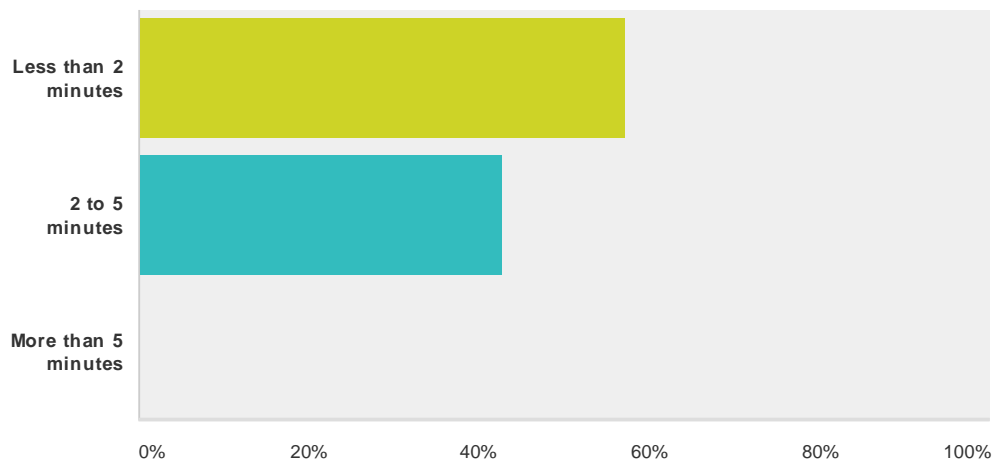
Answered: 28 Skipped: 1



Answer Choices	Responses	
Yes	100%	28
No	0%	0
Total		28

Q9 If yes, how long does the walk take? (Please tick one box only)

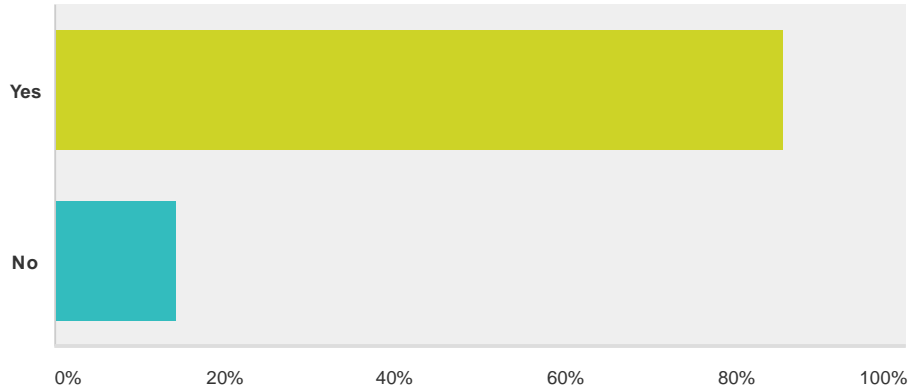
Answered: 28 Skipped: 1



Answer Choices	Responses	
Less than 2 minutes	57.14%	16
2 to 5 minutes	42.86%	12
More than 5 minutes	0%	0
Total		28

Q10 Can disabled customers park within 10 metres of your Pharmacy? (with a 'blue badge') Please tick one box only.

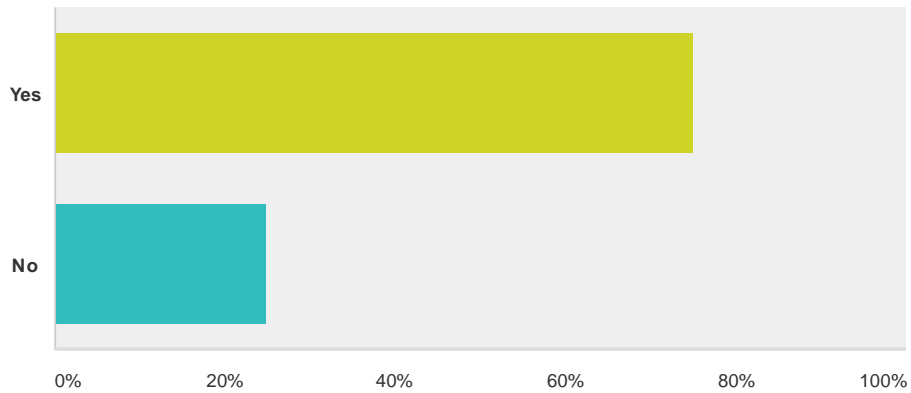
Answered: 28 Skipped: 1



Answer Choices	Responses	
Yes	85.71%	24
No	14.29%	4
Total		28

Q11 Is the entrance to the pharmacy suitable for wheelchair access unaided? Please tick one box only.

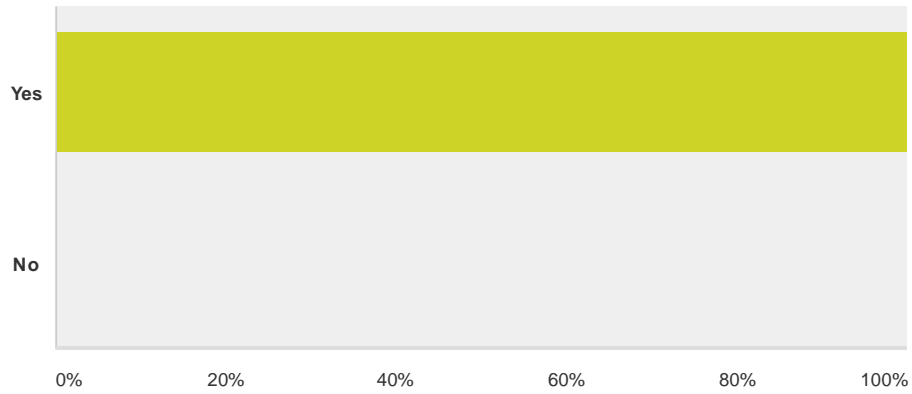
Answered: 28 Skipped: 1



Answer Choices	Responses	
Yes	75%	21
No	25%	7
Total		28

Q12 Are all areas of the pharmacy floor accessible by wheelchair? Please tick one box only.

