

Pharmaceutical Needs Assessment (PNA)

Coventry & Warwickshire



Introduction

Coventry's and Warwickshire pharmaceutical needs assessment (PNA). It has been prepared by Midlands & Lancashire Commissioning Support Unit. The PNA has been prepared to support how decisions are made about pharmacy services in Coventry, we hope that it will generate discussion and debate as to how we can make the most of the pharmacy services and identify areas for improvement going forward

The PNA is also a tool used to inform commissioners of the current provision of pharmaceutical services and identify any gaps in relation to local health needs. These gaps can therefore be addressed by improving services or even access to those services in those local areas.

PNA's as a statutory requirement must be updated at least every 3 years. This document provides an update to Coventry's and Warwickshire previous PNA. It includes data from an in-depth assessment of needs for pharmaceutical services in Coventry and Warwickshire. This needs assessment was produced by evaluating the health need of the local population with consideration of the existing services that are provided by pharmacies.

APPENDIX xxx: Patient Survey Report – Coventry

1.0 Introduction

Coventry City Council and the NHS Midlands and Lancashire Commissioning Support Unit ran a survey from 30th August to 4th October 2017, and it's aim was to understand how people use pharmacy services in Coventry. In detail the objectives were

1. To explore when and how people access pharmacy services
2. To understand what factors are most important to pharmacy users
3. To explore the demographic profile of pharmacy users
4. To understand the quality of services that pharmacies offer
5. To understand there are where gaps in provision/ demand for other services
6. To understand what aspects could be improved
7. To understand factors that influence choice of a particular pharmacy

The survey was disseminated using the following methods:

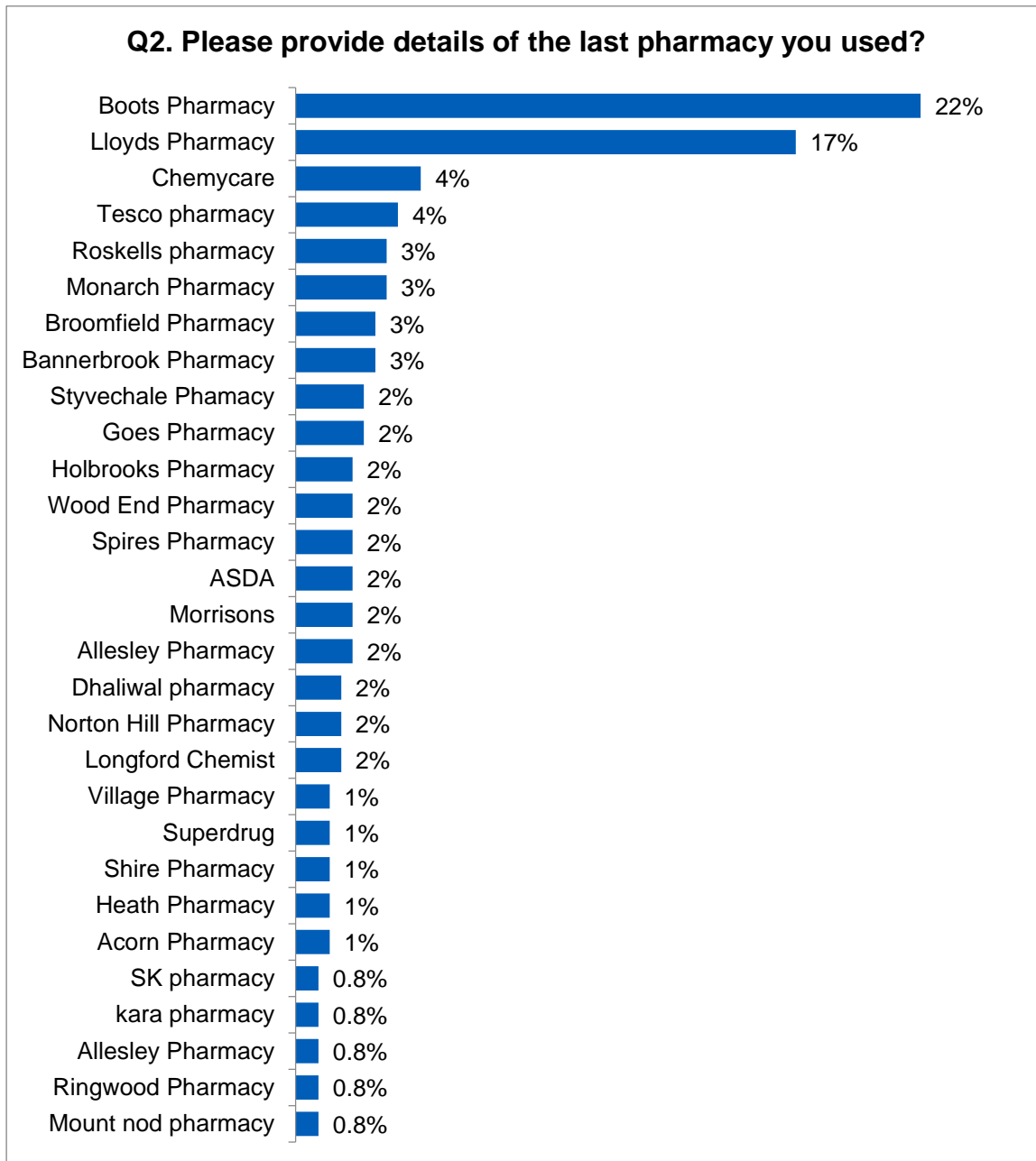
- Via email to local organisations and key stakeholders
- Links to the online survey were also promoted through social media
- Printed copies were left in local pharmacies, with Freepost return envelopes

A total of 260 responses were received, the vast majority of responses were received via the online survey.

2.0 Survey Findings

2.1 The pharmacy you use and why

When asked about details of the last pharmacy used, over 50 different outlets were mentioned, of which the two high street pharmacies, Boots and Lloyds are most popular.

