

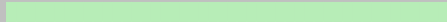


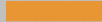


# Pharmaceutical Needs Assessment




*Appendix B  
Public Survey Results*

**CROYDON**  
www.croydon.gov.uk








## Section 1 - How you use pharmacy services

How often do you use a pharmacy?	Response Percent	Response Total
At least once a day 	0.86%	3
At least once a week 	11.18%	39
At least once a month 	57.88%	202
Once or twice a year 	16.62%	58
I never use pharmacy services 	0.29%	1
Other - please provide details: 	13.18%	46



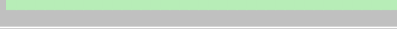

Total # of respondents **354**.  
Statistics based on **349** respondents; **0** filtered; **5** skipped.

When you use a pharmacy is this generally for: (Select all that apply)		Response Percent	Response Total
Yourself		89.8%	308
Someone else		26.82%	92
I would prefer not to say		0.88%	3






Total # of respondents 354.  
Statistics based on 343 respondents; 0 filtered; 11 skipped.

Where do you normally visit a pharmacy?		Response Percent	Response Total
Near to where I live		52.01%	181
Near to my GP surgery		20.98%	73
Near to my place of work		4.89%	17
Near to my children's school or nursery		0.29%	1
Near to the shops I use		5.17%	18
The pharmacy which is most convenient at the time I need to use it		11.78%	41
Not relevant		0%	0
Other - please provide details:		4.89%	17

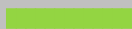




Total # of respondents 354.  
Statistics based on 348 respondents; 0 filtered; 6 skipped.

How do you usually travel to a pharmacy?		Response Percent	Response Total
By car		35.74%	124
By public transport		10.38%	36
On foot		50.72%	176
Other - please provide details:		3.17%	11

Total # of respondents 354.  
Statistics based on 347 respondents; 0 filtered; 7 skipped.

Approximately how long does it take to get to your regular pharmacy?		Response Percent	Response Total
Less than 5 minutes		23.56%	82
5 – 10 minutes		50.29%	175
11 – 20 minutes		20.12%	70
21 - 30 minutes		4.6%	16
Other - please specify:		1.44%	5

Total # of respondents 354.  
Statistics based on 348 respondents; 0 filtered; 6 skipped.

If you need to use a pharmacy and your regular pharmacy is closed, how long would it take to get to an alternative pharmacy?		Response Percent	Response Total
Less than 5 minutes		17.24%	60
5 – 10 minutes		33.91%	118
11 – 20 minutes		29.6%	103
21 - 30 minutes		15.52%	54
Other - please specify:		3.74%	13
Total # of respondents <b>354</b> . Statistics based on <b>348</b> respondents; <b>0</b> filtered; <b>6</b> skipped.			

How important is it for you to access the pharmacy at these times?

	A ■	B ■	C ■	D ■		Response Total
Weekdays: 8:30am or earlier	13.16 % (35)	10.53 % (28)	16.92 % (45)	59.4 % (158)		266
Weekdays: 9am - 6pm	48.42 % (153)	29.75 % (94)	13.29 % (42)	8.54 % (27)		316
Weekdays: 6pm - 8pm	21.61 % (59)	22.71 % (62)	24.18 % (66)	31.5 % (86)		273
Weekdays: 8pm - 10pm or later	12.4 % (32)	15.89 % (41)	20.93 % (54)	50.78 % (131)		258
Saturdays: 8:30am or earlier	10.57 % (26)	10.57 % (26)	11.38 % (28)	67.48 % (166)		246
Saturdays: 9am - 12pm	30.33 % (84)	28.88 % (80)	20.94 % (58)	19.86 % (55)		277
Saturdays: 12pm - 5pm or later	25.46 % (70)	26.91 % (74)	25.46 % (70)	22.18 % (61)		275
Sundays	17.2 % (48)	20.79 % (58)	21.86 % (61)	40.14 % (112)		279

Total # of respondents **354**.  
 Statistics based on **343** respondents; **0** filtered; **11** skipped.

**Legend for Rank Grid table:How important is it for you to access the pharmacy at these times?**

**Columns:**

A 

Very important

B 

Important

C 

Quite important

D 

Not important


How easy is it to access your pharmacy at these times?