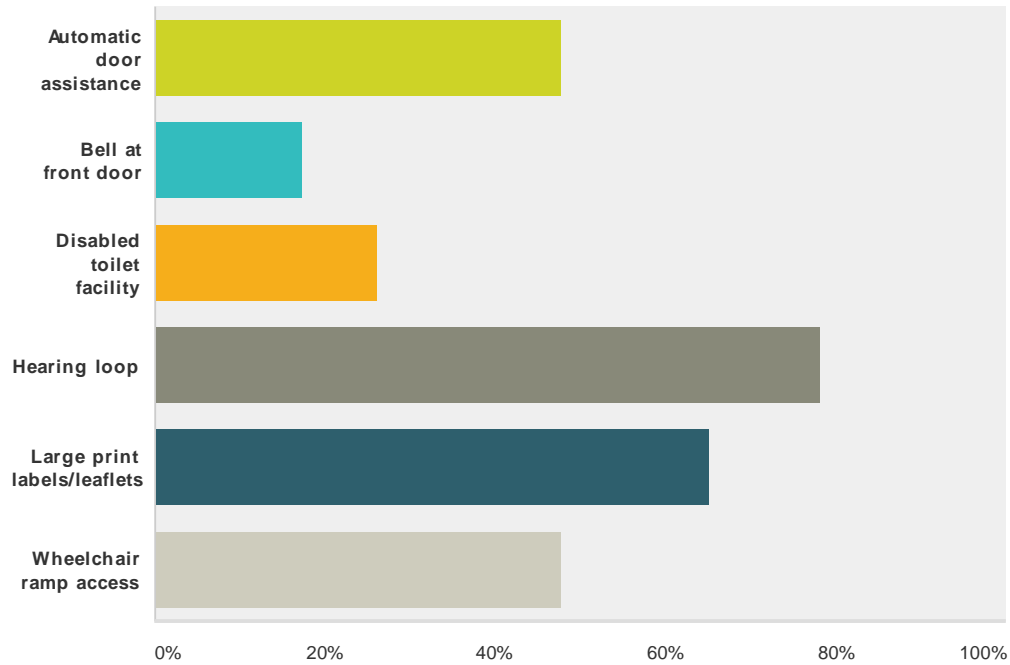
Answered: 28 Skipped: 1



Answer Choices	Responses	
Yes	100%	28
No	0%	0
Total		28

Q13 Do you have other facilities in the pharmacy aimed at helping disabled people access your services? Please tick as many answers as appropriate.

Answered: 23 Skipped: 6



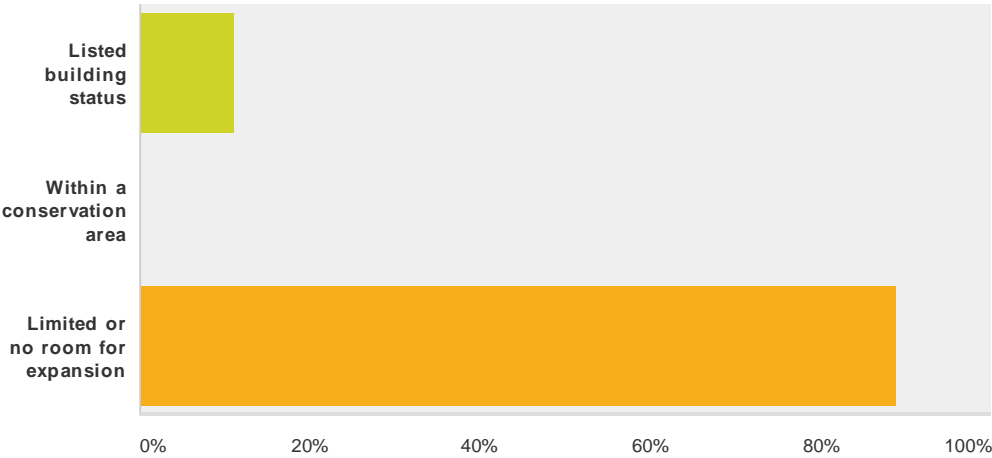
Answer Choices	Responses
Automatic door assistance	47.83% 11
Bell at front door	17.39% 4
Disabled toilet facility	26.09% 6
Hearing loop	78.26% 18
Large print labels/leaflets	65.22% 15
Wheelchair ramp access	47.83% 11

Total Respondents: 23

#	Other (please specify)	Date
1	Sign to assist disabled people in entering the pharmacy	7/16/2013 5:35 AM
2	Flat floor automatic front door. so person in wheel chair does not need a ramp or to ring a bell	7/16/2013 3:32 AM
3	signing aid , magnifying sheets to enlarge print,easy to use pens f or those with difficult gripping a normal sized pen	7/16/2013 2:49 AM

Q14 Are the premises subject to any of the following development constraints? Please tick as many answers as appropriate.

Answered: 9 Skipped: 20

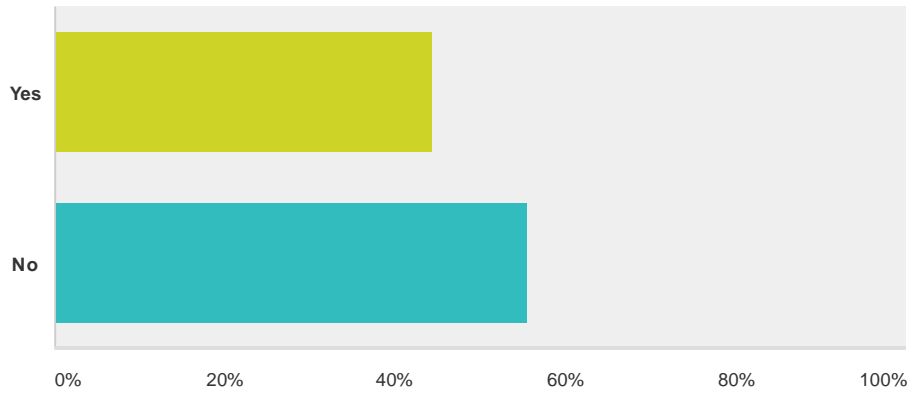


Answer Choices	Responses
Listed building status	11.11% 1
Within a conservation area	0% 0
Limited or no room for expansion	88.89% 8
Total Respondents: 9	

#	Other (please specify)	Date
1	No Constraints	7/16/2013 5:01 AM

Q15 Do the premises have toilets that patients can access for screening? Please tick one box only.

