



Greater Manchester
Commissioning Support Unit

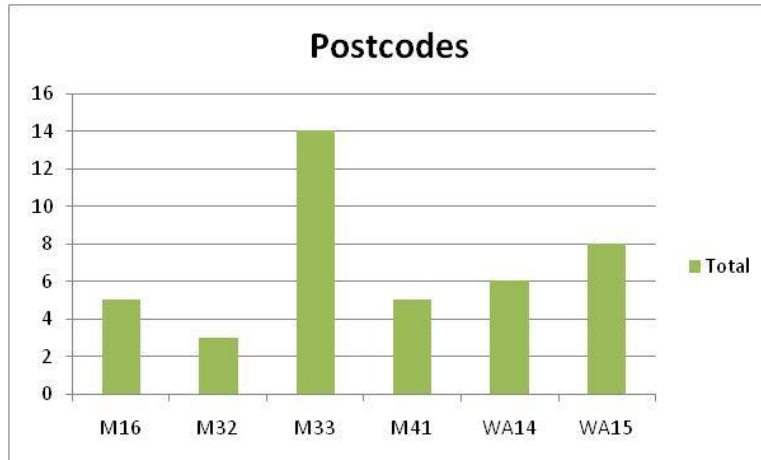


Trafford Public Survey Results

July 2013

Q1 What is the first part of your postcode? (3 or 4 digits) We will not be able to identify you from this limited information.

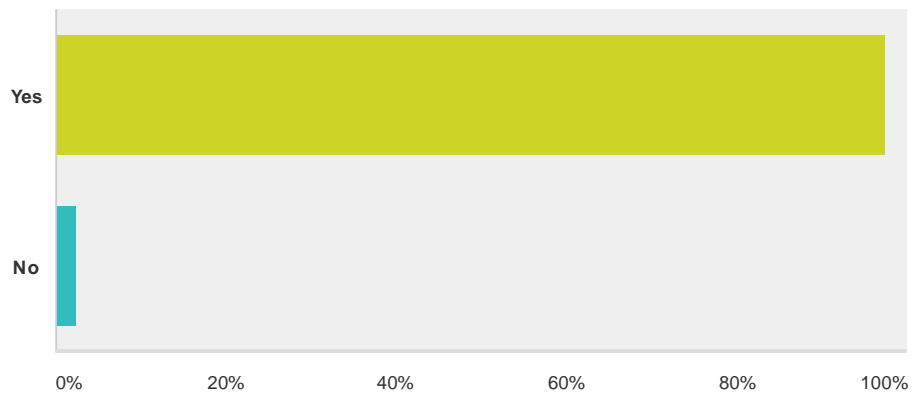
Answered: 41 Skipped: 0



Postcodes	Responses
M16	5
M32	3
M33	14
M41	5
WA14	6
WA15	8
Total	41

**Q2 Do you use a community pharmacy?
Please tick one box only.**

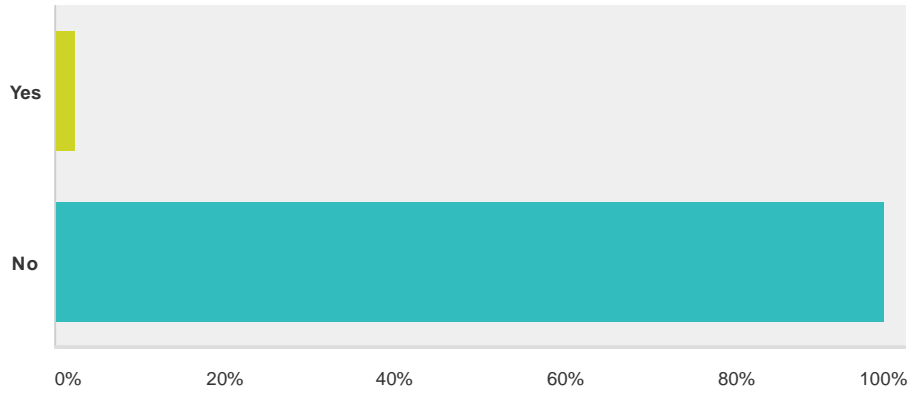
Answered: 40 Skipped: 1



Answer Choices	Responses
Yes	97.50% 39
No	2.50% 1
Total	40

Q3 Do you use a medical appliance supplier (for items such as incontinence products or wound dressings)? Please tick one box only.

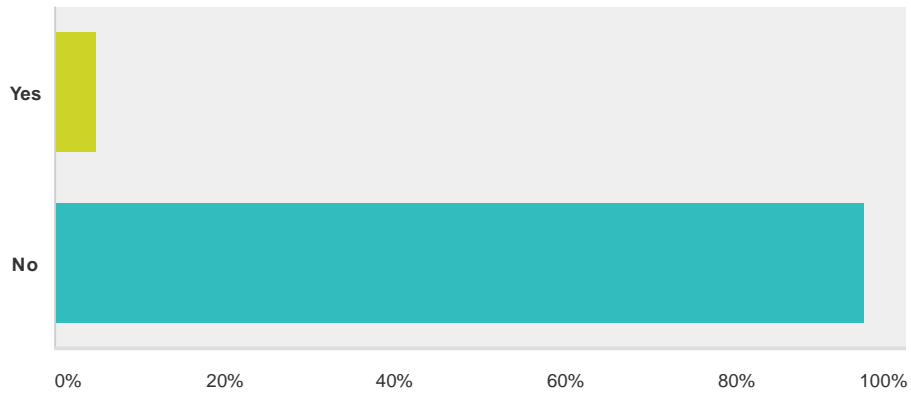
Answered: 41 Skipped: 0



Answer Choices	Responses
Yes	2.44% 1
No	97.56% 40
Total	41

Q4 Do you use an internet pharmacy (who do not have walk in premises)? Please tick one box only.