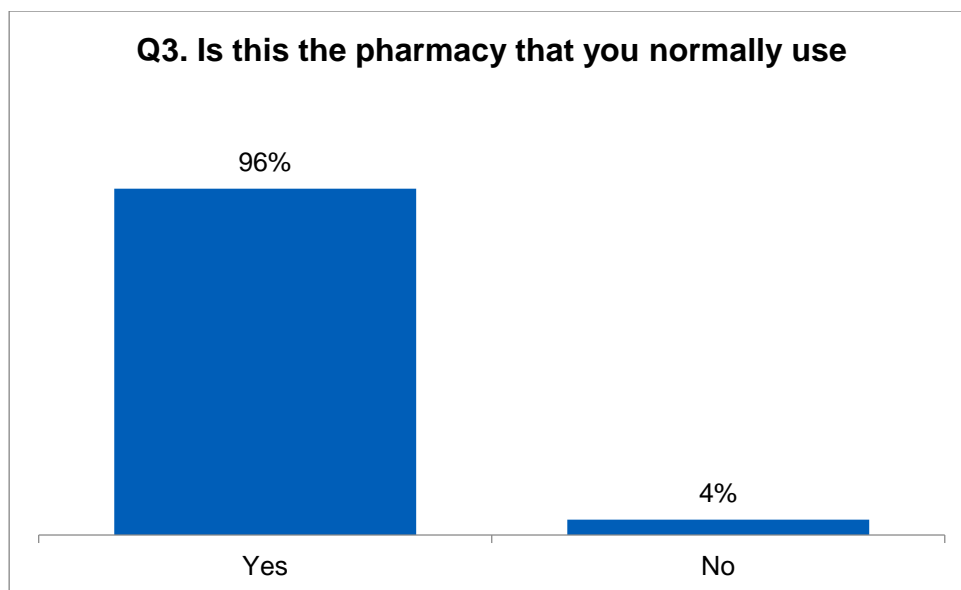


Base: 255 (open responses)

Other less frequently mentioned pharmacies are shown in the table below;

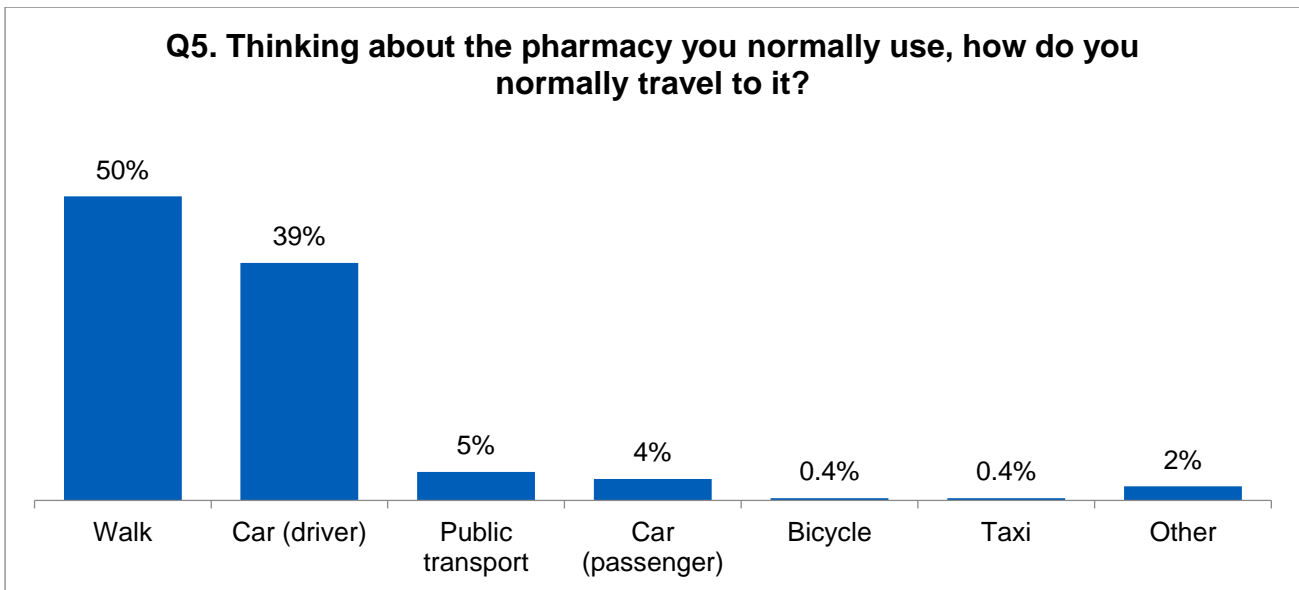
Other less frequently mentioned pharmacies	
KK Mistry	Hillfields Pharmacy
Copswood Alliance Chemist	Wills pharmacy
Medicare	Stoney Staunton pharmacy
Rotherham Road Pharmacy	Gables pharmacy
Mistry	Biraj Pharmacy
Clay Lane Pharmacy	Philips
B J chemist	Mankia Chemist
Balsall Common Pharmacy	PRIMARY CARE PHARMACY
Chemist	Walsgrave Pharmacy
Cheylesmore Boots	Mw Phillips Chemist
Unknown based in doctor surgery	Foleshil Pharmacy
S&G Pharmacy	Baginton
Adam Myers	pheonix pharacy

The vast majority state the last pharmacy they visited is also the pharmacy they normally use. A small proportion (4%) state the last pharmacy they used is not their normal pharmacy.