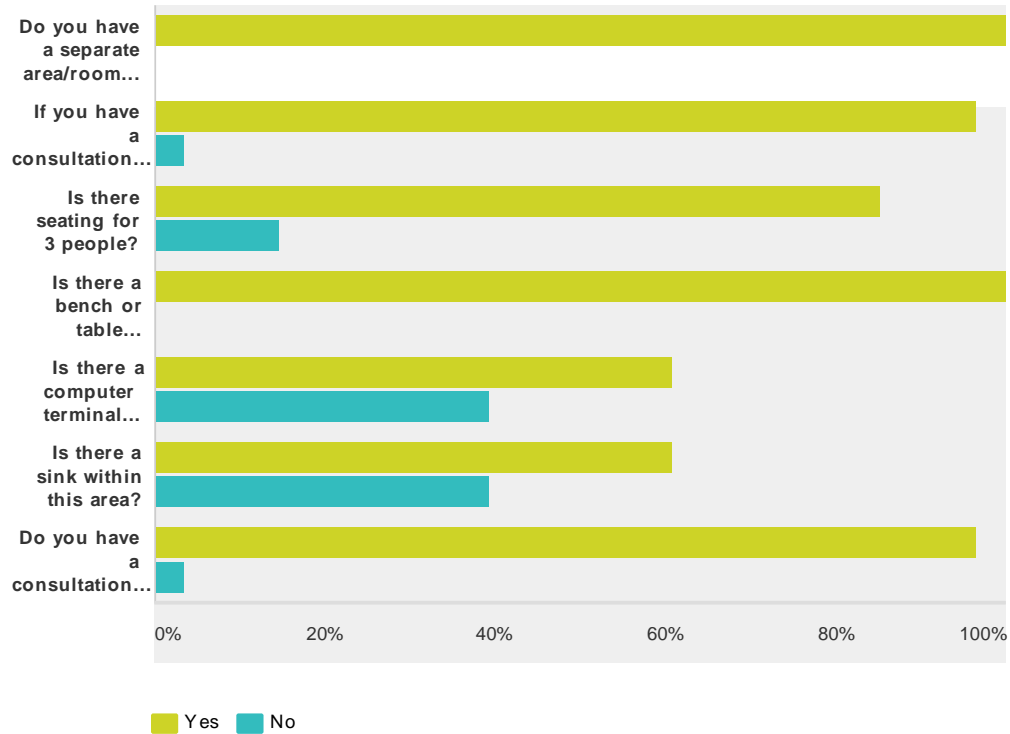
Answered: 27 Skipped: 2



Answer Choices	Responses	
Yes	44.44%	12
No	55.56%	15
Total		27

Q16 Consultation Areas

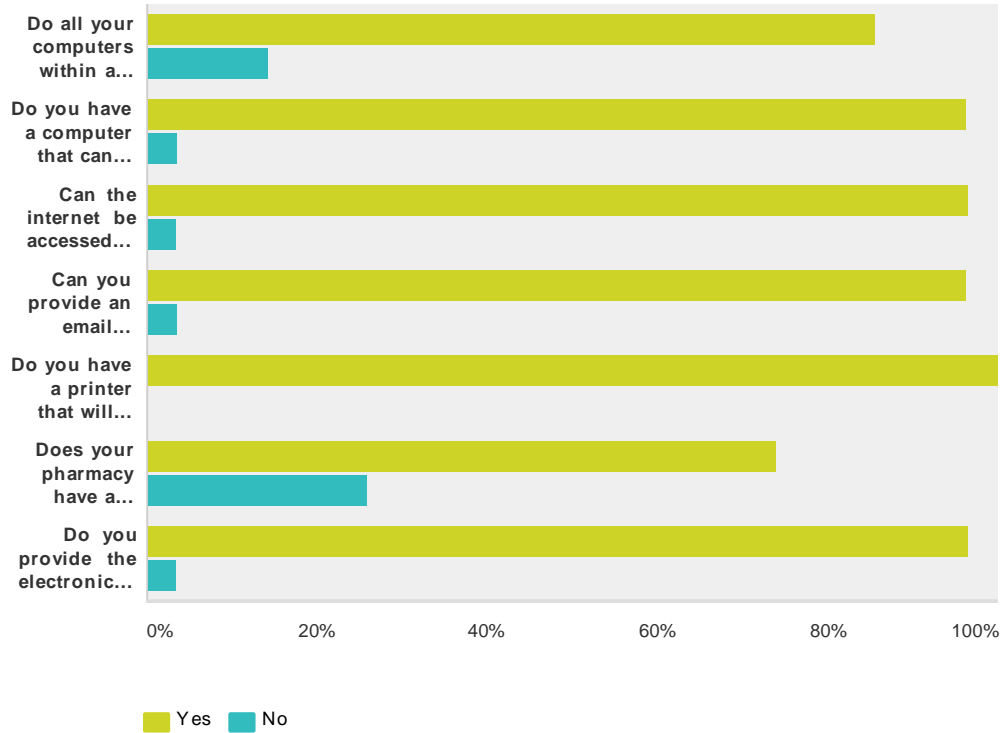
Answered: 28 Skipped: 1



	Yes	No	Total
Do you have a separate area/room suitable for advanced services for consultations with customers?	100% 28	0% 0	28
If you have a consultation area, is this accessible by wheelchair?	96.43% 27	3.57% 1	28
Is there seating for 3 people?	85.19% 23	14.81% 4	27
Is there a bench or table suitable for writing or examining medicines/products?	100% 28	0% 0	28
Is there a computer terminal within the area to access patient's records or complete audit data?	60.71% 17	39.29% 11	28
Is there a sink within this area?	60.71% 17	39.29% 11	28
Do you have a consultation point/area for private discussions?	96.43% 27	3.57% 1	28