	A 	B 	C 	D 	E 	F 		Response Total
Weekdays: 8:30am or earlier	15.53 % (16)	9.71 % (10)	11.65 % (12)	18.45 % (19)	34.95 % (36)	9.71 % (10)		103
Weekdays: 9am - 6pm	70.82 % (199)	21.35 % (60)	4.27 % (12)	1.78 % (5)	1.07 % (3)	0.71 % (2)		281
Weekdays: 6pm - 8pm	19.55 % (35)	20.67 % (37)	11.73 % (21)	13.41 % (24)	23.46 % (42)	11.17 % (20)		179
Weekdays: 8pm - 10pm or later	14.63 % (18)	10.57 % (13)	8.94 % (11)	15.45 % (19)	40.65 % (50)	9.76 % (12)		123
Saturdays: 8:30am or earlier	11.84 % (9)	11.84 % (9)	11.84 % (9)	19.74 % (15)	31.58 % (24)	13.16 % (10)		76
Saturdays: 9am - 12pm	56.88 % (124)	24.31 % (53)	9.17 % (20)	2.29 % (5)	4.13 % (9)	3.21 % (7)		218
Saturdays: 12pm - 5pm or later	29.38 % (62)	25.12 % (53)	14.69 % (31)	8.53 % (18)	15.17 % (32)	7.11 % (15)		211
Sundays	9.82 % (16)	12.27 % (20)	11.66 % (19)	19.02 % (31)	35.58 % (58)	11.66 % (19)		163

Total # of respondents 354.  
 Statistics based on 325 respondents; 0 filtered; 29 skipped.

Legend for Rank Grid table:How easy is it to access your pharmacy at these times?

Columns:

A		Very easy
B		Easy
C		Neither easy or difficult
D		Difficult
E		Very difficult
F		Don't know

Your regular pharmacy may offer some or all of the services listed. We would like to understand how you may have used them.

If you have used this service in the last 12 months, was this at: (Select all that apply) Hover over the options to see a definition of the service.

### Dispensing

Conversion		Dispensing - your regular pharmacy	Dispensing - an alternative pharmacy	Dispensing - I haven't used the service	Dispensing - I'd prefer not to say
Dispensing	Count	318	56	11	1

### Medicines Use Reviews

Conversion		Medicines Use Reviews - your regular pharmacy	Medicines Use Reviews - an alternative pharmacy	Medicines Use Reviews - I haven't used the service	Medicines Use Reviews - I'd prefer not to say
Medicines Use Reviews	Count	68	3	172	0

### "Pharmacy First Minor Ailment Scheme"

Conversion		PFMAS - your regular pharmacy	PFMAS - an alternative pharmacy	PFMAS - I haven't used the service	PFMAS - I'd prefer not to say
"Pharmacy First Minor Ailment Scheme"	Count	45	11	183	0

### Anti-coagulant monitoring

Conversion		ACM - your regular pharmacy	ACM - an alternative pharmacy	ACM - I haven't used the service	ACM - I'd prefer not to say
Anti-coagulant monitoring	Count	6	4	214	1

## Flu Vaccination

Conversion		Flu Vaccination - your regular pharmacy	Flu Vaccination - an alternative pharmacy	Flu Vaccination - I haven't used the service	Flu Vaccination - I'd prefer not to say
Flu Vaccination	Count	17	8	203	2

## NHS Health Checks

Conversion		Health checks - your regular pharmacy	Health checks - an alternative pharmacy	Health checks - I haven't used the service	Health checks - I'd prefer not to say
NHS Health Checks	Count	18	6	206	1

## Stop smoking

Conversion		Stop smoking - your regular pharmacy	Stop smoking - an alternative pharmacy	Stop smoking - I haven't used the service	Stop smoking - I'd prefer not to say
Stop smoking	Count	6	2	215	2

## Chlamydia screening

Conversion		Chlamydia screening - your regular pharmacy	Chlamydia screening - an alternative pharmacy	Chlamydia screening - I haven't used the service	Chlamydia screening - I'd prefer not to say
Chlamydia screening	Count	3	1	219	2

