

Herefordshire Pharmaceutical Needs Assessment 2014

Pharmacy survey for community pharmacies

As part of the development of the Pharmaceutical Needs Assessment (PNA), all pharmacies and dispensing GP surgeries need to complete a pharmaceutical questionnaire to ensure that all information about the pharmacy (or dispensing GP surgeries) and the services provided are correct and adequate for the local population. This information will be included in the PNA when it is published, and will help to identify gaps in service provision as part of the PNA process.

A survey was created and ran from the 17th October 2014 until the 15th December 2014 to gather information from pharmacies with regards to the services they provide to the public. The survey received responses from all community pharmacies in Herefordshire.

Where analysis does not meet 27 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 9**.

Q3. Does your pharmacy dispense appliances i.e. Ostomy and Urology Products?	Number of Responses	Percentage of Responses
Yes - all types	18	69%
Yes - excluding 'specified appliances'	6	23%
No	2	8%
Grand Total	26	100%

Q4. If yes, does your pharmacy currently provide Appliance Use Reviews (AUR)?	Number of Responses	Percentage of Responses
Yes	0	0%
No	25	100%
Grand Total	25	100%

Q5. If yes, does your pharmacy currently provide Stoma Customisation?	Number of Responses	Percentage of Responses
Yes	3	14%
No	18	86%
Grand Total	21	100%

Q6. Are there any other services provided from your pharmacy that you would like to be considered in the PNA?
<ul style="list-style-type: none"> • Blood pressure monitoring, diabetes screening service, Flu jab service, and travel health service. • Collection and delivery service. Repeat dispensing. MDS. • Flu jab service, erectile dysfunction service, blood pressure testing service, travel health service, blood glucose testing service. • Flu vaccination, Supervised consumption, EHC, no smoking • NMs, MUR, Flu Vaccination, EHC • Smoking cessation and needle exchange

- Smoking cessation, needle exchange, supervised consumption, weight management, blood glucose monitoring, blood pressure monitoring, NMS, MUR, DOA assessment for reasonable adjustments.

Q7. Can customers legally park within 50 metres of your premises?	Number of Responses	Percentage of Responses
Yes	23	85%
No	4	15%
Grand Total	27	100%

Q8. Is there a bus stop within walking distance of your premises?	Number of Responses	Percentage of Responses
Yes	26	100%
No	0	0%
Grand Total	26	100%

Q9. If yes, how long does the walk take?	Number of Responses	Percentage of Responses
Less than 2 minutes	17	63%
2 to 5 minutes	9	33%
More than 5 minutes	1	4%
Grand Total	27	100%

Q10. Can disabled customers park within 10 metres of your premises (with a 'blue badge')?	Number of Responses	Percentage of Responses
Yes	22	81%
No	5	19%
Grand Total	27	100%

Q11. Is the entrance to the premises suitable for unaided wheelchair access?	Number of Responses	Percentage of Responses
Yes	21	84%
No	4	16%
Grand Total	25	100%

Q12. Are all areas of the premises floor accessible by wheelchair?	Number of Responses	Percentage of Responses
Yes	25	93%
No	2	7%
Grand Total	27	100%

Q13. Do you have any other facilities in the premise aimed at helping disabled people access your services? If yes, tick as many as appropriate.	Number of Responses	Percentage of Responses
Automatic door assistance	13	50%
Bell at front door	2	8%
Disabled toilet facility	8	31%
Hearing loop	16	62%
Large print labels/leaflets	15	58%
Wheelchair ramp access	10	38%
Grand Total	26	

Q14. Are the premises subject to any of the following development constraints?	Number of Responses	Percentage of Responses
Limited or no room for expansion	6	43%
Listed building status	5	36%
Within a conservation area	3	21%
Grand Total	14	100%