Q17 Information Technology

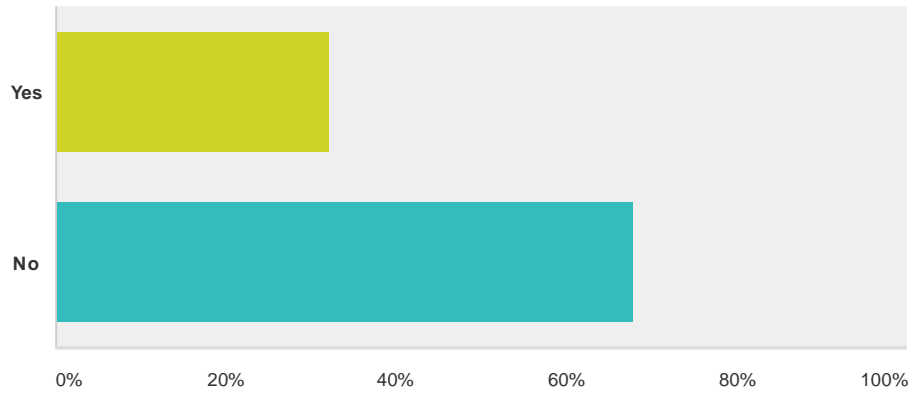
Answered: 28 Skipped: 1



	Yes	No	Total
Do all your computers within a pharmacy access your dispensary software?	85.71% 24	14.29% 4	28
Do you have a computer that can access the internet?	96.30% 26	3.70% 1	27
Can the internet be accessed whilst the PMR system is running?	96.43% 27	3.57% 1	28
Can you provide an email address that can be used for official communications? (If yes, please detail below)	96.30% 26	3.70% 1	27
Do you have a printer that will print A4 size of paper?	100% 27	0% 0	27
Does your pharmacy have a website? (If yes, please detail below)	74.07% 20	25.93% 7	27
Do you provide the electronic prescription service?	96.43% 27	3.57% 1	28

Q18 Does the pharmacy normally have two pharmacists on duty at any time during the week? Please tick one box only.

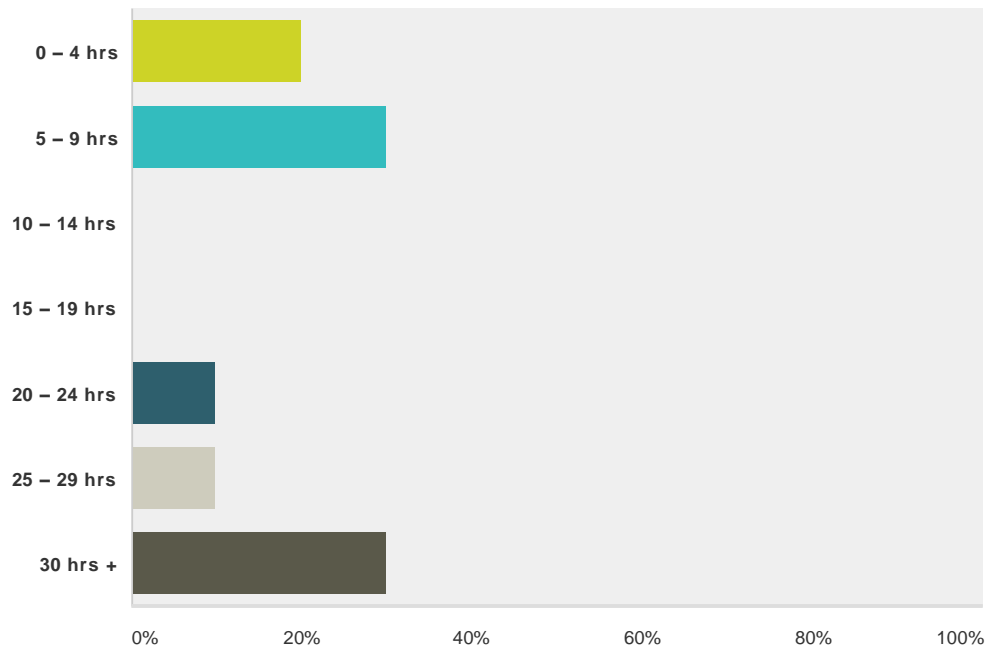
Answered: 28 Skipped: 1



Answer Choices	Responses	
Yes	32.14%	9
No	67.86%	19
Total		28

Q19 If yes, then for how many hours per week are two pharmacists working? Please tick one box only.