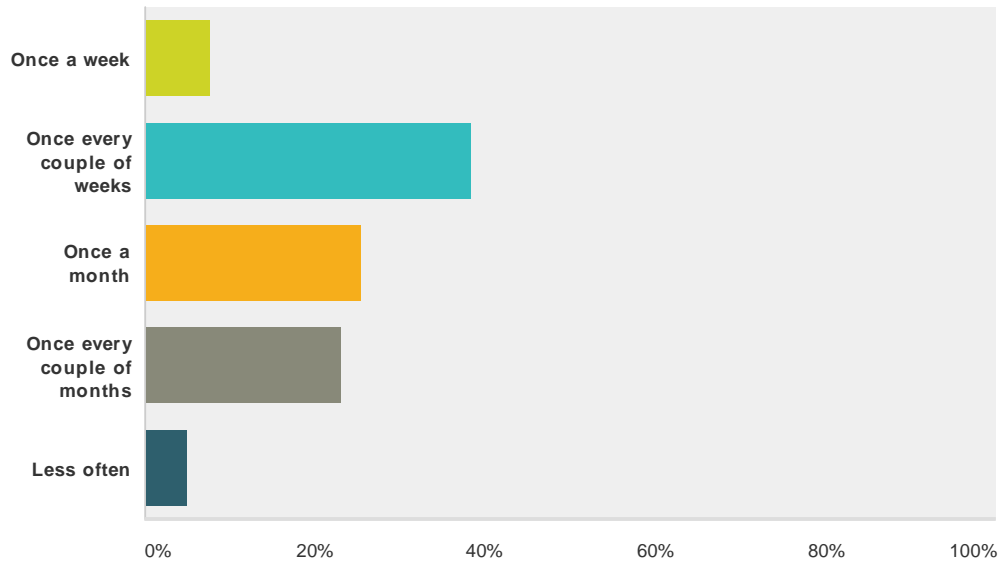
Answered: 41 Skipped: 0



Answer Choices	Responses
Yes	4.88% 2
No	95.12% 39
Total	41

**Q5 If you do use a community pharmacy, how often would you say you used one?
Please tick one box only.**

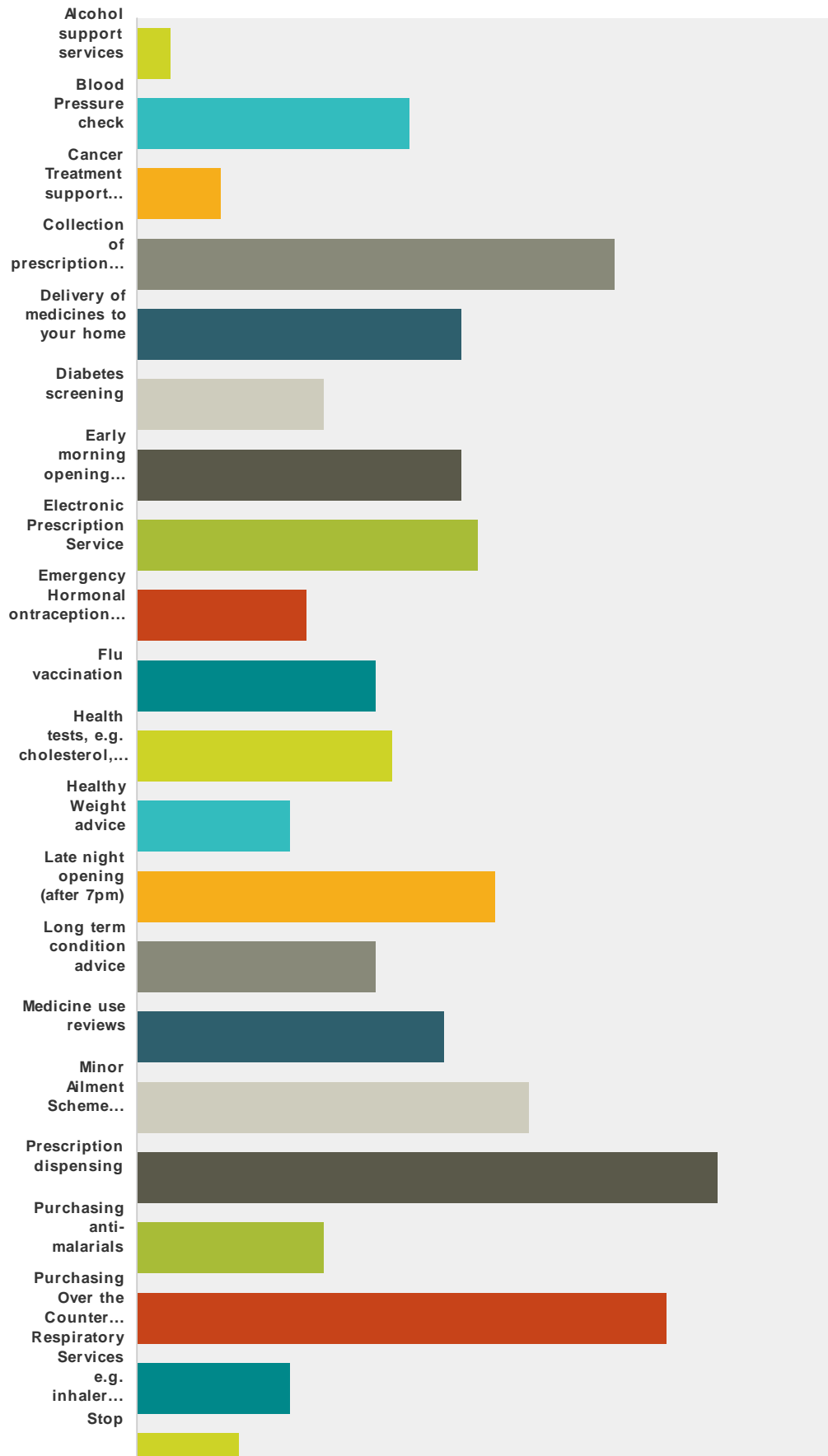
Answered: 39 Skipped: 2

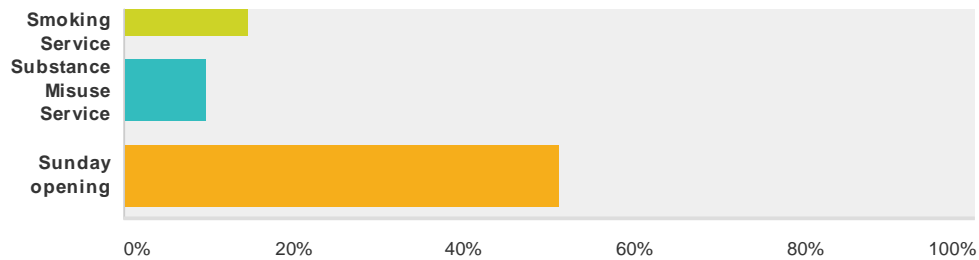


Answer Choices	Responses
Once a week	7.69% 3
Once every couple of weeks	38.46% 15
Once a month	25.64% 10
Once every couple of months	23.08% 9
Less often	5.13% 2
Total	39

Q6 Which of the following services would you use at a pharmacy, if available? Please tick as many answers as appropriate.

Answered: 41 Skipped: 0





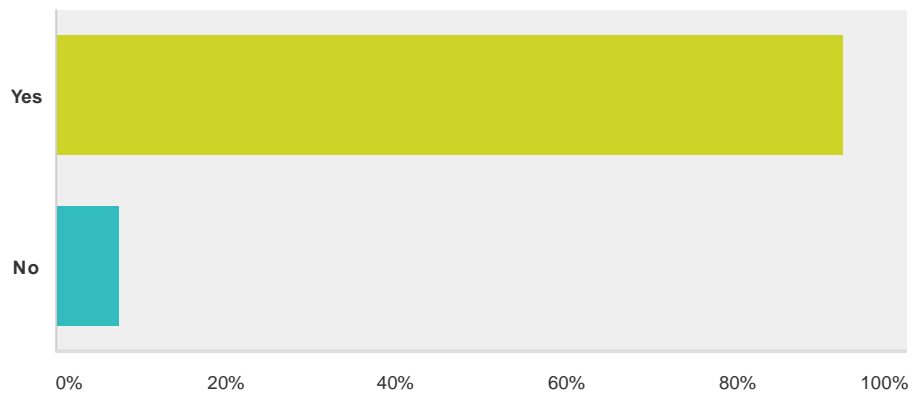
Answer Choices	Responses
Alcohol support services	4.88% 2
Blood Pressure check	39.02% 16
Cancer Treatment support services	12.20% 5
Collection of prescription from your GP surgery	68.29% 28
Delivery of medicines to your home	46.34% 19
Diabetes screening	26.83% 11
Early morning opening (before 9am)	46.34% 19
Electronic Prescription Service	48.78% 20
Emergency Hormonal Contraception (morning after pill)	24.39% 10
Flu vaccination	34.15% 14
Health tests, e.g. cholesterol, blood pressure	36.59% 15
Healthy Weight advice	21.95% 9
Late night opening (after 7pm)	51.22% 21
Long term condition advice	34.15% 14
Medicine use reviews	43.90% 18
Minor Ailment Scheme (Access to certain subsidised over the counter medicines to avoid a GP visits)	56.10% 23
Prescription dispensing	82.93% 34
Purchasing anti-malarials	26.83% 11
Purchasing Over the Counter medicines	75.61% 31
Respiratory Services e.g. inhaler technique	21.95% 9
Stop Smoking Service	14.63% 6
Substance Misuse Service	9.76% 4
Sunday opening	51.22% 21

Total Respondents: 41

#	Other (please specify)	Date
1	getting things for my children on prescription that don't require a GP visit such as calpol or drops for conjunctiv itis.	7/29/2013 5:22 AM

**Q7 Do you have a regular pharmacy?
Please tick one box only.**

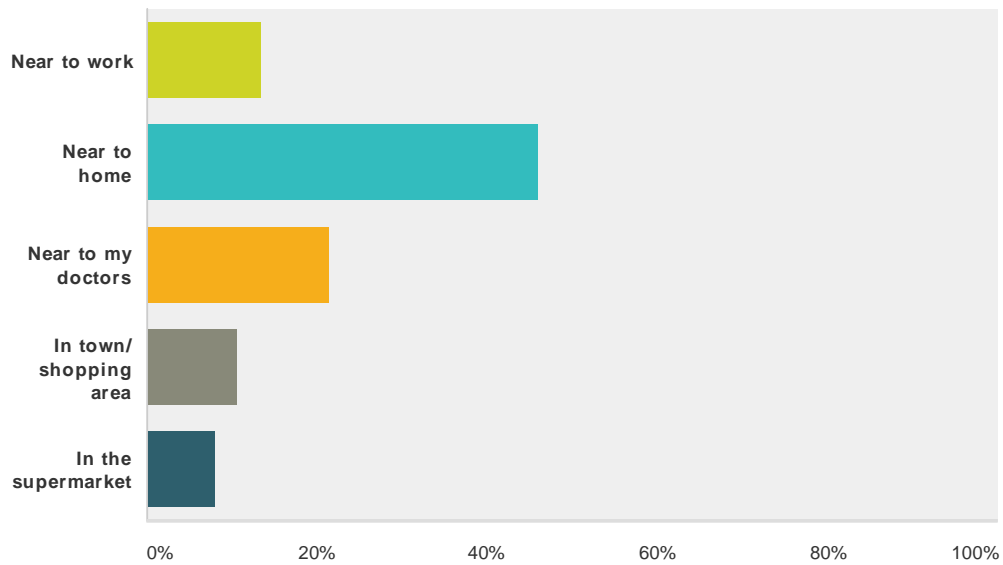
Answered: 40 Skipped: 1



Answer Choices	Responses
Yes	92.50% 37
No	7.50% 3
Total	40

Q8 In terms of location, why do you use this pharmacy regularly? Please tick one box only.