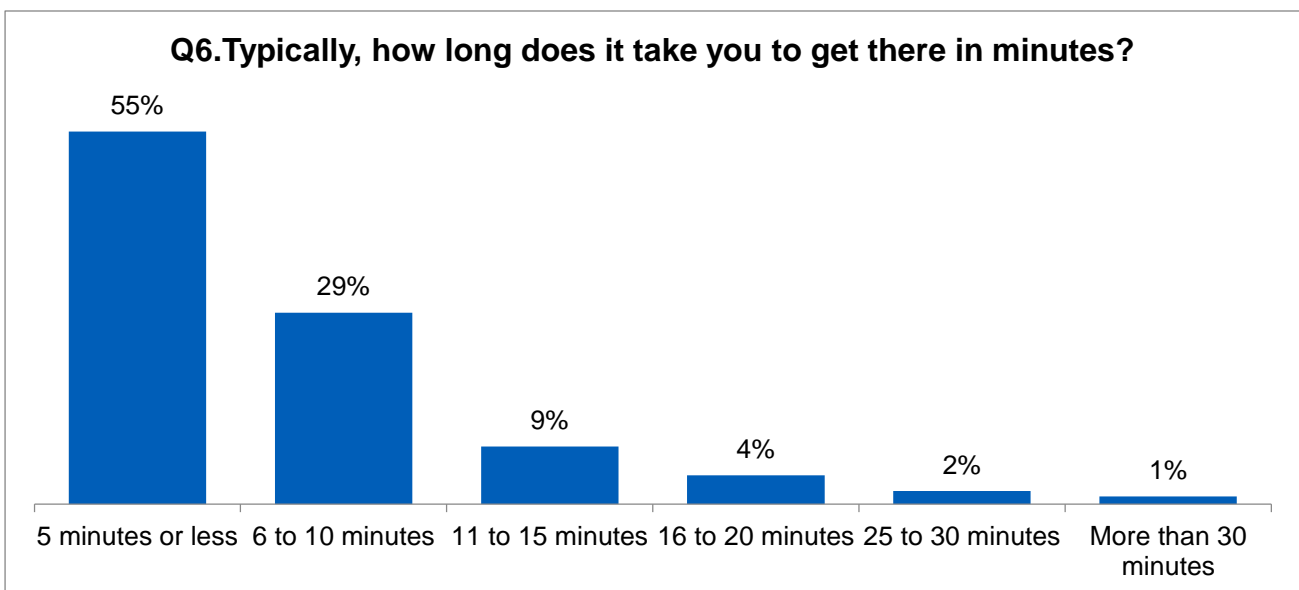
Base: 260 (single response)

Half walk to their pharmacy and around four in ten drive their own car. Public transport is used by 5%. Of those stating 'Other', 5 make use of a delivery service from the pharmacy.



Base: 260 (single response)

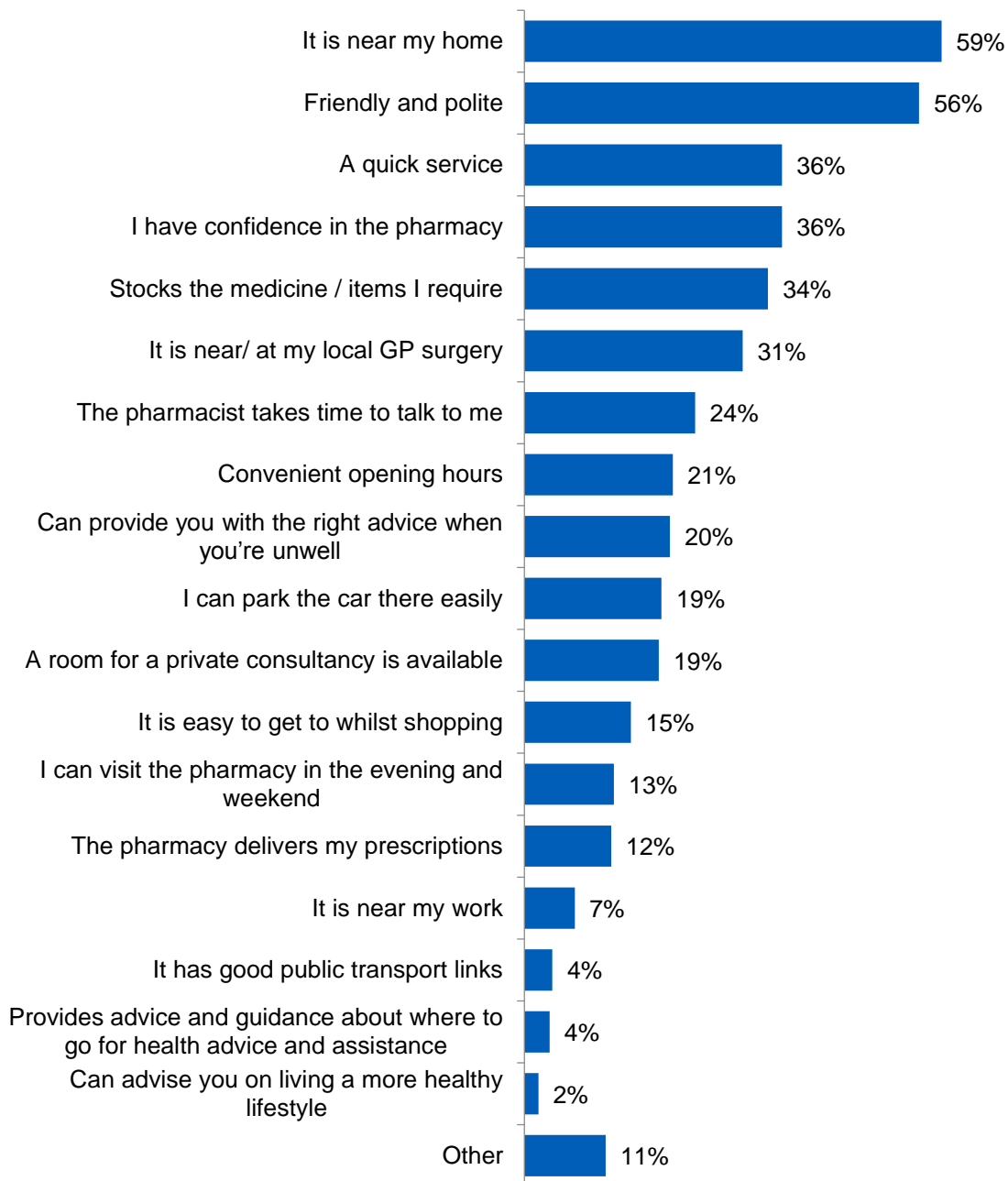
For over three quarters, their pharmacy is less than 10 minutes away, perhaps justifying the large proportion of participants who choose to walk to their pharmacy. Only a small proportion have to travel more than 30 minutes to reach their pharmacy..