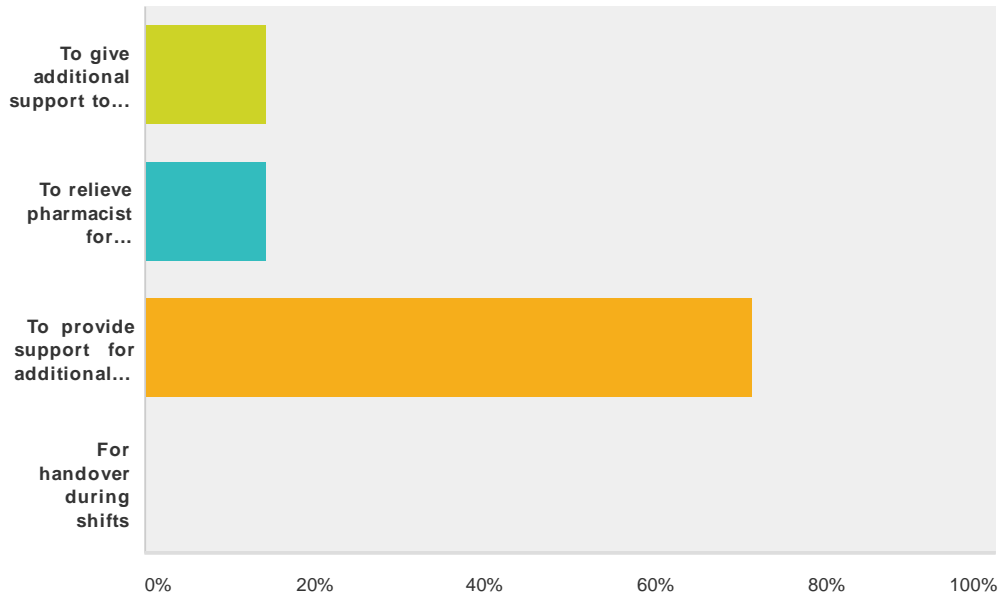
Answered: 10 Skipped: 19



Answer Choices	Responses	
0 – 4 hrs	20%	2
5 – 9 hrs	30%	3
10 – 14 hrs	0%	0
15 – 19 hrs	0%	0
20 – 24 hrs	10%	1
25 – 29 hrs	10%	1
30 hrs +	30%	3
Total		10

**Q20 If you have a second pharmacist, is the pharmacist there for a specific reason?
Please tick as many answers as appropriate.**

Answered: 7 Skipped: 22

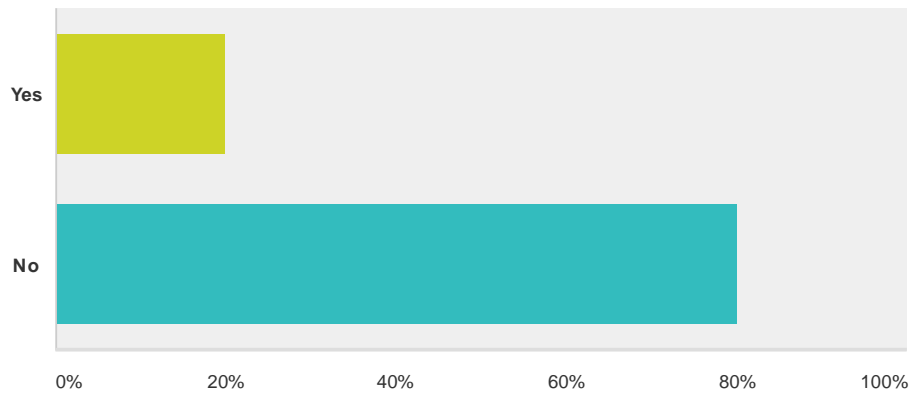


Answer Choices	Responses
To give additional support to dispensary in busy periods	14.29% 1
To relieve pharmacist for administration work	14.29% 1
To provide support for additional services such as medication review	71.43% 5
For handover during shifts	0% 0
Total	7

#	Other (please specify)	Date
1	Also provides time for us to complete administration work	7/19/2013 4:25 AM
2	to provide support with the care services department, visiting care homes, checking of meds	7/19/2013 4:24 AM
3	all four apply but there isn't a facility to tick all boxes	7/16/2013 5:03 AM
4	all the above really	7/16/2013 4:40 AM
5	to deliver private pgds	7/13/2013 7:47 AM

Q21 Are any of the above pharmacists with special interests? Please tick one box only.

Answered: 20 Skipped: 9

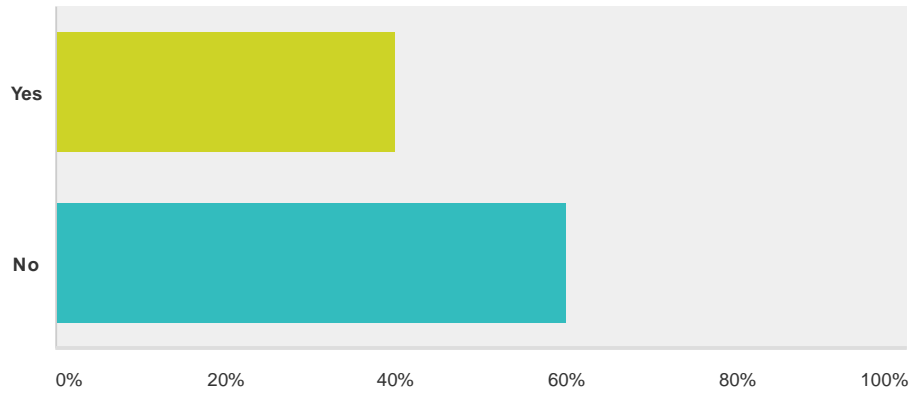


Answer Choices	Responses
Yes	20% 4
No	80% 16
Total	20

#	If yes, please specify	Date
1	private pgd hair retention	8/11/2013 3:38 AM
2	SPECIAL INTEREST IN SUBSTANCE MISUSE	7/19/2013 10:48 AM
3	Macmillan Trained pharmacist-	7/19/2013 4:25 AM
4	Independant prescriber, but not practicing	7/16/2013 3:33 AM

Q22 Do any of your regular pharmacists speak a foreign language? Please tick one box only.