Answered: 37 Skipped: 4

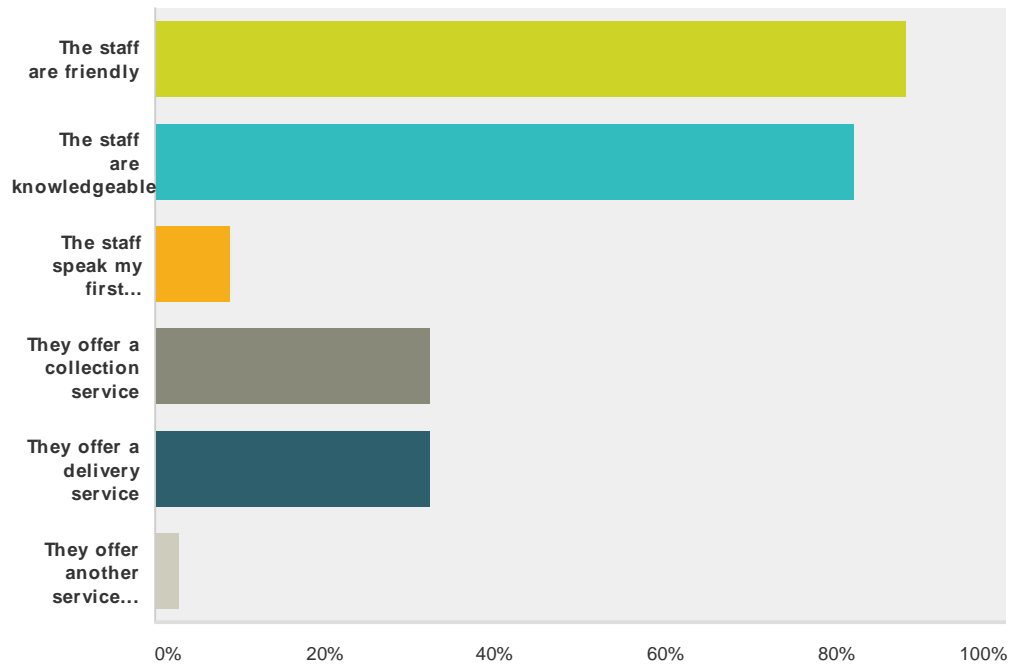


Answer Choices	Responses
Near to work	13.51% 5
Near to home	45.95% 17
Near to my doctors	21.62% 8
In town/ shopping area	10.81% 4
In the supermarket	8.11% 3
Total	37

#	Other (please specify)	Date
1	near to doctor's and supermarket, as well. Just where's convenient.	7/30/2013 6:50 AM
2	Able to park outside	7/29/2013 5:22 AM
3	Local with excellent reputation and service	7/18/2013 11:36 AM
4	It is most convenient on my walk home from work	7/17/2013 7:15 AM
5	They are reliable, and very helpful, I have a son with some medical problems and they are very helpful	7/15/2013 1:10 AM

Q9 In terms of staff and services, why do you use this pharmacy regularly? Please tick as many answers as appropriate.

Answered: 34 Skipped: 7

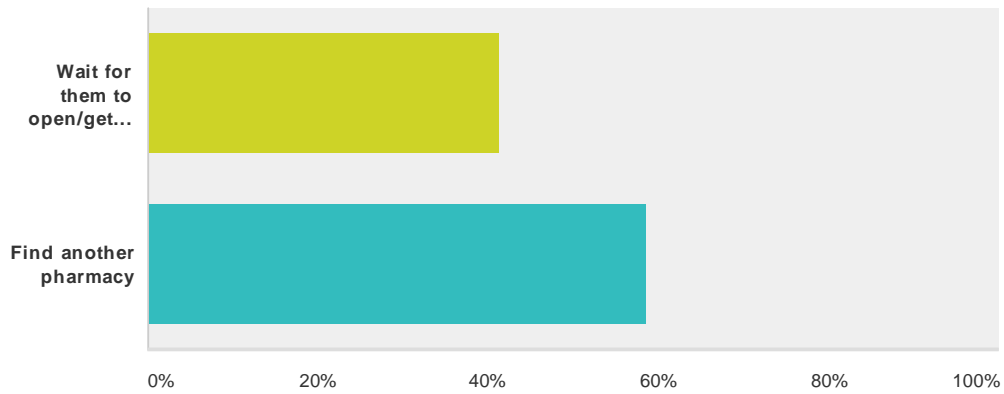


Answer Choices	Responses
The staff are friendly	88.24% 30
The staff are knowledgeable	82.35% 28
The staff speak my first language (please detail below)	8.82% 3
They offer a collection service	32.35% 11
They offer a delivery service	32.35% 11
They offer another service which I use (please detail below)	2.94% 1
Total Respondents: 34	

#	Other (please specify)	Date
1	Location	7/29/2013 11:39 AM
2	Open long hours and parking is easy.	7/29/2013 5:22 AM
3	If they don't stock what I need they can get it quickly	7/23/2013 12:50 PM
4	english, ehc, headlice	7/19/2013 4:15 PM
5	1st language english	7/16/2013 2:52 AM
6	Easy to park car	7/15/2013 1:25 AM
7	The staff have no bearing on my decision	7/10/2013 4:27 AM

Q10 If your regular pharmacy was not open, or didn't have the things you need would you... Please tick one box only.

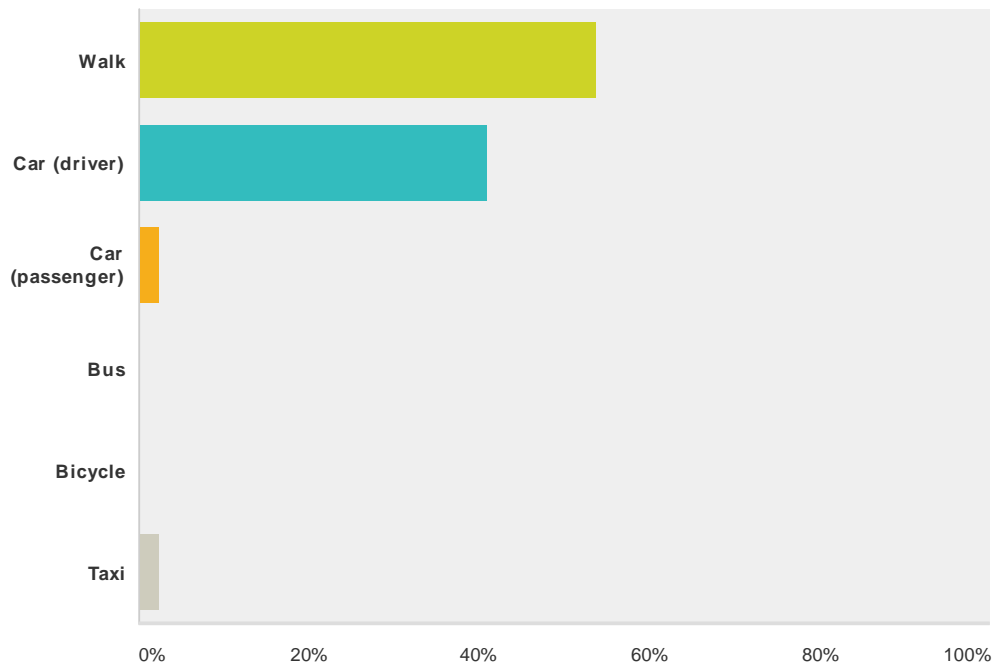
Answered: 41 Skipped: 0



Answer Choices	Responses
Wait for them to open/get what I need in stock	41.46% 17
Find another pharmacy	58.54% 24
Total	41

Q11 How do you usually travel to your regular pharmacy? Please tick one box only.

Answered: 39 Skipped: 2

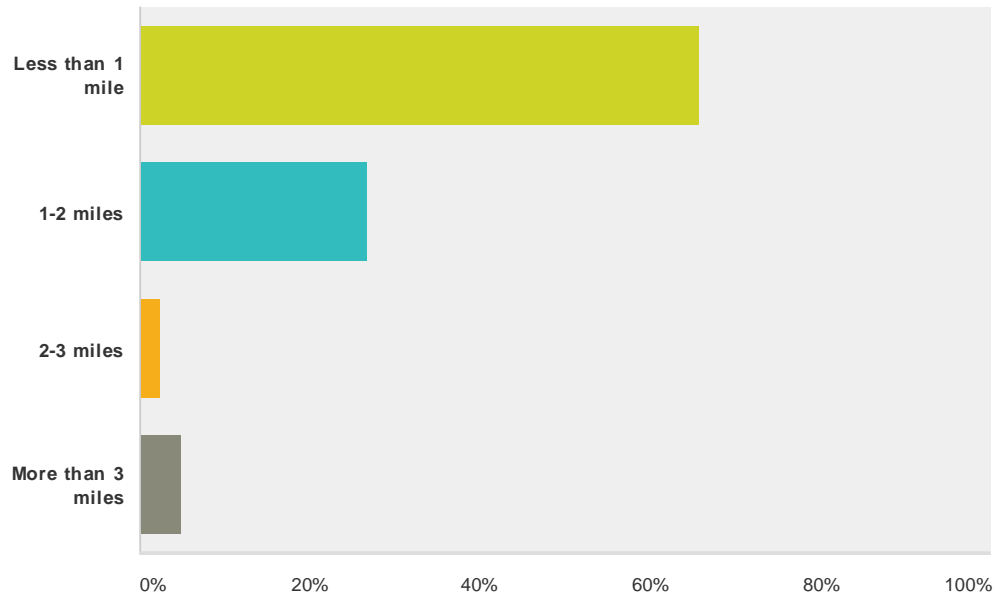


Answer Choices	Responses
Walk	53.85% 21
Car (driver)	41.03% 16
Car (passenger)	2.56% 1
Bus	0% 0
Bicycle	0% 0
Taxi	2.56% 1
Total	39