Base: (258 open responses)

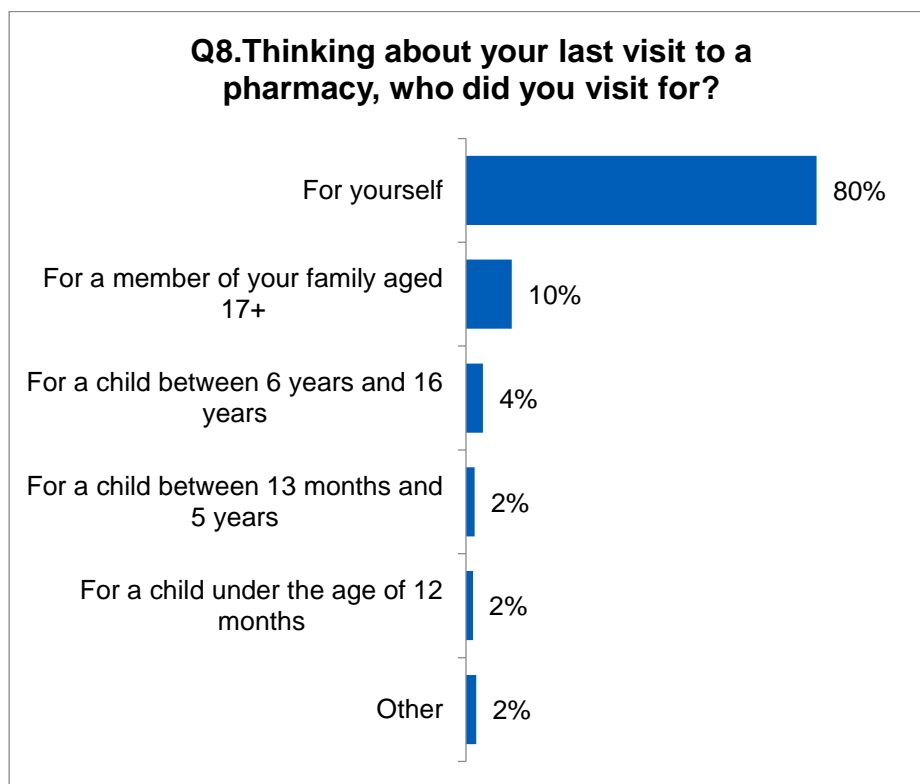
Delving into greater depth, the main reasons for choosing to visit the pharmacy individuals choose to do is because it is their home, the staff are friendly, polite and the service is quick, they have confidence in the pharmacy and they pharmacy stock the medicine that is required by the individual.

Q7. Again, thinking about your normal pharmacy, what are your main reasons for choosing to visit this pharmacy?



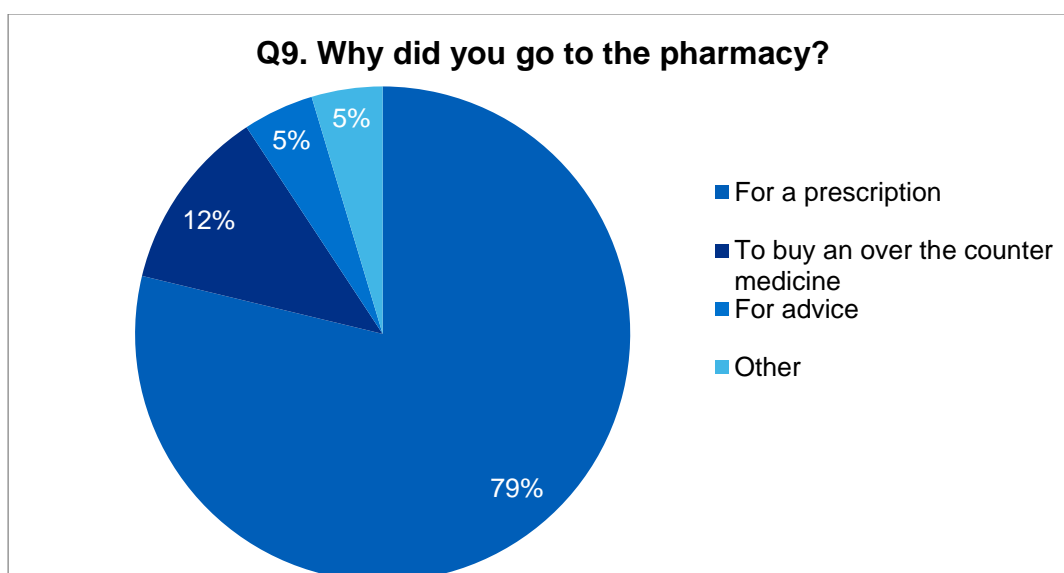
Base: 258 (multi responses)

Focussing on the last visit, the vast majority visited the pharmacy for themselves. One tenth visit for family member aged 17 years and older and a small proportion for young children.



