

Herefordshire Pharmaceutical Needs Assessment 2014

Pharmacy survey for dispensing practices

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 dispensing practices with regards to the services they provide to the public.

12 dispensing practice sites responded. Where analysis does not meet 12 responses, this is due to practices omitting to answer certain questions.

Q3. Does your dispensing practice dispense appliances i.e. Ostomy and Urology Products?	Number of Responses	Percentage of Responses
Yes - all types	12	100%
Yes - excluding 'specified appliances'	0	0%
No	0	0%
Grand Total	12	100%

Q4. If yes, does your dispensing practice currently provide Appliance Use Reviews (AUR)?	Number of Responses	Percentage of Responses
Yes	4	33%
No	8	67%
Grand Total	12	100%

Q5. If yes, does your dispensing practice currently provide Stoma Customisation?	Number of Responses	Percentage of Responses
Yes	3	25%
No	9	75%
Grand Total	12	100%

Q6. Are there any other services provided from your dispensing practice that you would like to be considered in the PNA?

- Delivery service
- We advise and refer to Stoma Nurse, Urostomy etc when needed for reviews.

Q7. Can customers legally park within 50 metres of your premises?	Number of Responses	Percentage of Responses
Yes	12	100%
No	0	0%
Grand Total	12	100%

Q8. Is there a bus stop within walking distance of your premises?	Number of Responses	Percentage of Responses
Yes	12	100%
No	0	0%
Grand Total	12	100%

Q9. If yes, how long does the walk take?	Number of Responses	Percentage of Responses
Less than 2 minutes	9	75%
2 to 5 minutes	2	17%
More than 5 minutes	1	8%
Grand Total	12	100%

Q10. Can disabled customers park within 10 metres of your premises (with a 'blue badge')?	Number of Responses	Percentage of Responses
Yes	12	100%
No	0	0%
Grand Total	12	100%

Q11. Is the entrance to the premises suitable for unaided wheelchair access?	Number of Responses	Percentage of Responses
Yes	12	100%
No	0	0%
Grand Total	12	100%

Q12. Are all areas of the premises floor accessible by wheelchair?	Number of Responses	Percentage of Responses
Yes	12	100%
No	0	0%
Grand Total	12	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	6	50%
Bell at front door	4	33%
Disabled toilet facility	12	100%
Hearing loop	6	50%
Large print labels/leaflets	9	75%
Wheelchair ramp access	10	83%
Grand Total	12	

Q14. Are the premises subject to any of the following development constraints?	Number of Responses	Percentage of Responses
Limited or no room for expansion	4	100%
Listed building status	0	0%
Within a conservation area	0	0%
Grand Total	4	100%

Q15. Prescription delivery and collection	Yes	No	Grand Total
Do you offer delivery of dispensed medicines free of charge on request?	2/17%	10/83%	12
Do you offer delivery of dispensed medicines to selected patient groups only e.g. unable to visit surgery, collection points?	3/27%	8/73%	11
Do you offer delivery of dispensed medicines to selected areas only?	2/17%	10/83%	12
Do you offer delivery of dispensed medicines for a fee/charge?	0/0%	11/100%	11
Do you supply medicines to care homes?	8/73%	3/27%	11

Q16. Consultation areas	Yes	No	Grand Total
Do you have a consultation point/area for private discussions?	12/100%	0/0%	12
If you have a consultation area, is this accessible by wheelchair?	12/100%	0/0%	12
Is there seating for 3 people?	12/100%	0/0%	12
Is there a bench of table suitable for writing or examining medicines/products?	12/100%	0/0%	12
Is there a computer terminal within the area to access patient's records or complete audit data?	12/100%	0/0%	12
Is there a sink within this area?	10/100%	0/0%	10

Q17. Information technology	Yes	No	Grand Total
Do all your computers within dispensary access your dispensary software?	12/100%	0/0%	12
Do you have a computer that can access the internet?	12/100%	0/0%	12
Can the internet be accessed whilst the PMR system is running?	12/100%	0/0%	12
Have you completed an up to date Information Governance assessment?	11/100%	0/0%	11
Can you provide an email address that can be used for official communication?	12/100%	0/0%	12
Do you have a printer that will print A4 size of paper?	12/100%	0/0%	12
Does your dispensary have a website?	11/100%	0/0%	11
Do you provide the electronic prescription service (EPS)?	0/0%	12/100%	12
Do you provide the electronic prescription service 2 (EPS2)?	0/0%	12/100%	12

Q18. Does the dispensing practice have a pharmacist on duty at any time during the week?	Number of Responses	Percentage of Responses
Yes	0	0%
No	12	100%
Grand Total	12	100%

Q19. Do you have a second pharmacist working at the same time?	Number of Responses	Percentage of Responses
Yes	0	0%
No	11	100%
Grand Total	11	100%

Q20. If yes, then for how many hours per week are two pharmacists working?	Number of Responses	Percentage of Responses
0 - 4 hrs	3	100%
5 - 9 hrs	0	0%
10 - 14 hrs	0	0%
15 - 19 hrs	0	0%
20 - 24 hrs	0	0%
25 - 29 hrs	0	0%
30 hrs +	0	0%
Grand Total	3	

Q21. If yes, is there a specific reason?	Number of Responses	Percentage of Responses
To give additional support in to dispensary in busy periods	0	0%
To provide cover for administration work	0	0%
To provide support for additional services such as medication review	0	0%
For handover during shifts	0	0%
Other	0	0%
Grand Total	0	

Q22. Do any of your regular dispensing practice staff speak a foreign language?	Number of Responses	Percentage of Responses
Yes	7	58%
No	5	42%
Grand Total	12	100%

Q23. 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	0	0%
French	1	14%
Georgian	0	0%
Gujarati	0	0%
Hindi	0	0%
Japanese	0	0%
Kurdish	0	0%
Mandarin	0	0%
Polish	5	71%
Punjabi	0	0%
Romanian	0	0%
Russian	0	0%
Somali	0	0%
Spanish	1	14%
Urdu	0	0%
Welsh	1	14%
Other	1	14%
Grand Total	7	

Other

- Sign language

Q24. Do you feel there is a need for more pharmaceutical providers in your locality?	Number of Responses	Percentage of Responses
Yes	1	8%
No	11	92%
Grand Total	12	100%

Q25. Which of these advanced services do you currently provide?

This question does not apply to dispensing practices

Q26. Which of these locally commissioned services do you CURRENTLY provide?

This question does not apply to dispensing practices

Q27. Which services would you want to provide if commissioned to do so?

This question does not apply to dispensing practices

Q28. 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.

This question does not apply to dispensing practices