#	Other (please specify)	Date
1	or car depending on convenience - see above.	7/30/2013 6:50 AM
2	Depends on urgency and weather.	7/29/2013 5:22 AM
3	They deliver	7/29/2013 2:21 AM

**Q12 How far from your home or place of work would you be willing to travel to a pharmacy?
Please tick one box only.**

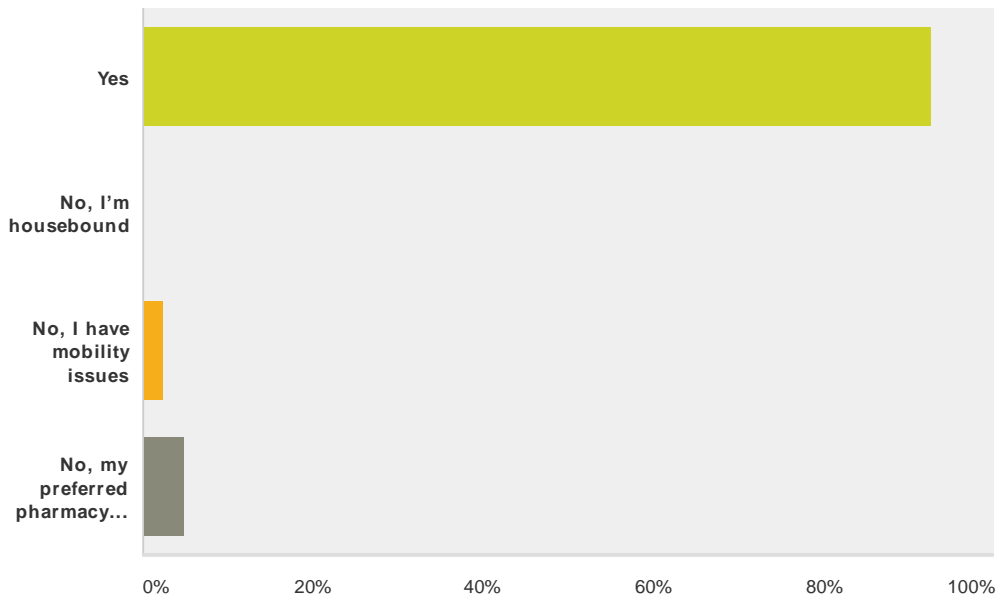
Answered: 41 Skipped: 0



Answer Choices	Responses
Less than 1 mile	65.85% 27
1-2 miles	26.83% 11
2-3 miles	2.44% 1
More than 3 miles	4.88% 2
Total	41

Q13 Are you able to get to a pharmacy of your choice? Please tick one box only.

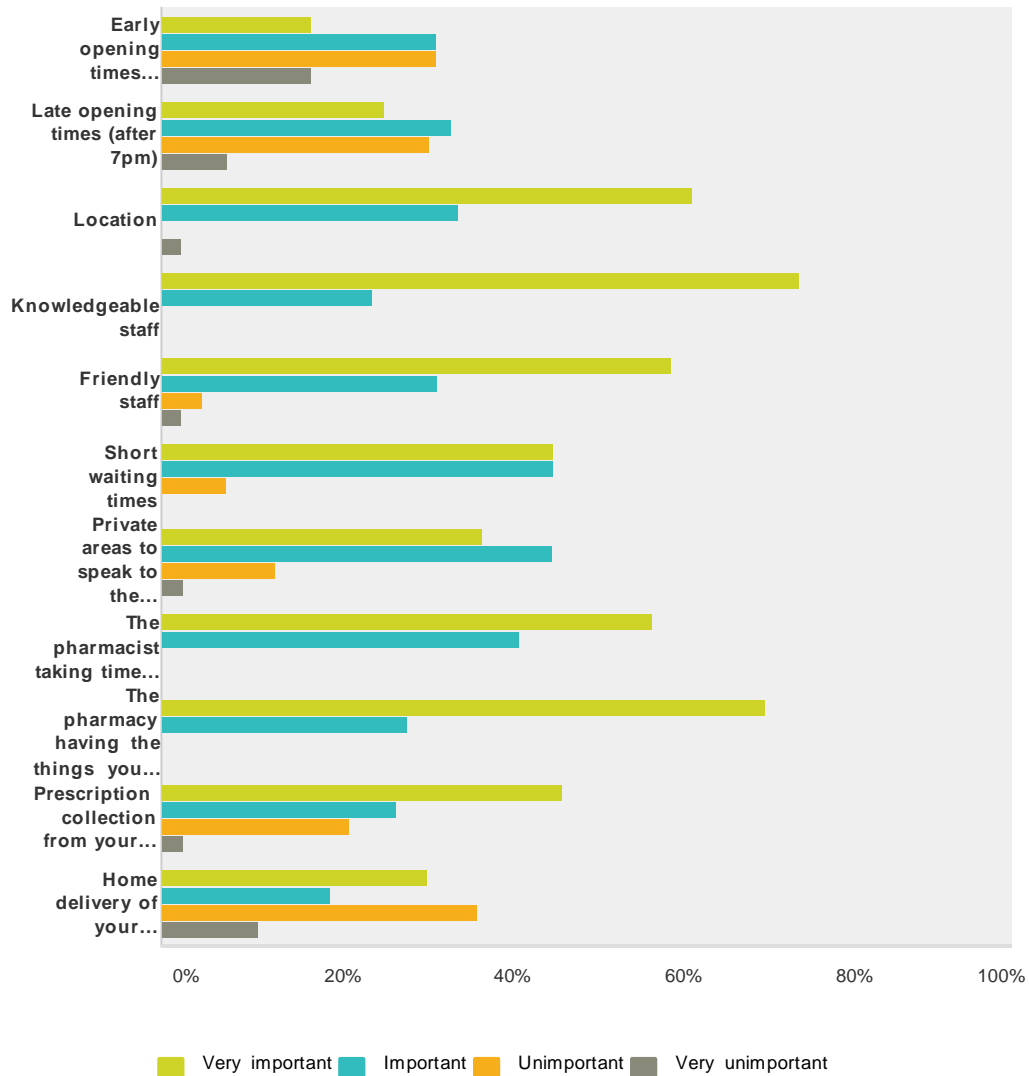
Answered: 41 Skipped: 0



Answer Choices	Responses
Yes	92.68% 38
No, I'm housebound	0% 0
No, I have mobility issues	2.44% 1
No, my preferred pharmacy does not have access suitable for my needs	4.88% 2
Total	41

Q14 How important are the following aspects of pharmacy services? Please tick one box per row only.

Answered: 40 Skipped: 1

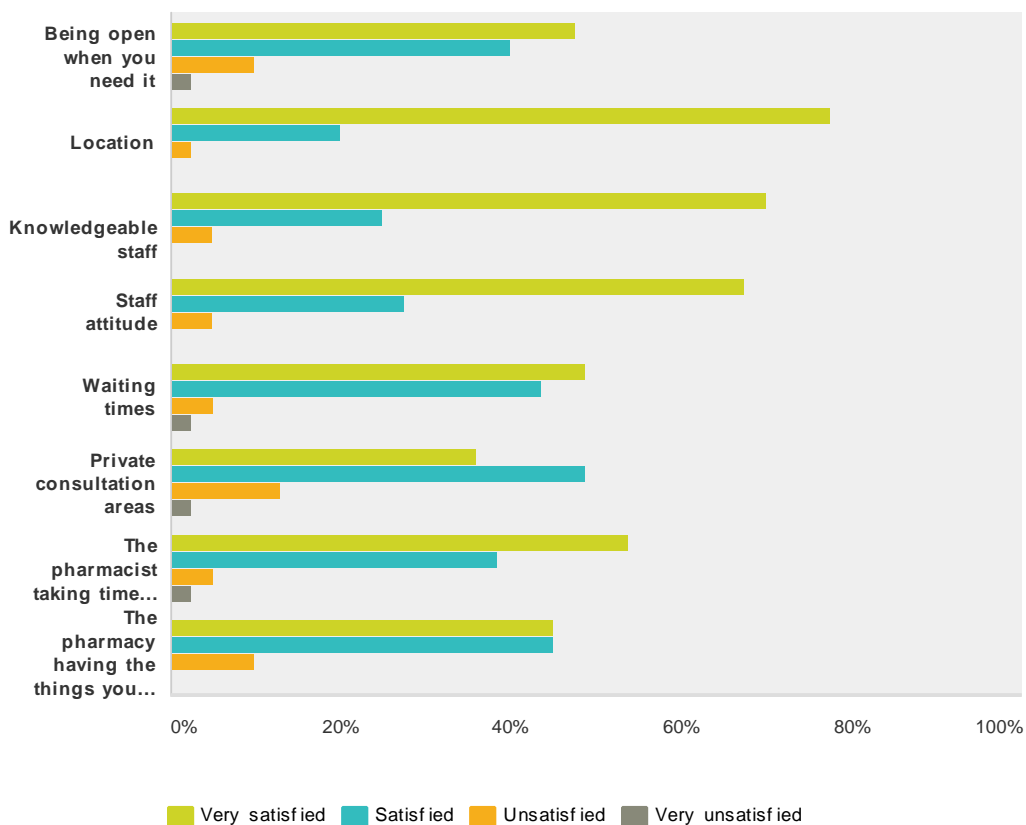


	Very important	Important	Unimportant	Very unimportant	Total
Early opening times (before 9am)	17.65% 6	32.35% 11	32.35% 11	17.65% 6	34
Late opening times (after 7pm)	26.32% 10	34.21% 13	31.58% 12	7.89% 3	38
Location	62.50% 25	35% 14	0% 0	2.50% 1	40
Knowledgeable staff	75% 30	25% 10	0% 0	0% 0	40
Friendly staff	60% 24	32.50% 13	5% 2	2.50% 1	40
Short waiting times	46.15% 18	46.15% 18	7.69% 3	0% 0	39
Private areas to speak to the pharmacist	37.84% 14	45.95% 17	13.51% 5	2.70% 1	37

The pharmacist taking time to listen	57.89% 22	42.11% 16	0% 0	0% 0	38
The pharmacy having the things you need	71.05% 27	28.95% 11	0% 0	0% 0	38
Prescription collection from your surgery	47.22% 17	27.78% 10	22.22% 8	2.78% 1	36
Home delivery of your medication	31.43% 11	20% 7	37.14% 13	11.43% 4	35

Q15 How satisfied were you with the following aspects of service at your pharmacy? Please tick one box per row only.