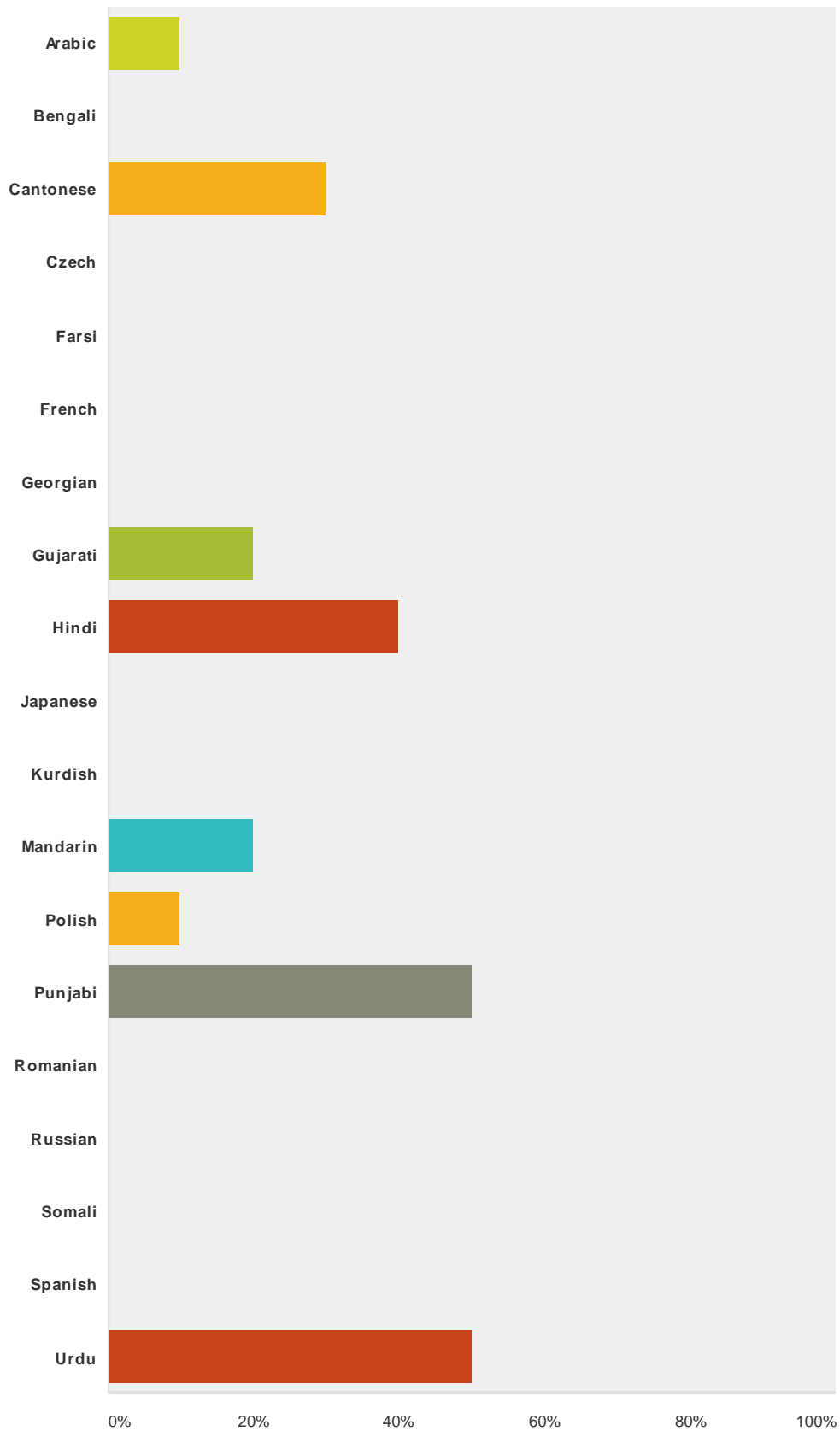
Answered: 25 Skipped: 4



Answer Choices	Responses	
Yes	40%	10
No	60%	15
Total		25

**Q23 If yes, which languages are spoken?
Please tick as many answers as
appropriate.**

Answered: 10 Skipped: 19



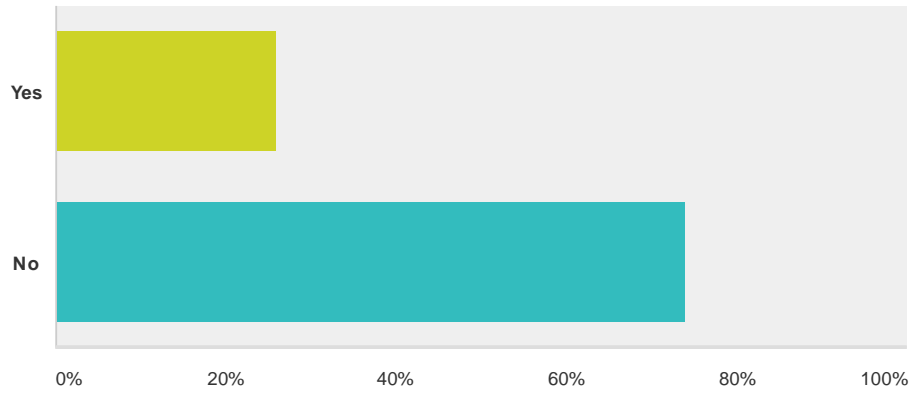
Answer Choices	Responses
Arabic	10% 1
Bengali	0% 0
Cantonese	30% 3
Czech	0% 0
Farsi	0% 0
French	0% 0
Georgian	0% 0
Gujarati	20% 2
Hindi	40% 4
Japanese	0% 0
Kurdish	0% 0
Mandarin	20% 2
Polish	10% 1
Punjabi	50% 5
Romanian	0% 0
Russian	0% 0
Somali	0% 0
Spanish	0% 0
Urdu	50% 5

Total Respondents: 10

#	Other (please specify)	Date
1	malay	8/9/2013 5:33 AM
2	Malay	7/22/2013 3:07 PM

Q24 Do any of your regular pharmacy staff speak a foreign language? Please tick one box only.