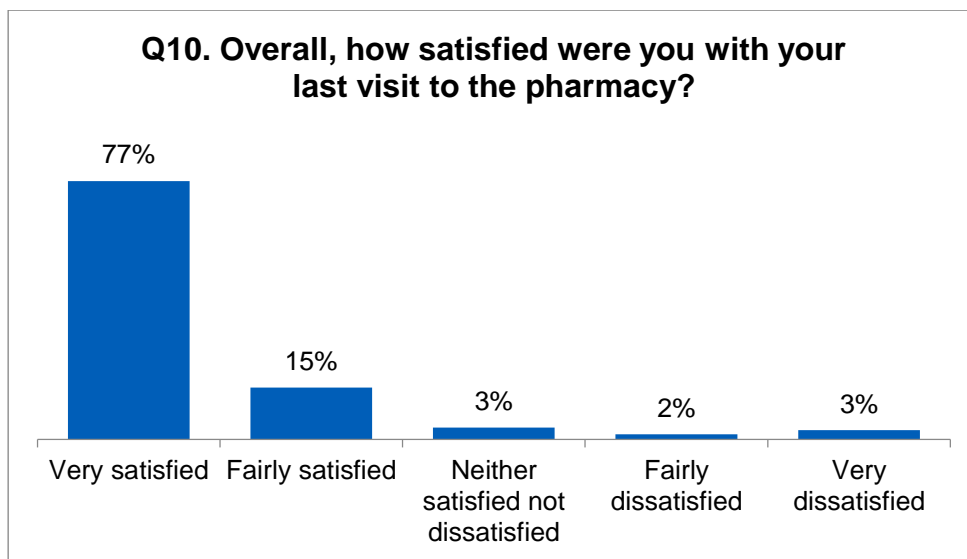
Base: 259 (single response)

Most people visited the pharmacy to pick up a dispensed prescription. Promisingly, to see over one in ten survey participants visited the pharmacy for advice.



Base: 259 (single response)

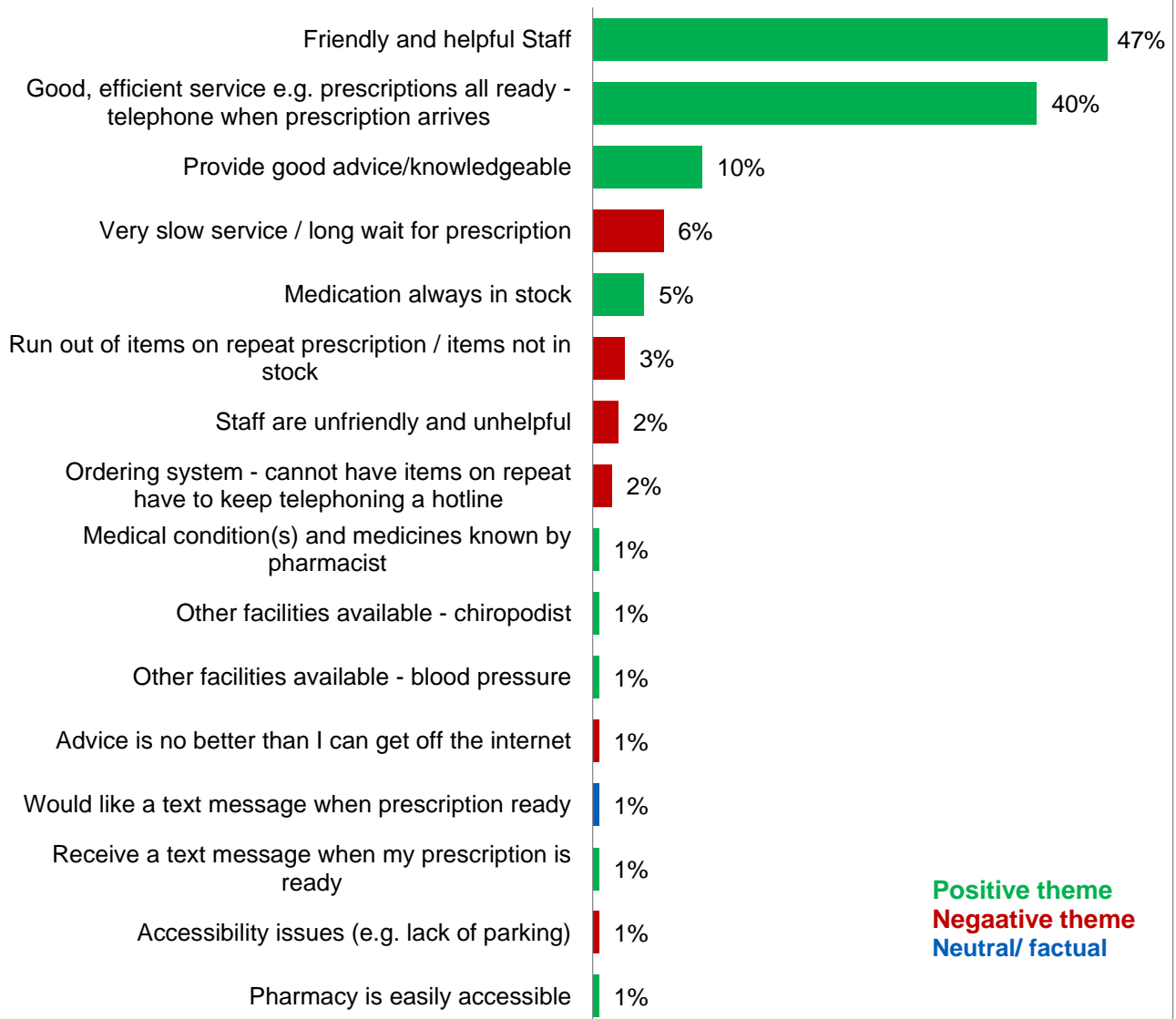
When evaluating the level of satisfaction, over three quarters of participants state they were very satisfied following their last visit. Positively, only a small minority (5%) state they were dissatisfied after their visit.



Base: 260 (single response)

When asked why to provide further detail behind their level of satisfaction, around half stated the staff were friendly and helpful and four in ten, cite the high level of service. However some experienced poor service from staff and trouble obtaining all of the medication they required. The figure and verbatim responses below summarises the key themes mentioned by individuals in this survey and the colour coding used in the chart illustrates whether the theme is positive, negative or neutral/ factual.