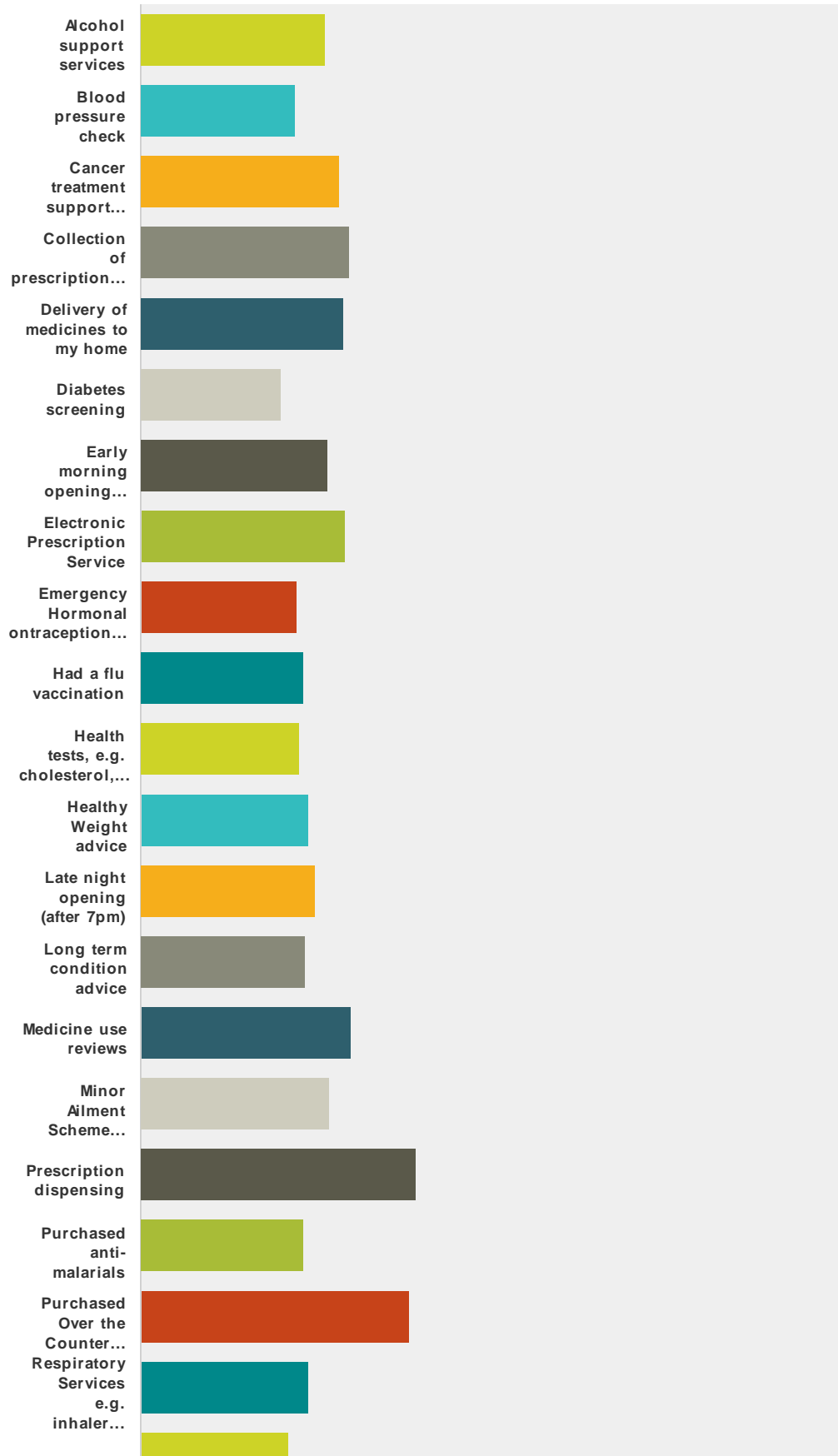
Answered: 40 Skipped: 1

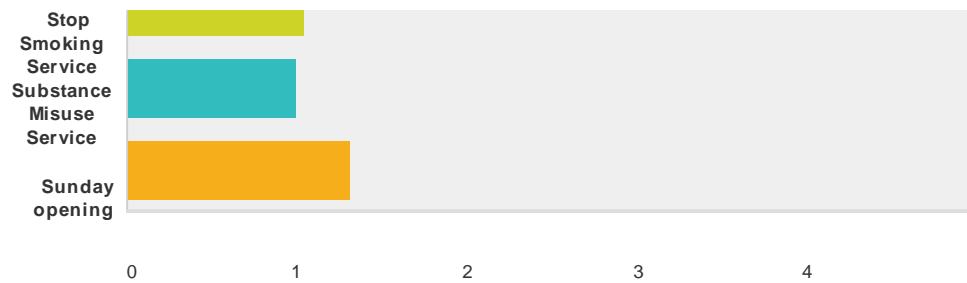


	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	Total
Being open when you need it	47.50% 19	40% 16	10% 4	2.50% 1	40
Location	77.50% 31	20% 8	2.50% 1	0% 0	40
Knowledgeable staff	70% 28	25% 10	5% 2	0% 0	40
Staff attitude	67.50% 27	27.50% 11	5% 2	0% 0	40
Waiting times	48.72% 19	43.59% 17	5.13% 2	2.56% 1	39
Private consultation areas	35.90% 14	48.72% 19	12.82% 5	2.56% 1	39
The pharmacist taking time to talk to you	53.85% 21	38.46% 15	5.13% 2	2.56% 1	39
The pharmacy having the things you need	45% 18	45% 18	10% 4	0% 0	40

Q16 Have you have ever bought or used any of the following services from your pharmacy?

Answered: 40 Skipped: 1





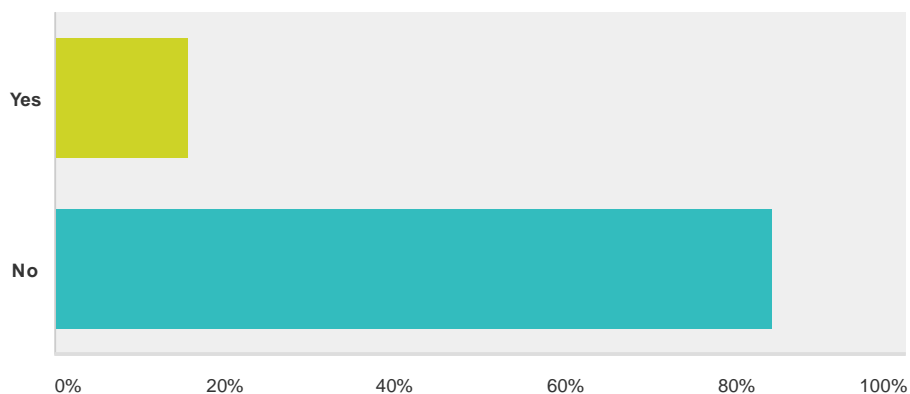
	No- I have not used this service at my pharmacy	Yes- and this service met my needs	Yes- and this service met some of my needs	Yes- although this service did not address my needs at all	I don't know what this is	Total	Average Rating
Alcohol support services	92.31% 36	0% 0	0% 0	0% 0	7.69% 3	39	1.31
Blood pressure check	97.44% 38	0% 0	0% 0	0% 0	2.56% 1	39	1.10
Cancer treatment support services	89.74% 35	0% 0	0% 0	0% 0	10.26% 4	39	1.41
Collection of prescription from my surgery	52.50% 21	47.50% 19	0% 0	0% 0	0% 0	40	1.48
Delivery of medicines to my home	69.23% 27	25.64% 10	0% 0	2.56% 1	2.56% 1	39	1.44
Diabetes screening	100% 37	0% 0	0% 0	0% 0	0% 0	37	1.00
Early morning opening (before 9am)	79.49% 31	15.38% 6	0% 0	2.56% 1	2.56% 1	39	1.33
Electronic Prescription Service	84.21% 32	5.26% 2	0% 0	2.63% 1	7.89% 3	38	1.45
Emergency Hormonal Contraception (morning after pill)	94.59% 35	2.70% 1	0% 0	2.70% 1	0% 0	37	1.11
Had a flu vaccination	92.11% 35	5.26% 2	0% 0	0% 0	2.63% 1	38	1.16
Health tests, e.g. cholesterol, blood pressure	94.74% 36	2.63% 1	0% 0	0% 0	2.63% 1	38	1.13
Healthy Weight advice	91.89% 34	2.70% 1	2.70% 1	0% 0	2.70% 1	37	1.19
Late night opening (after 7pm)	83.78% 31	13.51% 5	0% 0	0% 0	2.70% 1	37	1.24
Long term condition advice	83.33% 30	16.67% 6	0% 0	0% 0	0% 0	36	1.17
Medicine use reviews	56.76% 21	37.84% 14	5.41% 2	0% 0	0% 0	37	1.49
Minor Ailment Scheme (Access to certain subsidised over the counter medicines to avoid a GP visits)	73.68% 28	23.68% 9	0% 0	0% 0	2.63% 1	38	1.34
Prescription dispensing	12.82% 5	79.49% 31	7.69% 3	0% 0	0% 0	39	1.95
Purchased anti-malarials	83.78% 31	16.22% 6	0% 0	0% 0	0% 0	37	1.16
Purchased Over the Counter medicines	15.38% 6	79.49% 31	5.13% 2	0% 0	0% 0	39	1.90