## Chlamydia treatment

Conversion		Chlamydia treatment - your regular pharmacy	Chlamydia treatment - an alternative pharmacy	Chlamydia treatment - I haven't used the service	Chlamydia treatment - I'd prefer not to say
Chlamydia treatment	Count	0	0	221	2

## Emergency hormonal contraception

Conversion		Emergency contraception - your regular pharmacy	Emergency contraception - an alternative pharmacy	Emergency contraception - I haven't used the service	Emergency contraception - I'd prefer not to say
Emergency hormonal contraception	Count	6	5	214	2

## Free Condoms ("C Card" Scheme)

Conversion		Free Condoms - your regular pharmacy	Free Condoms - an alternative pharmacy	Free Condoms - I haven't used the service	Free Condoms - I'd prefer not to say
Free Condoms ("C Card" Scheme)	Count	2	0	218	2



## Pregnancy testing

Conversion		Pregnancy testing - your regular pharmacy	Pregnancy testing - I haven't used the service	Pregnancy testing - an alternative pharmacy	Pregnancy testing - I'd prefer not to say
Pregnancy testing	Count	4	216	2	2

## Oral contraception

Conversion		Oral contraception - your regular pharmacy	Oral contraception - an alternative pharmacy	Oral contraception - I haven't used the service	Oral contraception - I'd prefer not to say
Oral contraception	Count	7	2	213	2

## Needle and syringe exchange

Conversion		Needle exchange - your regular pharmacy	Needle exchange - an alternative pharmacy	Needle exchange - I haven't used the service	Needle exchange - I'd prefer not to say
Needle and syringe exchange	Count	3	0	220	2

## Supervised consumption of medicines

Conversion		Supervised consumption - your regular pharmacy	Supervised consumption - an alternative pharmacy	Supervised consumption - I haven't used the service	Supervised consumption - I'd prefer not to say
Supervised consumption of medicines	Count	8	0	212	2

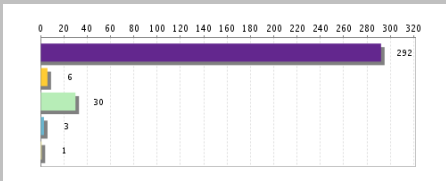
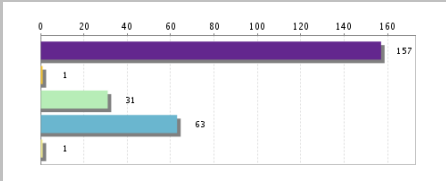
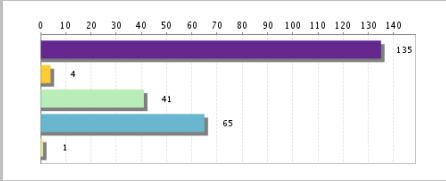
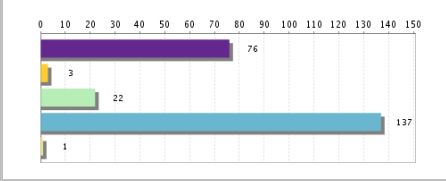
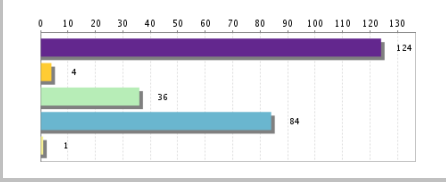
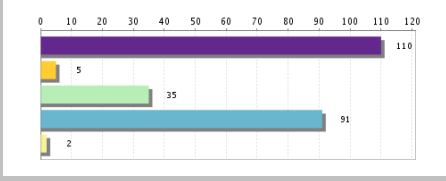
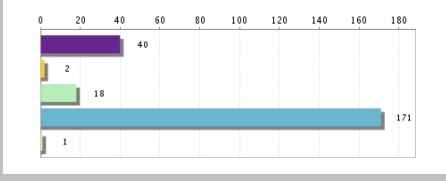
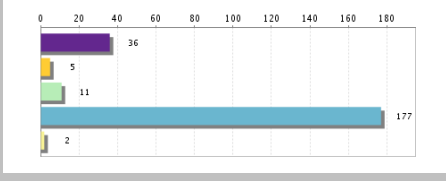
## Sale of medicines

Conversion		Sale of medicines - your regular pharmacy	Sale of medicines - an alternative pharmacy	Sale of medicines - I haven't used the service	Sale of medicines - I'd prefer not to say
Sale of medicines	Count	189	62	70	2

## Advice on healthy living and where to find other NHS services

Conversion		Advice - your regular pharmacy	Advice - an alternative pharmacy	Advice - I haven't used the service	Advice - I'd prefer not to say
Advice on healthy living and where to find other NHS services	Count	36	3	192	2

If you need to use any of these services in the future, would you prefer to use: Hover over the options to see a definition of the service.