Q11. Please explain why you were or were not satisfied with your last visit



Base: 136 single responses

“Always been very satisfied. Staff and pharmacists know their local community. Always helpful and have time to talk to you if you need help or assistance. Good communication, can also do blood tests and are fairly prompt.”

“Always very efficient. My last visit was for a blood test - I was in and out in less than 10mins. It would have taken hours to go to the hospital plus I would have had to have found and paid for parking. This is an example of the excellent additional services the pharmacist provides.”

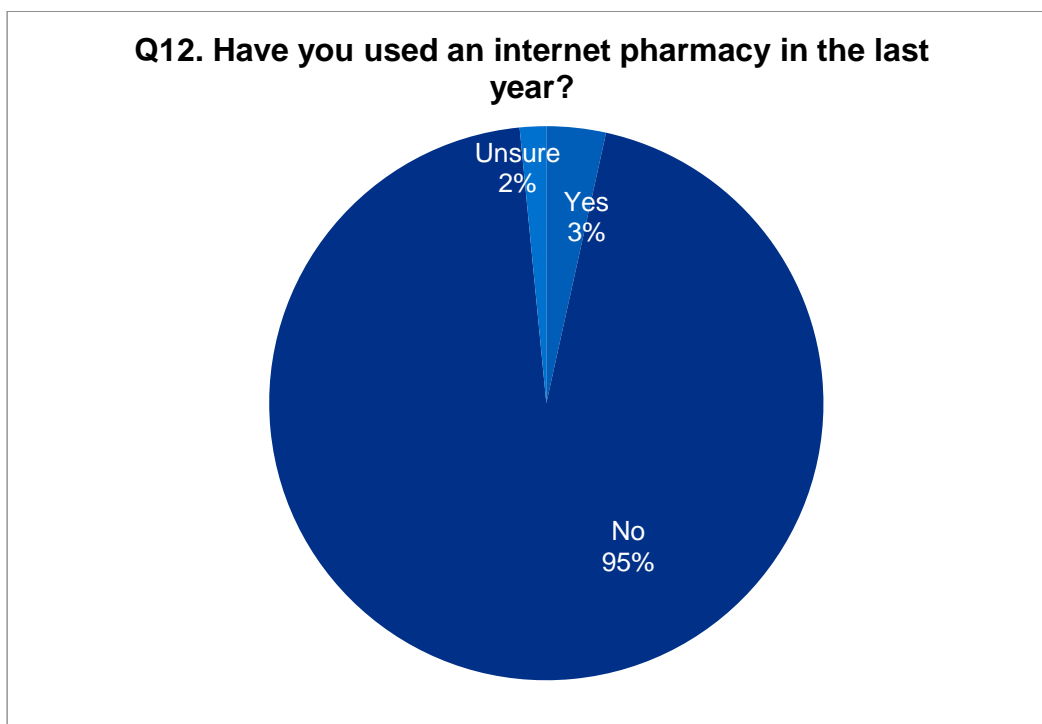
“Always need to remind them when meds are due, staff clueless and not people friendly. Always getting things wrong giving the customer different meds on a regular accuracies.”

“I always receive a fantastic service from this pharmacy. It is local to my home but I use it primarily as I can call in on my way home work when I do my weekly shopping. If I were to go there from home it is close enough for me to walk”

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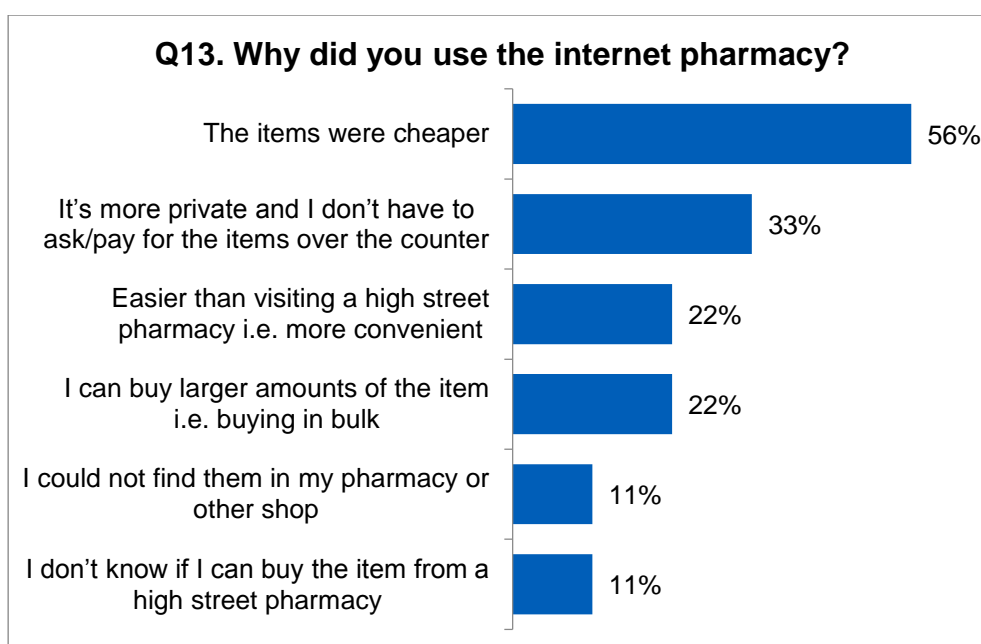
2.2 Using an internet pharmacy

The vast majority have not used an internet pharmacy in the last year.



Base: 260 (single response)

Of the minority using an internet pharmacy the main reason for use is because items were cheaper, it's more private, larger amount of items can be purchased and it is easier than visiting a high street pharmacy. Also when asked name of the online pharmacy used, 'Pharmacy2U', 'Tower health', 'Select' and 'Pharmacy 4 U' were stated, with Pharmacy2U the most commonly mentioned.