Respiratory Services e.g. inhaler technique	83.78% 31	13.51% 5	2.70% 1	0% 0	0% 0	37	1.19
Stop Smoking Service	94.59% 35	5.41% 2	0% 0	0% 0	0% 0	37	1.05
Substance Misuse Service	100% 37	0% 0	0% 0	0% 0	0% 0	37	1.00
Sunday opening	78.38% 29	16.22% 6	2.70% 1	0% 0	2.70% 1	37	1.32

#	Other (please specify)	Date
1	I don't know any chemists that are open early, late or on Sunday s?	7/10/2013 4:27 AM

Q17 Are there any other services you would like your pharmacy to offer? Please tick one box only.

Answered: 38 Skipped: 3

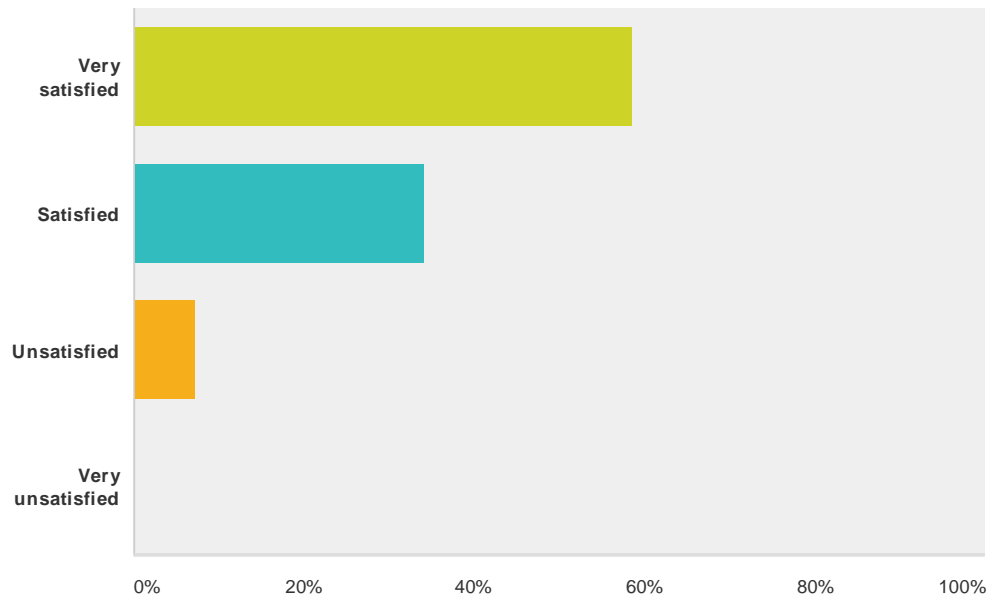


Answer Choices	Responses
Yes	15.79% 6
No	84.21% 32
Total	38

#	If yes, please specify	Date
1	Weekend opening	7/29/2013 7:09 AM
2	dispensing prescriptions for minor ailments - do all pharmacies offer this? Often you never get to speak to the pharmacist as the gatekeeper on the front desk won't allow it. I think Pharmacists are an under utilised resource within local communities	7/29/2013 5:22 AM
3	flu vaccinations. I feel more services be funded to local pharmacies rather than GP's where appropriate	7/19/2013 8:38 AM
4	Integrated with GP Surgery	7/18/2013 3:16 PM
5	mobility & disability equipment and support services regular health MOT or screening services	7/18/2013 4:19 AM
6	B12 injections	7/15/2013 1:02 AM

Q18 Overall, how satisfied are you with the service you receive from your pharmacy?

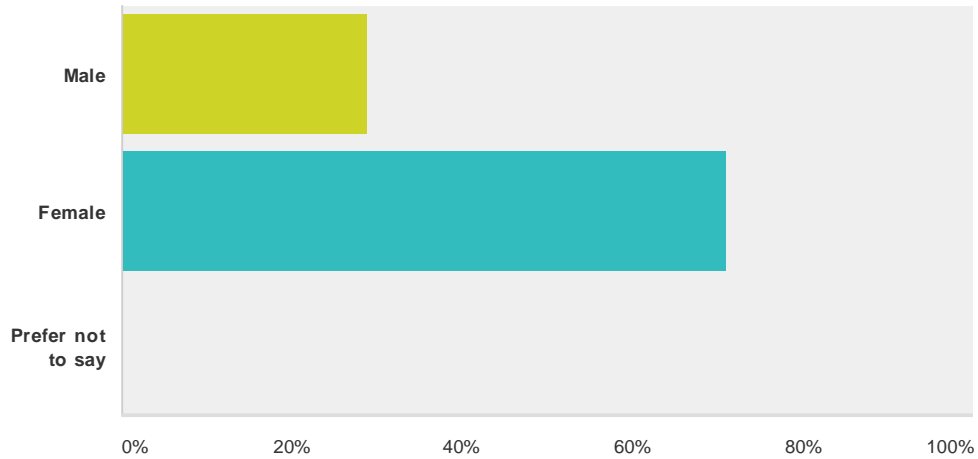
Answered: 41 Skipped: 0



Answer Choices	Responses
Very satisfied	58.54% 24
Satisfied	34.15% 14
Unsatisfied	7.32% 3
Very unsatisfied	0% 0
Total	41

Q19 My gender is: Please tick one box only.

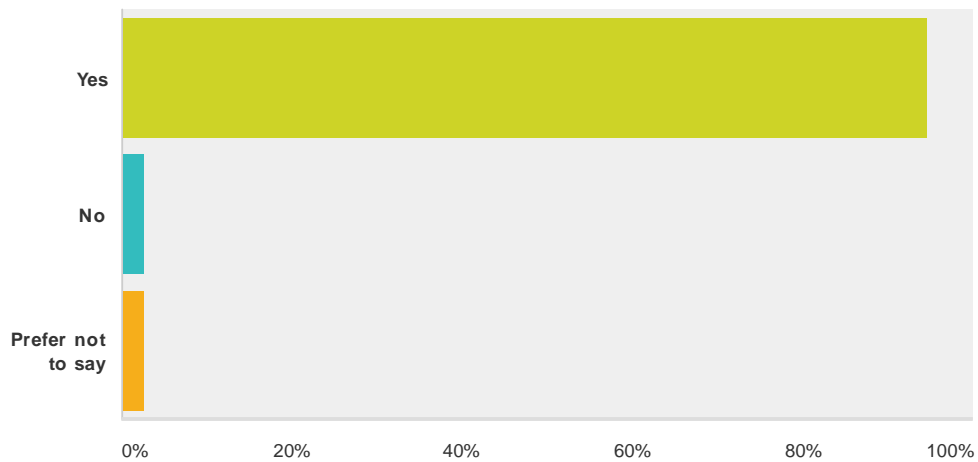
Answered: 38 Skipped: 3



Answer Choices	Responses
Male	28.95% 11
Female	71.05% 27
Prefer not to say	0% 0
Total	38

Q20 Do you identify with the gender you were assigned at birth? (e.g. Male or Female) Please tick one box only.