	A ■	B ■	C ■	D ■	E ■		Response Total
Dispensing	87.95 % (292)	1.81 % (6)	9.04 % (30)	0.9 % (3)	0.3 % (1)		332
Medicines Use Reviews	62.06 % (157)	0.4 % (1)	12.25 % (31)	24.9 % (63)	0.4 % (1)		253
"Pharmacy First Minor Ailment Scheme"	54.88 % (135)	1.63 % (4)	16.67 % (41)	26.42 % (65)	0.41 % (1)		246
Anti-coagulant monitoring	31.8 % (76)	1.26 % (3)	9.21 % (22)	57.32 % (137)	0.42 % (1)		239
Flu Vaccination	49.8 % (124)	1.61 % (4)	14.46 % (36)	33.74 % (84)	0.4 % (1)		249
NHS Health Checks	45.27 % (110)	2.06 % (5)	14.4 % (35)	37.45 % (91)	0.82 % (2)		243
Stop Smoking	17.24 % (40)	0.86 % (2)	7.76 % (18)	73.71 % (171)	0.43 % (1)		232
Chlamydia screening	15.58 % (36)	2.17 % (5)	4.76 % (11)	76.62 % (177)	0.87 % (2)		231









Chlamydia treatment	15.28 % (35)	2.18 % (5)	5.24 % (12)	76.42 % (175)	0.87 % (2)		229
Emergency hormonal contraception	17.65 % (42)	3.36 % (8)	6.72 % (16)	71.43 % (170)	0.84 % (2)		238
Free Condoms ("C Card" Scheme)	17.02 % (40)	0.85 % (2)	6.38 % (15)	74.89 % (176)	0.85 % (2)		235
Pregnancy testing	17.45 % (41)	1.7 % (4)	5.96 % (14)	74.47 % (175)	0.43 % (1)		235
Oral contraception	18.3 % (43)	0.85 % (2)	5.96 % (14)	74.04 % (174)	0.85 % (2)		235
Needle and syringe exchange	14.41 % (33)	0.87 % (2)	5.24 % (12)	79.04 % (181)	0.44 % (1)		229
Supervised consumption of medicines	21.49 % (49)	0.88 % (2)	6.58 % (15)	70.61 % (161)	0.44 % (1)		228
Sale of medicines	64.75 % (180)	3.96 % (11)	17.63 % (49)	13.31 % (37)	0.36 % (1)		278
Advice on healthy living and where to find other NHS services	52.61 % (131)	2.01 % (5)	19.68 % (49)	25.3 % (63)	0.4 % (1)		249

**Legend for Rank Grid table:**If you need to use any of these services in the future, would you prefer to use: Hover over the options to see a definition of the service.





**Columns:**

- A ■ Your regular pharmacy
- B ■ An alternative pharmacy
- C ■ I don't mind
- D ■ Not relevant to me
- E ■ I'd prefer not to say








**Section 2 - Meeting your needs**

Within the last 12 months, if you have been ill with a minor illness (e.g. cough, cold, indigestion etc.), what did you do? (Select all that apply)		Response Percent	Response Total
Visited a pharmacy		53.03%	184
Dialled 111 (free NHS telephone advice service)		4.9%	17
Visited my GP		22.48%	78
Visited the walk-in centre		10.38%	36
Visited the accident and emergency department		2.02%	7
Self-treated		66.57%	231
Other		1.73%	6
Not relevant to me		5.19%	18
Prefer not to say		0%	0

Total # of respondents 354.  
 Statistics based on 347 respondents; 0 filtered; 7 skipped.