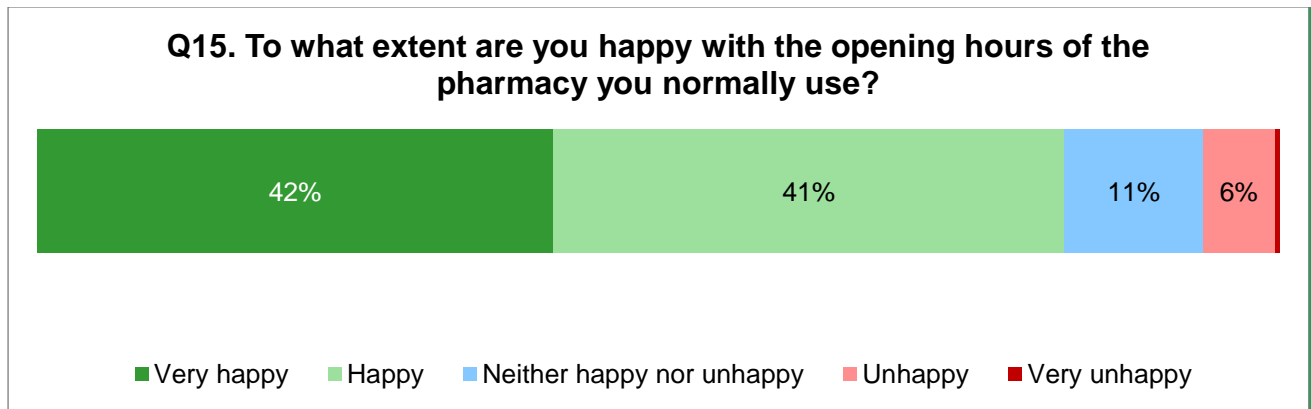


Base: 9 (single response)

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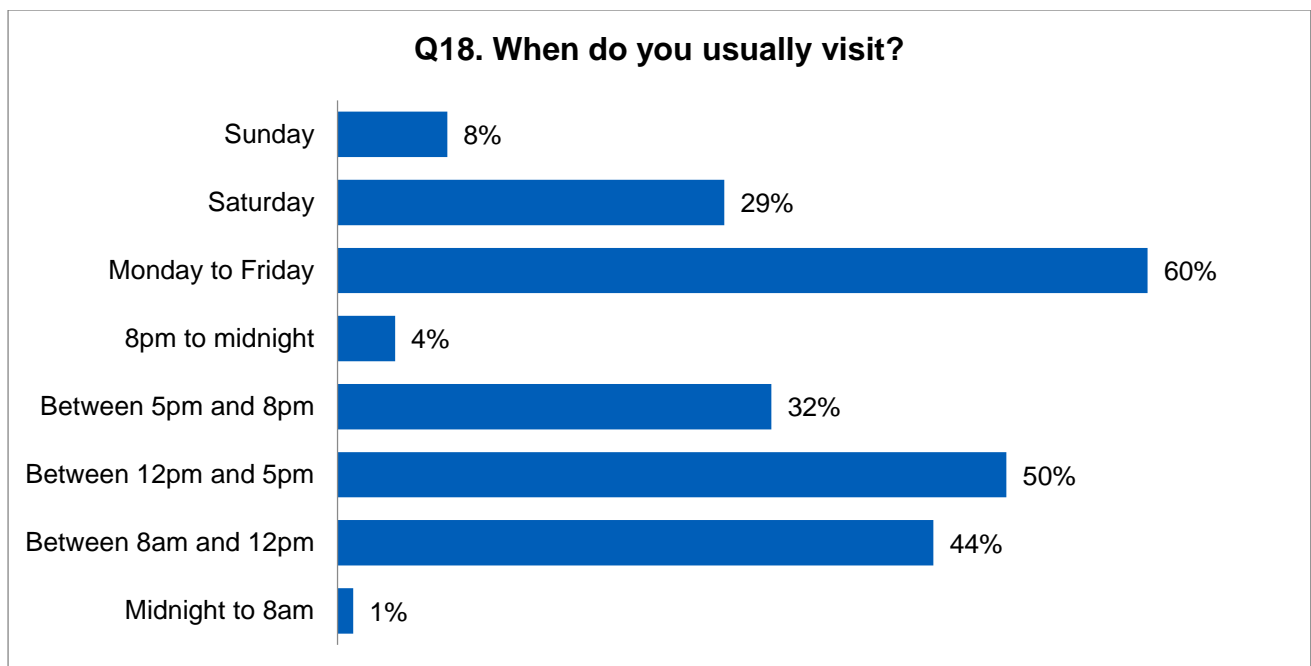
2.3 Pharmacy opening hours

Focusing on pharmacy opening hours, over eight in ten are happy with the opening hours of the pharmacy they use whilst a very small proportion are unhappy.



Base: 260 (single response)

The figure below shows at which times survey participants usually visit the pharmacy. Whilst six in ten choose to visit the pharmacy during the week, around three in ten state they usually visit on Saturday. Only a small proportion tend to visit the pharmacy on Sunday. Focussing on the time of day, 50% state they tend to visit between 12pm and 5pm, whilst around two fifths state they visit between 8am and 12pm. Interestingly the most popular out of hours time to visit the pharmacy is between 5pm to 8pm with one third stating they usually visit at this time.