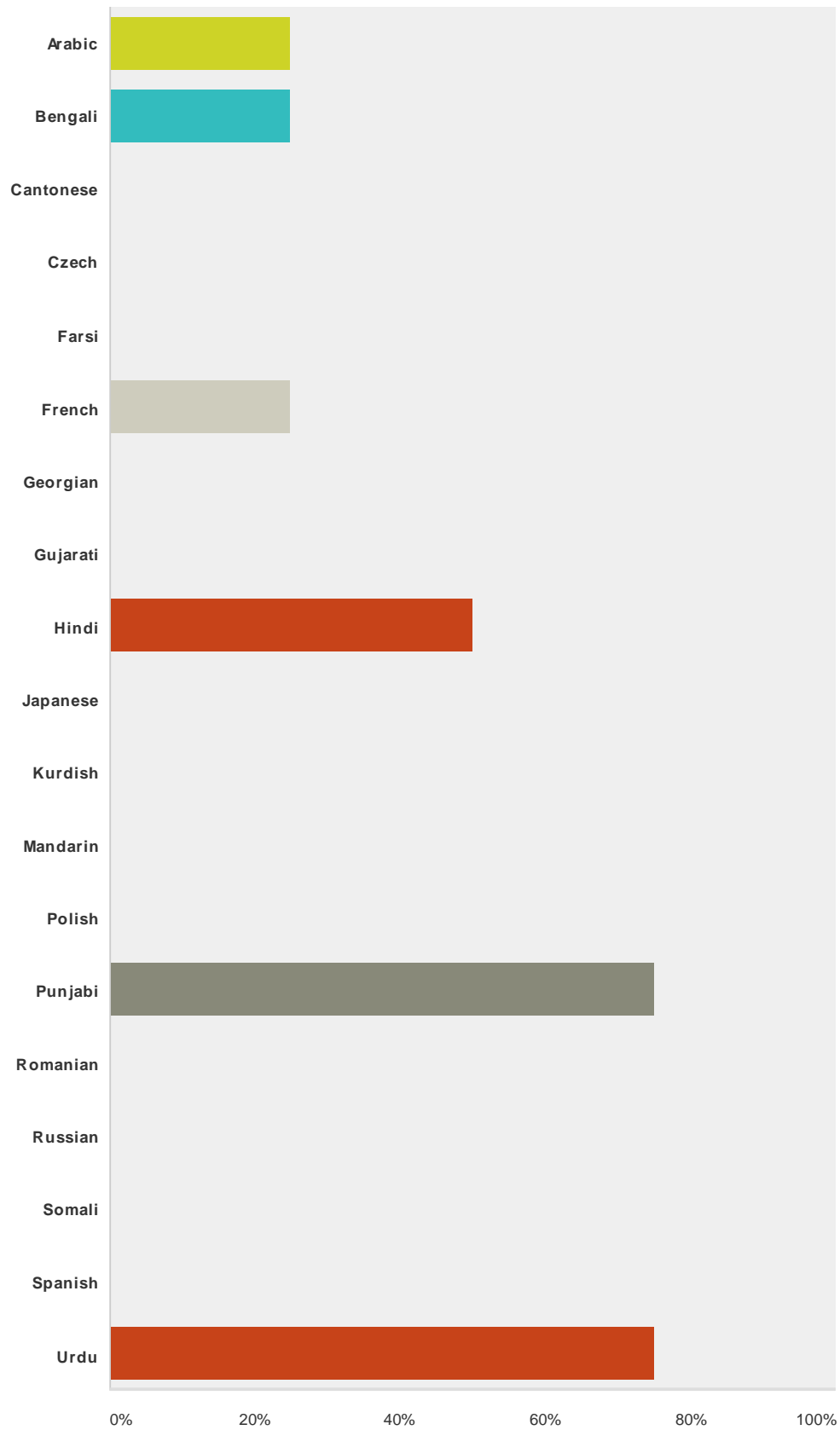
Answered: 27 Skipped: 2



Answer Choices	Responses
Yes	25.93% 7
No	74.07% 20
Total	27

**Q25 If yes, which languages are spoken?
Please tick as many answers as
appropriate.**

Answered: 4 Skipped: 25



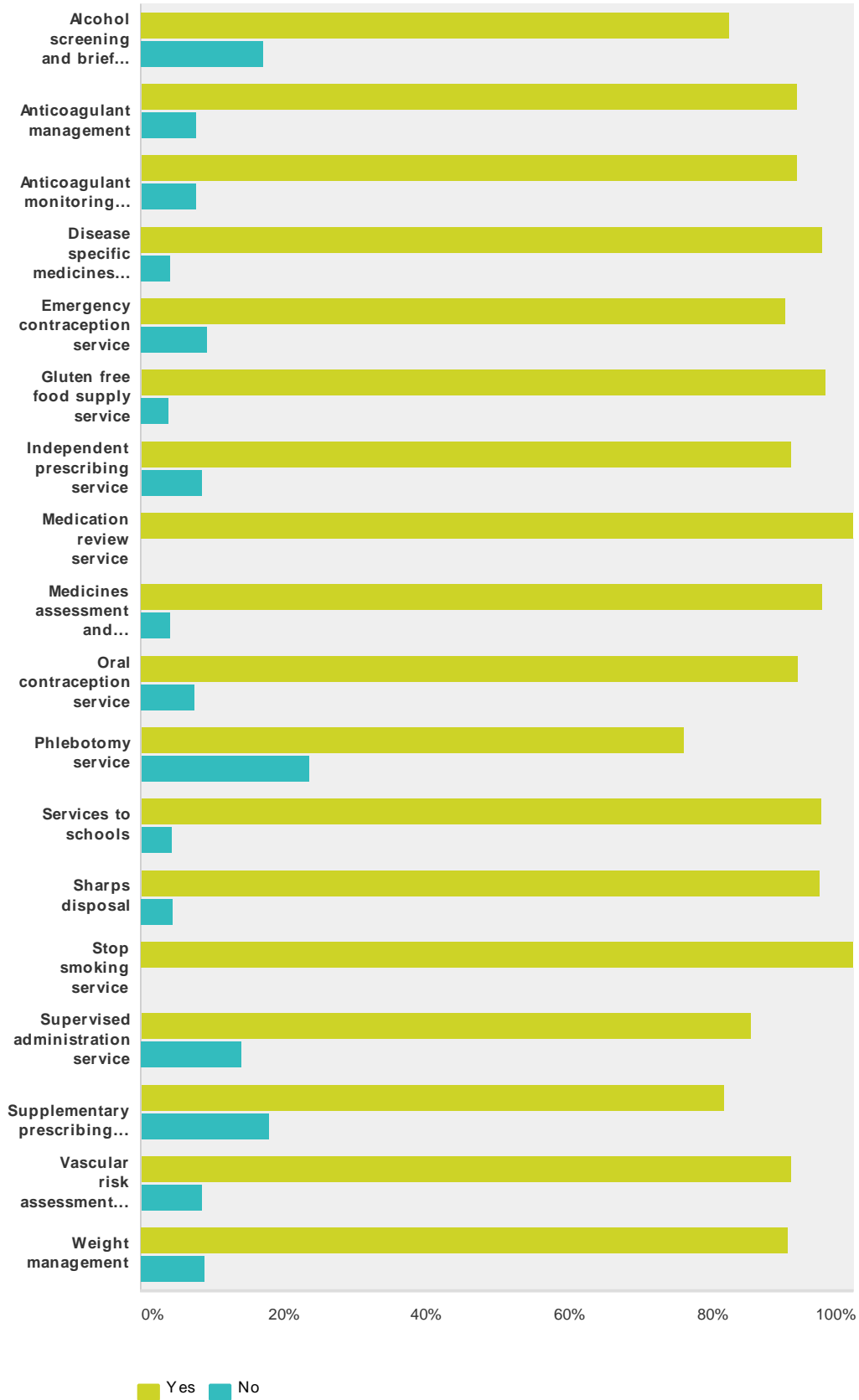
Answer Choices	Responses
Arabic	25% 1
Bengali	25% 1
Cantonese	0% 0
Czech	0% 0
Farsi	0% 0
French	25% 1
Georgian	0% 0
Gujarati	0% 0
Hindi	50% 2
Japanese	0% 0
Kurdish	0% 0
Mandarin	0% 0
Polish	0% 0
Punjabi	75% 3
Romanian	0% 0
Russian	0% 0
Somali	0% 0
Spanish	0% 0
Urdu	75% 3