Q15. Prescription delivery and collection	Yes	No	Grand Total
Do you offer delivery of dispensed medicines free of charge on request?	21/78%	6/22%	27
Do you offer delivery of dispensed medicines to selected patient groups only e.g. unable to visit surgery, collection points?	8/31%	18/69%	26
Do you offer delivery of dispensed medicines to selected areas only?	12/44%	15/56%	27
Do you offer delivery of dispensed medicines for a fee/charge?	3/12%	23/88%	26
Do you supply medicines to care homes?	13/48%	14/52%	27

Q16. Consultation areas	Yes	No	Grand Total
Do you have a consultation point/area for private discussions?	26/96%	1/4%	27
If you have a consultation area, is this accessible by wheelchair?	24/92%	2/8%	26
Is there seating for 3 people?	18/67%	9/33%	27
Is there a bench of table suitable for writing or examining medicines/products?	25/100%	0	25
Is there a computer terminal within the area to access patient's records or complete audit data?	18/69%	8/31%	26
Is there a sink within this area?	18/69%	8/31%	26

Q17. Information technology	Yes	No	Grand Total
Do all your computers within dispensary access your	25/96%	1/4%	26

dispensary software?			
Do you have a computer that can access the internet?	26/96%	1/4%	27
Can the internet be accessed whilst the PMR system is running?	26/100%	0	26
Have you completed an up to date Information Governance assessment?	23/96%	1/4%	24
Can you provide an email address that can be used for official communication?	25/100%	0	25
Do you have a printer that will print A4 size of paper?	27/100%	0	27
Does your dispensary have a website?	11/46%	13/54%	24
Do you provide the electronic prescription service (EPS)?	27/100%	0	27
Do you provide the electronic prescription service 2 (EPS2)?	27/100%	0	27

Q18. Does the pharmacy normally have two pharmacists on duty at any time during the week?	Number of Responses	Percentage of Responses
Yes	10	38%
No	16	62%
Grand Total	26	100%

Q19. If yes, then for how many hours per week are two pharmacists working?	Number of Responses	Percentage of Responses
0 - 4 hrs	4	31%
5 - 9 hrs	3	23%
10 - 14 hrs	3	23%
15 - 19 hrs	0	0%
20 - 24 hrs	1	8%
25 - 29 hrs	0	0%
30 hrs +	2	15%
Grand Total	13	100%

Q20. If yes, is there a specific reason?	Number of Responses	Percentage of Responses
To give additional support in to dispensary in busy periods	6	67%
To provide cover for administration work	5	56%
To provide support for additional services such as medication review	8	89%
For handover during shifts	5	56%
Other	1	11%
Grand Total	9	

Other - Care home visits

Q21. Do any of your regular pharmacy staff speak a foreign language?	Number of Responses	Percentage of Responses
Yes	15	58%
No	11	42%
Grand Total	26	100%

Q22. If yes, which languages are spoken?	Number of Responses	Percentage of Responses
Arabic	0	0%
Bengali	0	0%
Cantonese	0	0%
Czech	0	0%
Farsi	1	8%
French	1	8%
Georgian	0	0%
Gujarati	0	0%
Hindi	2	15%
Japanese	0	0%
Kurdish	0	0%
Mandarin	1	8%
Polish	7	54%
Punjabi	1	8%
Romanian	1	8%
Russian	4	31%
Somali	0	0%
Spanish	0	0%
Urdu	0	0%
Welsh	1	8%
Other	4	31%
Grand Total	13	

Other

- Malayalam
- Tamil
- Persian
- Lithuanian
- Slovakian
- Finish
- Can understand French and Spanish

Q23. Do you feel there is a need for more pharmaceutical providers in your locality?	Number of Responses	Percentage of Responses
Yes	1	4%
No	25	96%
Grand Total	26	100%

Q24. Which of these advanced services do you currently provide?	Number of Responses	Percentage of Responses
Medicines Use Review	24	100%
New Medicines Service	23	96%
Appliance Use Review	0	0%
Stoma Customisation	2	8%
Grand Total	24	