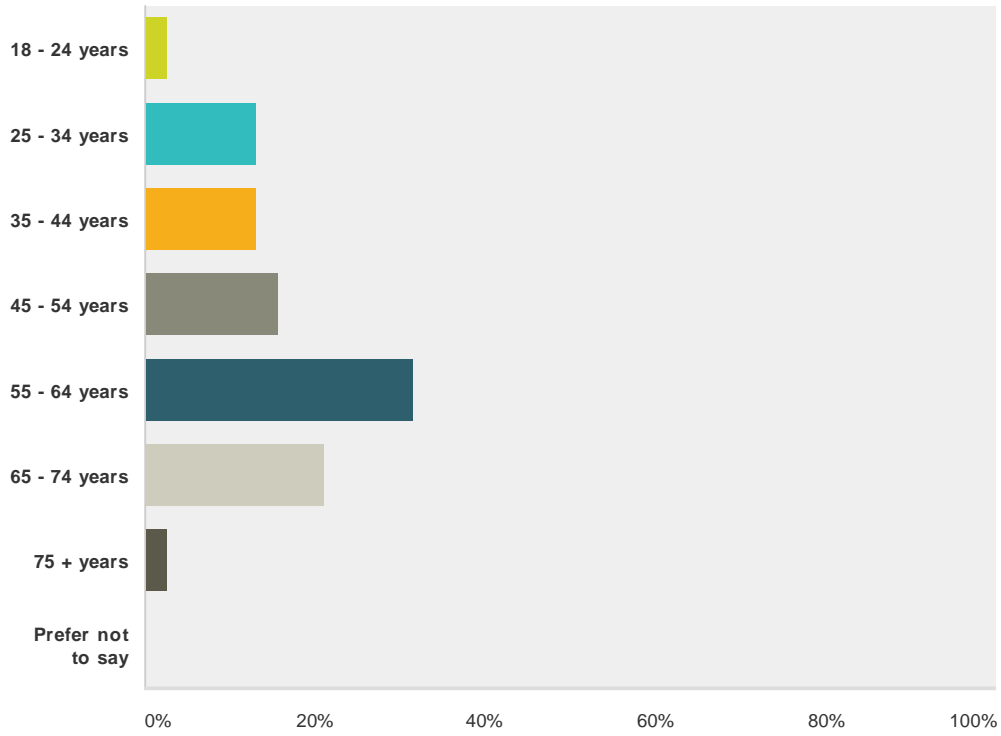
Answered: 38 Skipped: 3



Answer Choices	Responses
Yes	94.74% 36
No	2.63% 1
Prefer not to say	2.63% 1
Total	38

Q21 My age is: Please tick one box only.

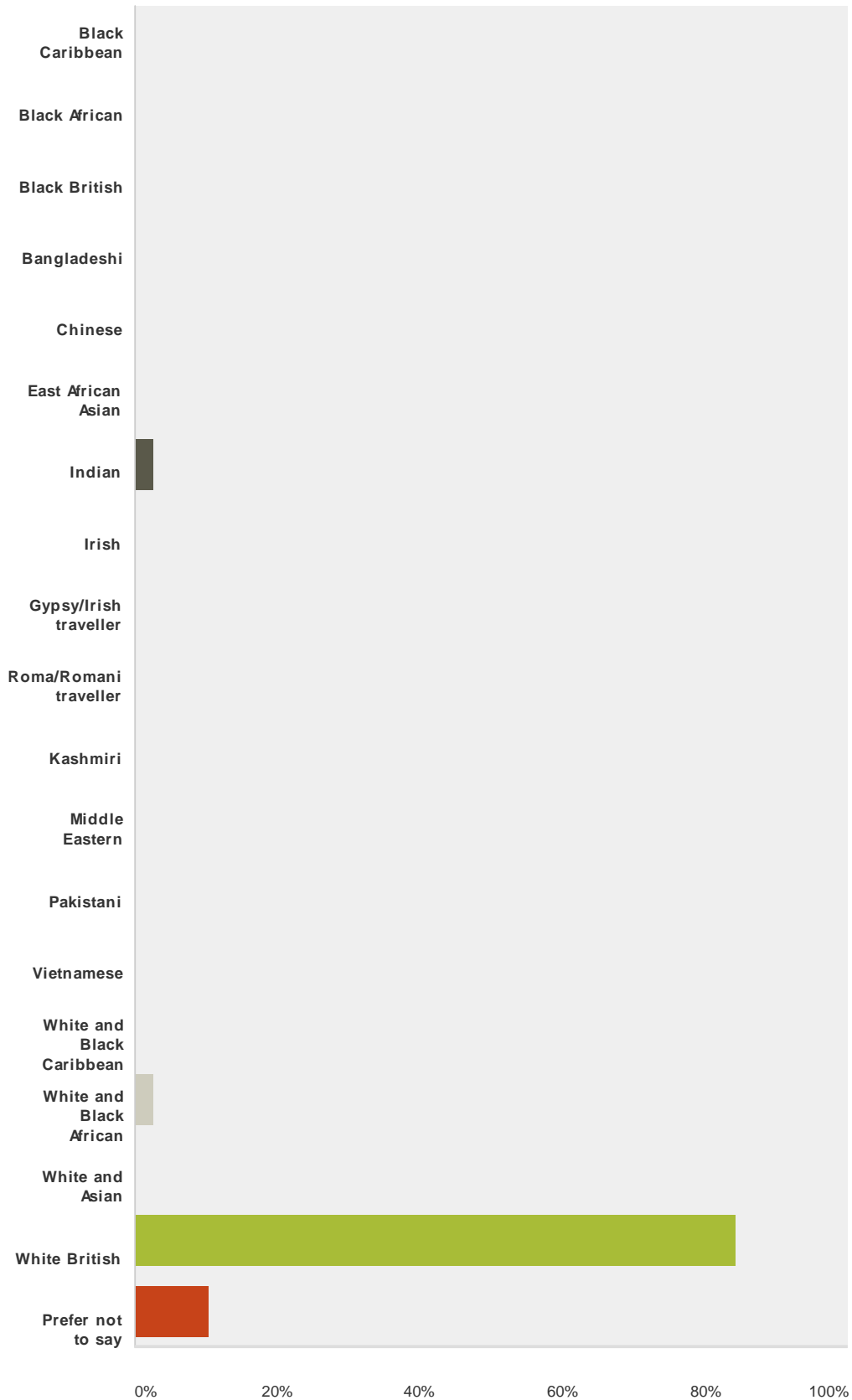
Answered: 38 Skipped: 3



Answer Choices	Responses
18 - 24 years	2.63% 1
25 - 34 years	13.16% 5
35 - 44 years	13.16% 5
45 - 54 years	15.79% 6
55 - 64 years	31.58% 12
65 - 74 years	21.05% 8
75 + years	2.63% 1
Prefer not to say	0% 0
Total	38

**Q22 I would describe my ethnic origin as:
Please tick one box only.**

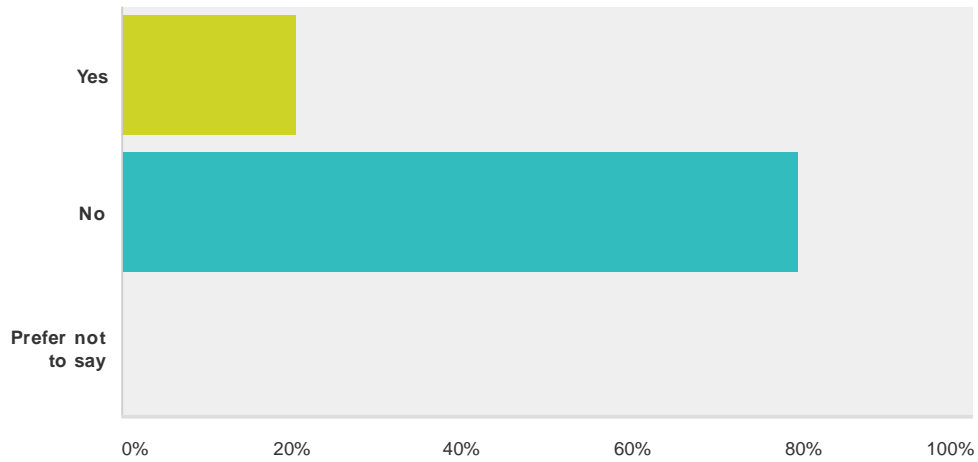
Answered: 38 Skipped: 3



Answer Choices	Responses	
Black Caribbean	0%	0
Black African	0%	0
Black British	0%	0
Bangladeshi	0%	0
Chinese	0%	0
East African Asian	0%	0
Indian	2.63%	1
Irish	0%	0
Gypsy/Irish traveller	0%	0
Roma/Romani traveller	0%	0
Kashmiri	0%	0
Middle Eastern	0%	0
Pakistani	0%	0
Vietnamese	0%	0
White and Black Caribbean	0%	0
White and Black African	2.63%	1
White and Asian	0%	0
White British	84.21%	32
Prefer not to say	10.53%	4
Total		38

Q23 Do you consider yourself to be disabled? Please tick one box only.