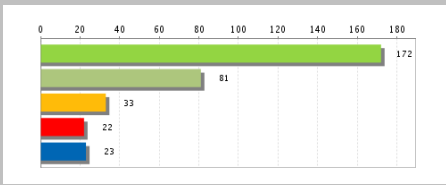
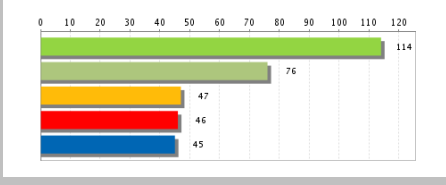
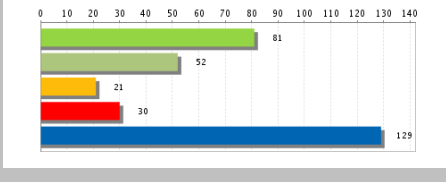
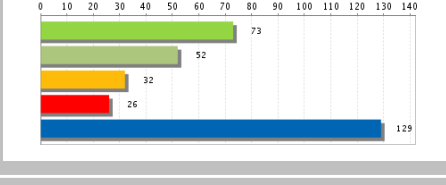
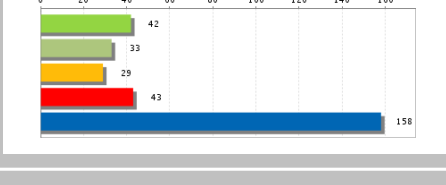
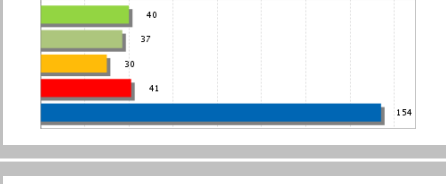
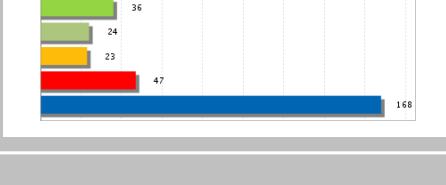
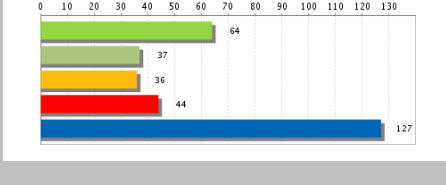
Within the last 12 months have you seen an emergency doctor out of hours and not been able to get a prescription dispensed because the pharmacy was closed?		Response Percent	Response Total
Yes		8.05%	28
No		68.39%	238
Can't remember		1.15%	4
Not relevant		22.41%	78

Total # of respondents 354.  
 Statistics based on 348 respondents; 0 filtered; 6 skipped.

What was the time of day when this happened?		Response Percent	Response Total
Weekday morning (before 9am)		7.14%	2
Weekday evening (from 5pm or later)		35.71%	10
Saturday morning (before 9am)		7.14%	2
Saturday afternoon (after 12pm)		7.14%	2
Sunday		28.57%	8
Bank Holiday		3.57%	1
Can't remember		10.71%	3
Not relevant		0%	0

Total # of respondents **354**.  
 Statistics based on **28** respondents; **0** filtered; **326** skipped.

We would like to understand how pharmacies meet the specific needs of our residents. Based on your experience, please select how important the following are to you:

	A ■	B ■	C ■	D ■	E ■		Response Total
The pharmacy has a private area to discuss sensitive issues	51.96 % (172)	24.47 % (81)	9.97 % (33)	6.65 % (22)	6.95 % (23)		331
The pharmacy has parking nearby	34.76 % (114)	23.17 % (76)	14.33 % (47)	14.02 % (46)	13.72 % (45)		328
The pharmacy has step-free access for wheelchairs and buggies	25.88 % (81)	16.61 % (52)	6.71 % (21)	9.59 % (30)	41.21 % (129)		313
The pharmacy as a whole is wheelchair or buggy "friendly"	23.4 % (73)	16.67 % (52)	10.26 % (32)	8.33 % (26)	41.35 % (129)		312
The pharmacy has a hearing loop	13.77 % (42)	10.82 % (33)	9.51 % (29)	14.1 % (43)	51.8 % (158)		305
The pharmacy provides large print labels	13.25 % (40)	12.25 % (37)	9.93 % (30)	13.58 % (41)	50.99 % (154)		302
The pharmacy provides containers, or labels, with braille	12.08 % (36)	8.05 % (24)	7.72 % (23)	15.77 % (47)	56.38 % (168)		298
The pharmacy provides support aids to help people take their medicines as prescribed by their doctor e.g. reminder charts or multi-compartment containers	20.78 % (64)	12.01 % (37)	11.69 % (36)	14.29 % (44)	41.23 % (127)		308