Total Respondents: 4

#	Other (please specify)	Date
1	German Ghanana	8/9/2013 5:33 AM
2	Nigerian language---IBO	7/18/2013 5:46 AM
3	greek	7/13/2013 7:49 AM

Q26 Which services would you want to provide if commissioned to do so?

Answered: 27 Skipped: 2



	Yes	No	Total
Alcohol screening and brief intervention	82.61% 19	17.39% 4	23
Anticoagulant management	92% 23	8% 2	25
Anticoagulant monitoring service	92% 23	8% 2	25
Disease specific medicines management	95.65% 22	4.35% 1	23
Emergency contraception service	90.48% 19	9.52% 2	21
Gluten free food supply service	96% 24	4% 1	25
Independent prescribing service	91.30% 21	8.70% 2	23
Medication review service	100% 24	0% 0	24
Medicines assessment and compliance support	95.65% 22	4.35% 1	23
Oral contraception service	92.31% 24	7.69% 2	26
Phlebotomy service	76.19% 16	23.81% 5	21
Services to schools	95.45% 21	4.55% 1	22
Sharps disposal	95.24% 20	4.76% 1	21
Stop smoking service	100% 22	0% 0	22
Supervised administration service	85.71% 18	14.29% 3	21
Supplementary prescribing service	81.82% 18	18.18% 4	22
Vascular risk assessment service	91.30% 21	8.70% 2	23
Weight management	90.91% 20	9.09% 2	22

#	Other (please specify)	Date
1	Seasonal Flu	8/11/2013 3:46 AM
2	Minor Ailments	7/25/2013 3:44 AM
3	all services	7/23/2013 5:46 AM
4	we will need training to support us in providing these services.	7/19/2013 4:27 AM
5	HIV testing	7/16/2013 2:55 AM

Q27 All pharmacies are required to conduct an annual community pharmacy patient questionnaire (CPPQ, formerly referred to as the Patient Satisfaction Questionnaire). Using the results from your most recent CPPQ please identify the most frequent requests from patients as either improvements or additions to services.

Answered: 21 Skipped: 8

#	Responses	Date
1	offered advice on exercise and weight management, referred to health services elsewhere	8/11/2013 3:46 AM
2	Offer health services re-instate stop smoking service	8/9/2013 5:44 AM
3	Improved seating area	8/1/2013 1:22 PM
4	Better consultation room	7/25/2013 4:36 AM
5	Better waiting area. More lifestyle advice and stop smoking service.	7/25/2013 3:44 AM
6	None good results	7/23/2013 11:18 PM
7	Improve stock availability	7/23/2013 9:14 AM
8	To provide healthy lifestyle advice as often as possible	7/22/2013 3:12 PM
9	To have a second pharmacist on a regular basis. Automatic doors to provide better wheelchair access	7/22/2013 8:11 AM
10	2012: MORE ADVICE ON SMOKING AND PHYSICAL EXCERSIZE	7/19/2013 10:50 AM
11	better facilities in the pharmacy	7/19/2013 6:14 AM
12	more people would like to receive advise of staying healthy . The opening hours weren't convenient and the level of privacy needed to be improved	7/19/2013 4:36 AM
13	Improvements to waiting area, such as better seating	7/18/2013 10:59 AM
14	bp monitoring	7/17/2013 9:28 AM
15	Seating Area	7/17/2013 2:01 AM
16	Heart Checks and services providing information and advice on healthy lifestyle	7/16/2013 6:30 AM
17	None identified	7/16/2013 5:04 AM
18	improve waiting area	7/16/2013 4:43 AM
19	extra seating in the waiting area, promotion by the staff of services we offer	7/16/2013 4:35 AM
20	Offering additional health information to patients	7/16/2013 3:35 AM
21	Want to know more about their medicines, more time with the pharmacist	7/16/2013 2:55 AM