Answered: 39 Skipped: 2

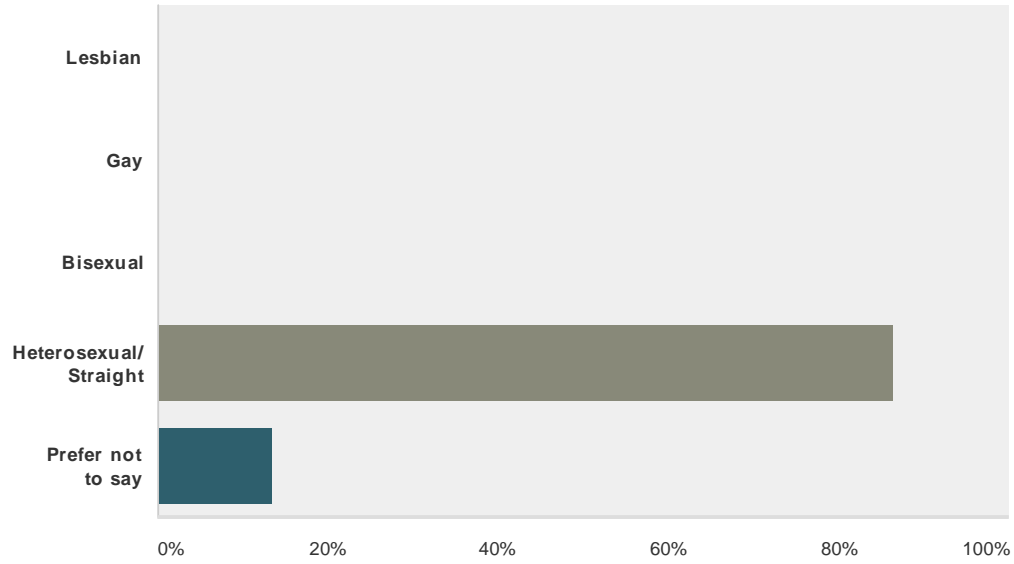


Answer Choices	Responses
Yes	20.51% 8
No	79.49% 31
Prefer not to say	0% 0
Total	39

#	Please use this space if you would like to give more information	Date
1	Prostate cancer treatment side effects	7/19/2013 8:50 AM
2	deafness	7/18/2013 2:36 PM
3	However I have 2 arthritic knees making walking difficult	7/16/2013 5:05 AM

Q24 I would describe my sexuality as: Please tick one box only.

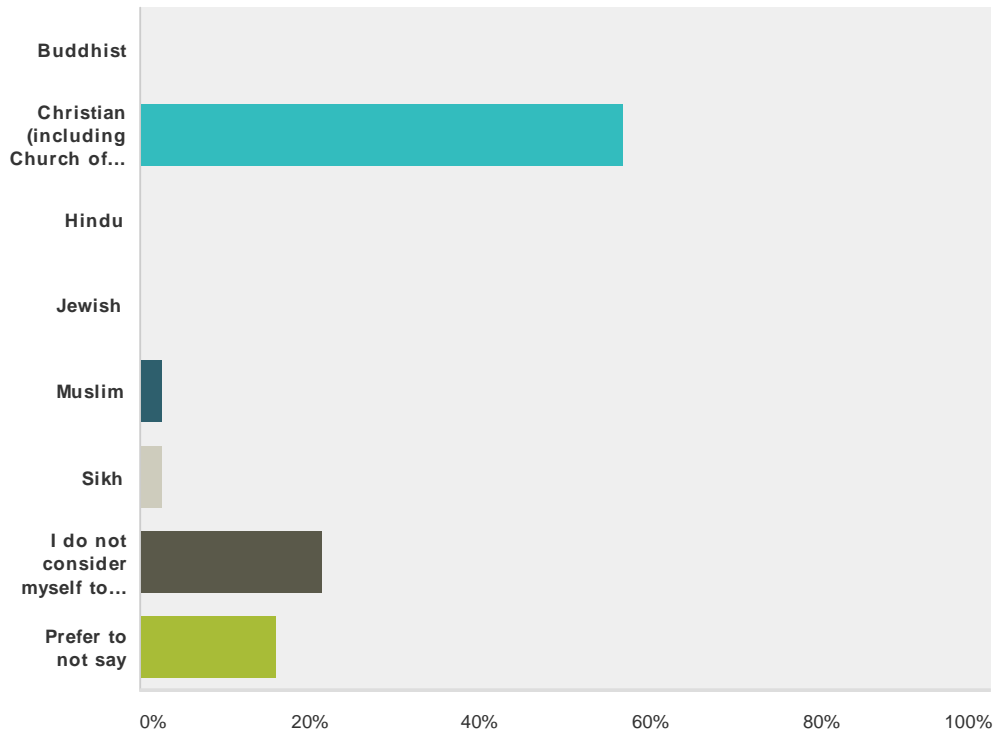
Answered: 37 Skipped: 4



Answer Choices	Responses
Lesbian	0% 0
Gay	0% 0
Bisexual	0% 0
Heterosexual/Straight	86.49% 32
Prefer not to say	13.51% 5
Total	37

**Q25 Please tell us your faith or religion.
Please tick one box only.**

Answered: 37 Skipped: 4

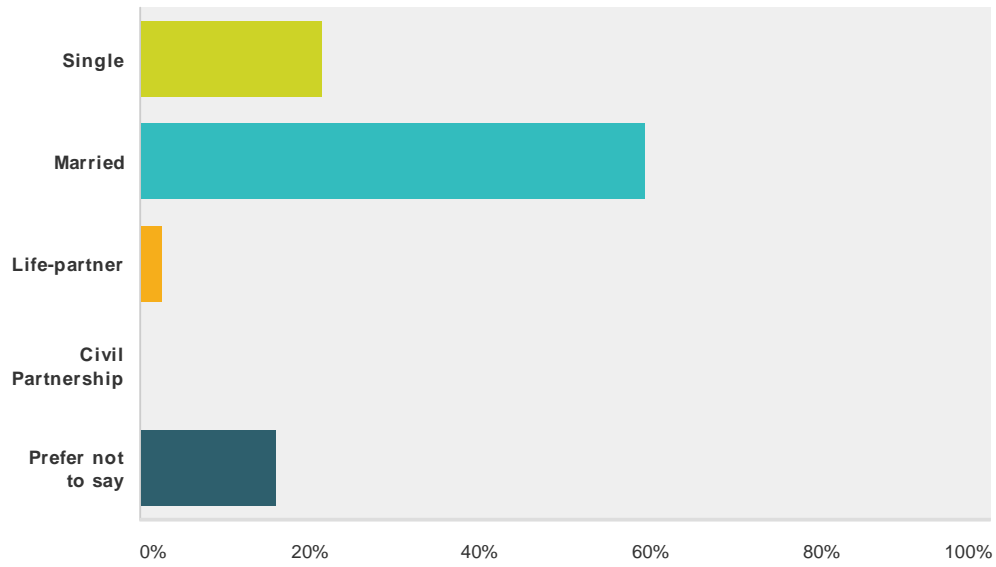


Answer Choices	Responses	
Buddhist	0%	0
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	56.76%	21
Hindu	0%	0
Jewish	0%	0
Muslim	2.70%	1
Sikh	2.70%	1
I do not consider myself to have a faith or religion	21.62%	8
Prefer to not say	16.22%	6
Total		37

#	Other (please specify)	Date
1	The Church of Jesus Christ of Latter-day Saints	7/19/2013 8:50 AM
2	Pagan druid	7/15/2013 1:03 AM

Q26 What is your marital status? Please tick one box only.

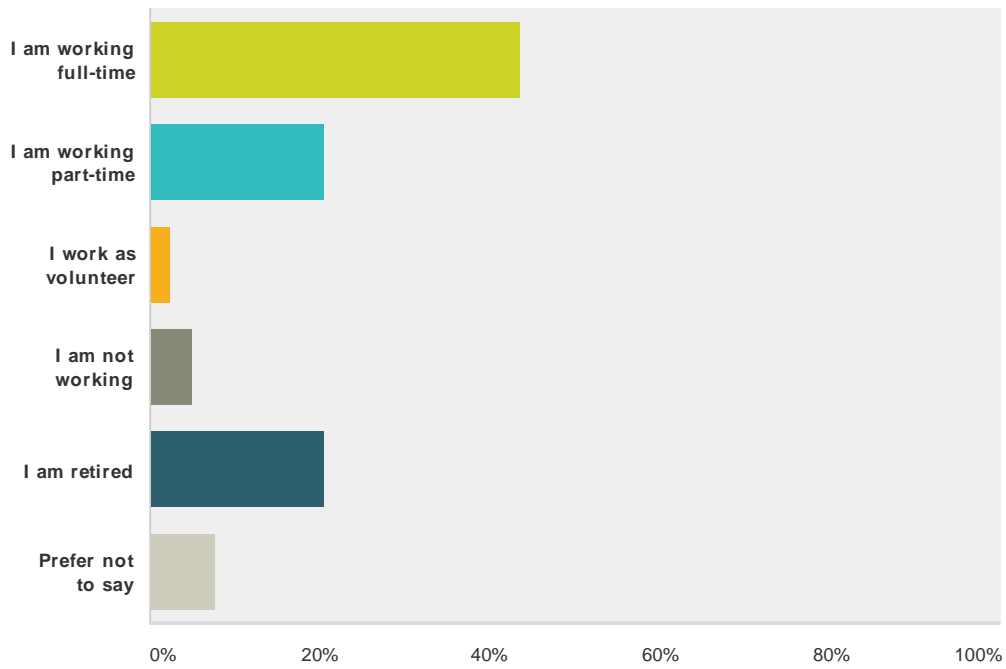
Answered: 37 Skipped: 4



Answer Choices	Responses
Single	21.62% 8
Married	59.46% 22
Life-partner	2.70% 1
Civil Partnership	0% 0
Prefer not to say	16.22% 6
Total	37

Q27 Which of the following best describes your working situation? Please tick one box only.

Answered: 39 Skipped: 2



Answer Choices	Responses	
I am working full-time	43.59%	17
I am working part-time	20.51%	8
I work as volunteer	2.56%	1
I am not working	5.13%	2
I am retired	20.51%	8
Prefer not to say	7.69%	3
Total		39