The pharmacy is able to access translation services when English is not a first language

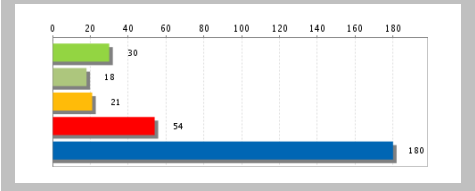
9.9 %  
(30)

5.94 %  
(18)

6.93 %  
(21)

17.82 %  
(54)

59.41 %  
(180)



303

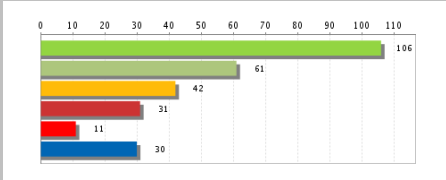
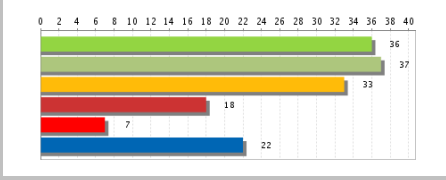
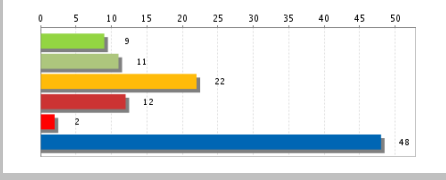
Total # of respondents 354.  
Statistics based on 339 respondents; 0 filtered; 15 skipped.

**Legend for Rank Grid table:**We would like to understand how pharmacies meet the specific needs of our residents. Based on your experience, please select how important the following are to you:

**Columns:**

- A ■ Very important
- B ■ Important
- C ■ Quite important
- D ■ Not important
- E ■ Not relevant to me

Based on your experience, how easy is it find a pharmacy:

	A	B	C	D	E	F		Response Total
With a private area to discuss sensitive issues	37.72 % (106)	21.71 % (61)	14.95 % (42)	11.03 % (31)	3.92 % (11)	10.68 % (30)		281
With parking nearby	27.59 % (64)	28.45 % (66)	15.52 % (36)	21.55 % (50)	5.17 % (12)	1.72 % (4)		232
With step-free access for wheelchairs and buggies	29.14 % (44)	33.78 % (51)	14.57 % (22)	9.27 % (14)	1.99 % (3)	11.26 % (17)		151
Where all public areas are wheelchair or buggy "friendly"	23.53 % (36)	24.18 % (37)	21.57 % (33)	11.77 % (18)	4.58 % (7)	14.38 % (22)		153
With a hearing loop	8 % (8)	12 % (12)	21 % (21)	14 % (14)	3 % (3)	42 % (42)		100
Which provides large print labels	8.65 % (9)	10.58 % (11)	21.15 % (22)	11.54 % (12)	1.92 % (2)	46.15 % (48)		104
Which provides containers, or labels, with braille	5.06 % (4)	10.13 % (8)	18.99 % (15)	15.19 % (12)	1.27 % (1)	49.37 % (39)		79
Which provides support aids to help people take their medicines as prescribed by their doctor e.g. reminder charts or multi-compartment containers	15.91 % (21)	18.18 % (24)	17.42 % (23)	8.33 % (11)	3.03 % (4)	37.12 % (49)		132






Which is able to access translation services when English is not a first language	4.55 % (3)	7.58 % (5)	19.7 % (13)	13.64 % (9)	3.03 % (2)	51.52 % (34)		66
---	------------	------------	-------------	-------------	------------	--------------	--	----

Total # of respondents 354.  
 Statistics based on 320 respondents; 0 filtered; 34 skipped.