Q25. Which of these locally commissioned services do you CURRENTLY provide?	Number of Responses	Percentage of Responses
Chlamydia screening	0	0%
Chlamydia treatment	0	0%
Minor Ailment Scheme	11	44%
Head lice eradication	0	0%
Body weight assessment	6	24%
Vascular screening assessment	1	4%
Emergency hormonal contraception	18	72%
Out of hours services	8	32%
Supply of palliative care medicines	14	56%
Sexual health service including supply of contraception under patient group direction	5	20%
Supply of pharmaceutical services to care homes	5	20%
Needle exchange	4	16%
Stop smoking service	19	76%
Supervised administration of methadone	19	76%
Supervised administration of subutex	15	60%
Other	7	28%
Grand Total	25	

Other

- Post M.I. talks
- Unwanted medicines disposal, providing of varenicline (chamfix) and flu vaccinations.
- Flu jab service
- Seasonal Flu Vaccination. Flu Nasal Spray for pilot GPs (Y7&Y8).
- NHS Flu Vaccination
- Blood pressure monitoring
- Flu vaccination for NHS

Q26. Which services would you want to provide if commissioned to do so?	Yes	No	Grand Total
Alcohol screening and brief intervention	15/94%	1/6%	16
Anticoagulant management	12/71%	5/29%	17
Anticoagulant monitoring service	12/71%	5/29%	17
Disease specific medicines management	15/88%	2/12%	17
Emergency contraception service	13/93%	1/7%	14
Gluten free food supply service	18/100%	0/0%	18
Independent prescribing service	12/71%	5/29%	17
Medication review service	15/94%	1/6%	16
Medicines assessment and compliance support	15/88%	2/12%	17
Oral contraception service	12/80%	3/20%	15
Patient group directions	16/89%	2/11%	18
Phlebotomy service	8/57%	6/43%	14
Services to schools	12/75%	4/25%	16
Sharps disposal	12/75%	4/25%	16
Stop smoking service	15/100%	0/0%	15
Supervised administration service	12/86%	2/14%	14
Supplementary prescribing service	11/69%	5/31%	16
Vascular risk assessment service	12/75%	4/25%	16
Weight management	19/100%	0/0%	19
Other	5/100%	0/0%	5

Other

- Minor ailments
- Minor ailments service, emergency supply of medication on PGD
- Blood Pressure Monitoring
- Difficult to provide additional services from the current premises as we have no consultation room.
- Needle exchange.

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.

- 1) More seating 2) Area for confidential discussion at prescription collection point
- 1) Patients don't like the fact that dispensary is closed for an hour at lunchtime. 2) Minor ailments would be a very good service to be able to provide.
- 1) The comfort and convenience of waiting areas. 2) How we deal with your confidential information 3) having somewhere available where you could speak without being heard. 4) Providing advice on health services or information available elsewhere.
- All pharmacies are required to conduct an annual communit...
- Better signposting of consulting/private area.
- Better seating.
- Comfort and convenience of waiting area.
- Improvement could be made in providing healthy living advice into general conversation with the patients in order to get the message across.
- Minimising queues, Product/appliances stock issues and availability.
- None highlighted.
- Not closing at lunchtime - no longer the case.
- Providing advice on physical exercise.
- Providing general advice on healthy lifestyle.
- Requests for larger premises, larger waiting area, and facilities to have a confidential conversation. Improvement in patient waiting time.
- Requests for needle exchange scheme.
- Services that are wanted: 1) Emergency contraception 2) Sharps disposal 3) Needle Exchange.
- The comfort and convenience of the waiting area. - Providing advice on health services or information available elsewhere. Providing general advice on leading a healthier lifestyle.
- To be open on Saturday and after office hours.
- Waiting area requires more comfortable seating. Consultation/quiet area (we have a consultation room but customers were unsure of its purpose)
- We normally book a consultation room to conduct any services. But customer prefer to have a room nearby rather than booking service.