**Legend for Rank Grid table:Based on your experience, how easy is it find a pharmacy:**





**Columns:**

- A ■ Very easy
- B ■ Easy
- C ■ Neither easy or difficult
- D ■ Difficult
- E ■ Very difficult
- F ■ Don't know








Do you think pharmacies are a good place to access healthy living advice?		Response Percent	Response Total
Yes		72.17%	249
No		7.25%	25
Don't know		20.58%	71

Total # of respondents 354.  
 Statistics based on 345 respondents; 0 filtered; 9 skipped.







**Section 3 - About you** We would be grateful if you could provide the following information. This will help us to plan pharmacy services to meet the specific needs of the different groups of people living within Croydon.

What is your gender?		Response Percent	Response Total
Male		32.65%	112
Female		65.31%	224
Transgender		0.58%	2
Prefer not to say		1.46%	5

Total # of respondents 354.  
 Statistics based on 343 respondents; 0 filtered; 11 skipped.

What age are you?		Response Percent	Response Total
Under 16		0%	0
16 - 24		1.16%	4
25 - 34		9.57%	33
35 - 44		11.3%	39
45 - 54		21.74%	75
55 - 64		20.29%	70
65 and over		34.78%	120
Prefer not to say		1.16%	4












Total # of respondents **354**.  
 Statistics based on **345** respondents; **0** filtered; **9** skipped.

What is your ethnic group?		Response Percent	Response Total
White – British, Irish, Other		80.12%	274
Asian/Asian British – Indian, Pakistani, Bangladeshi, Chinese, Other		5.26%	18
Black/Black British – Caribbean, African, Other		6.73%	23
Mixed – White and Black Caribbean, White and Black African, White and Asian, Other		0.88%	3
Other ethnic group		1.17%	4
Prefer not to say		5.85%	20




Total # of respondents **354**.  
 Statistics based on **342** respondents; **0** filtered; **12** skipped.

What is your religion?		Response Percent	Response Total
Buddhist		0%	0
Christian (inc. Church of England, Catholic, Protestant and any other Christian denomination)		54.78%	189
Hindu		2.32%	8
Jewish		0.87%	3
Muslim		1.74%	6
Sikh		0.29%	1
No religion		26.38%	91
Other		2.61%	9
Prefer not to say		11.01%	38
Total # of respondents <b>354</b> . Statistics based on <b>345</b> respondents; <b>0</b> filtered; <b>9</b> skipped.			










Do you consider yourself to have a disability as defined under the Equality Act? The Equality Act defines a disability as "a physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day to day activities"		Response Percent	Response Total
Yes		17.49%	60
No		79.59%	273
Prefer not to say		2.92%	10
Total # of respondents <b>354</b> . Statistics based on <b>343</b> respondents; <b>0</b> filtered; <b>11</b> skipped.			

How does this affect you? (Select all that apply)		Response Percent	Response Total
Sensory		0%	0
Blind		0%	0
Visual impairment		3.39%	2
Deaf		5.09%	3
Hearing impairment		18.64%	11
Speech impairment		1.7%	1
Other disability causing impairment		8.48%	5
Physical		0%	0
Mobility impairment		64.41%	38
Mobility impairment requiring use of wheel chair		8.48%	5
Daily living activities limited due to a long term condition [e.g. heart disease, breathing disorder, HIV, Cancer, multiple sclerosis etc.]		35.59%	21
Mental Health or Cognitive Impairment		0%	0
Memory impairment		5.09%	3
Learning disability		1.7%	1
Daily living activities limited due to a mental health condition e.g. severe depression		11.86%	7

Total # of respondents 354.  
 Statistics based on 59 respondents; 0 filtered; 295 skipped.

Is English your first language?		Response Percent	Response Total
Yes		93%	319
No		4.96%	17
Prefer not to say		2.04%	7

Total # of respondents 354.  
 Statistics based on 343 respondents; 0 filtered; 11 skipped.

What is your work situation?		Response Percent	Response Total
Full time (daytime)		35.47%	122
Full time (nights or shifts)		1.16%	4
Part time (daytime)		10.47%	36
Part time (nights or shifts)		0.87%	3
House wife/husband		4.36%	15
Full time education		0.58%	2
Retired		41.28%	142
Unemployed		2.91%	10
Prefer not to say		2.91%	10

Total # of respondents **354**.  
 Statistics based on **344** respondents; **0** filtered; **10** skipped.