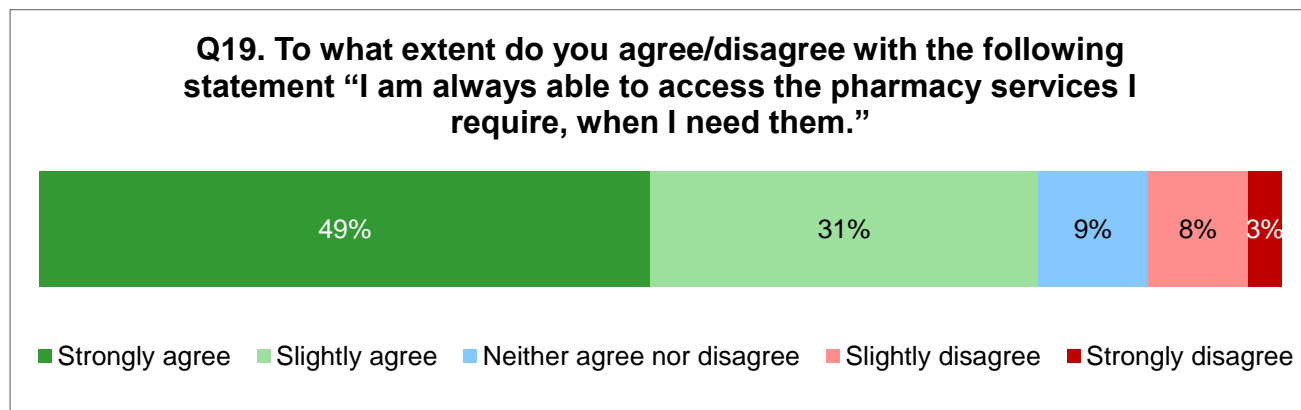


Base: 258 (multiple responses)

When asked if individuals were aware some pharmacies are opened outside the conventional working hours of 9am-5pm, Monday to Friday, the vast majority (95%) state they knew this information. However only two thirds (63%) of those who knew this information knew which pharmacies operated out of conventional hours.

2.4 Pharmacy services

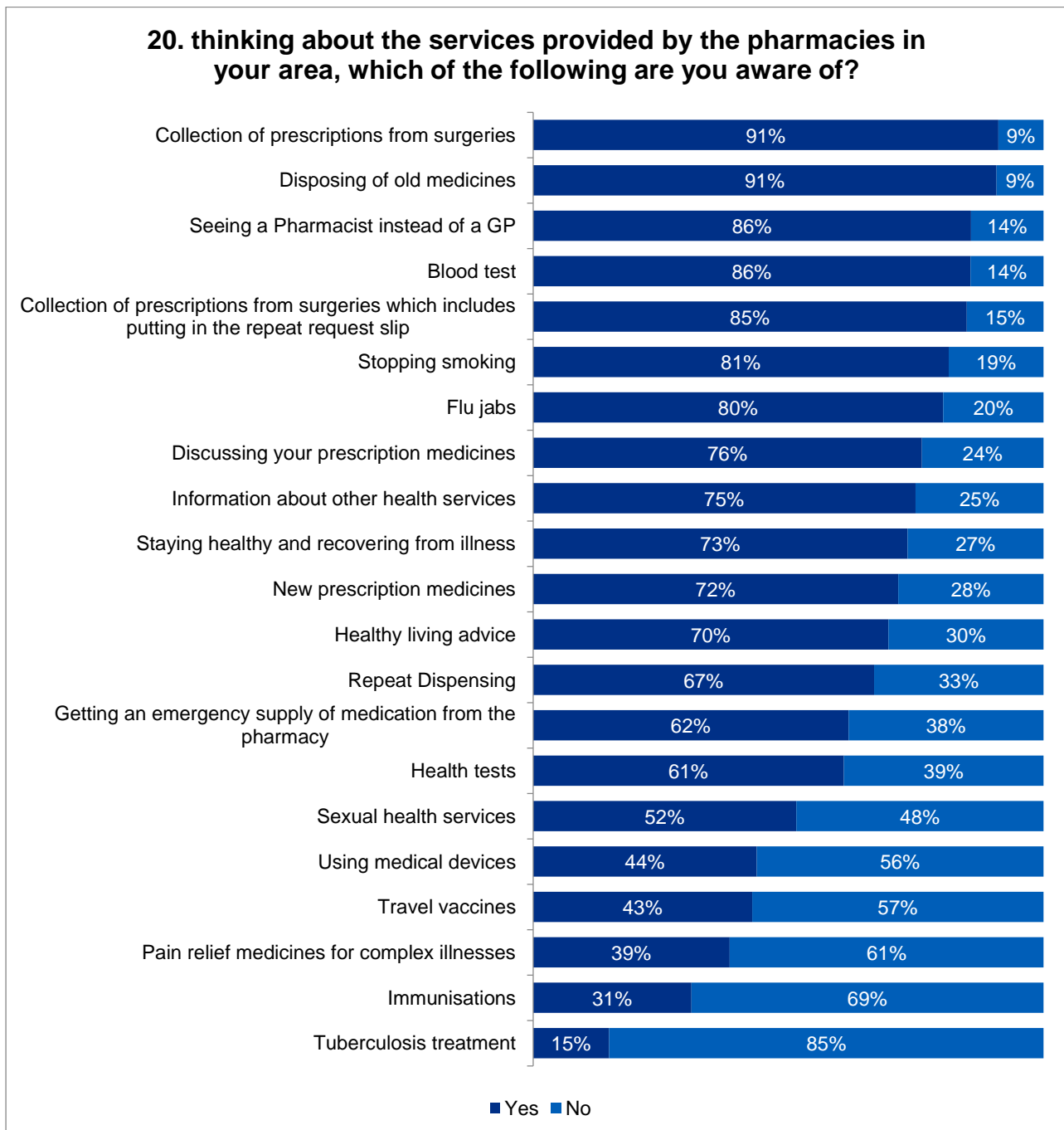
When focusing on the level of access to pharmacy services, the vast majority feel as though they are able to access the pharmacy services they need when they require them. Positively only one tenth of those surveyed feel they are unable to access the services they require.



Base: 260 (single response)

When evaluating the level of awareness of the different services offered by local pharmacies, over nine in ten are aware of the surgery prescription collection service and the ability to dispose of old medicines. Other services which the majority are aware of include; seeing a pharmacist instead of a GP, blood testing, dealing with repeat prescriptions, smoking cessation assistance and flu jab services.

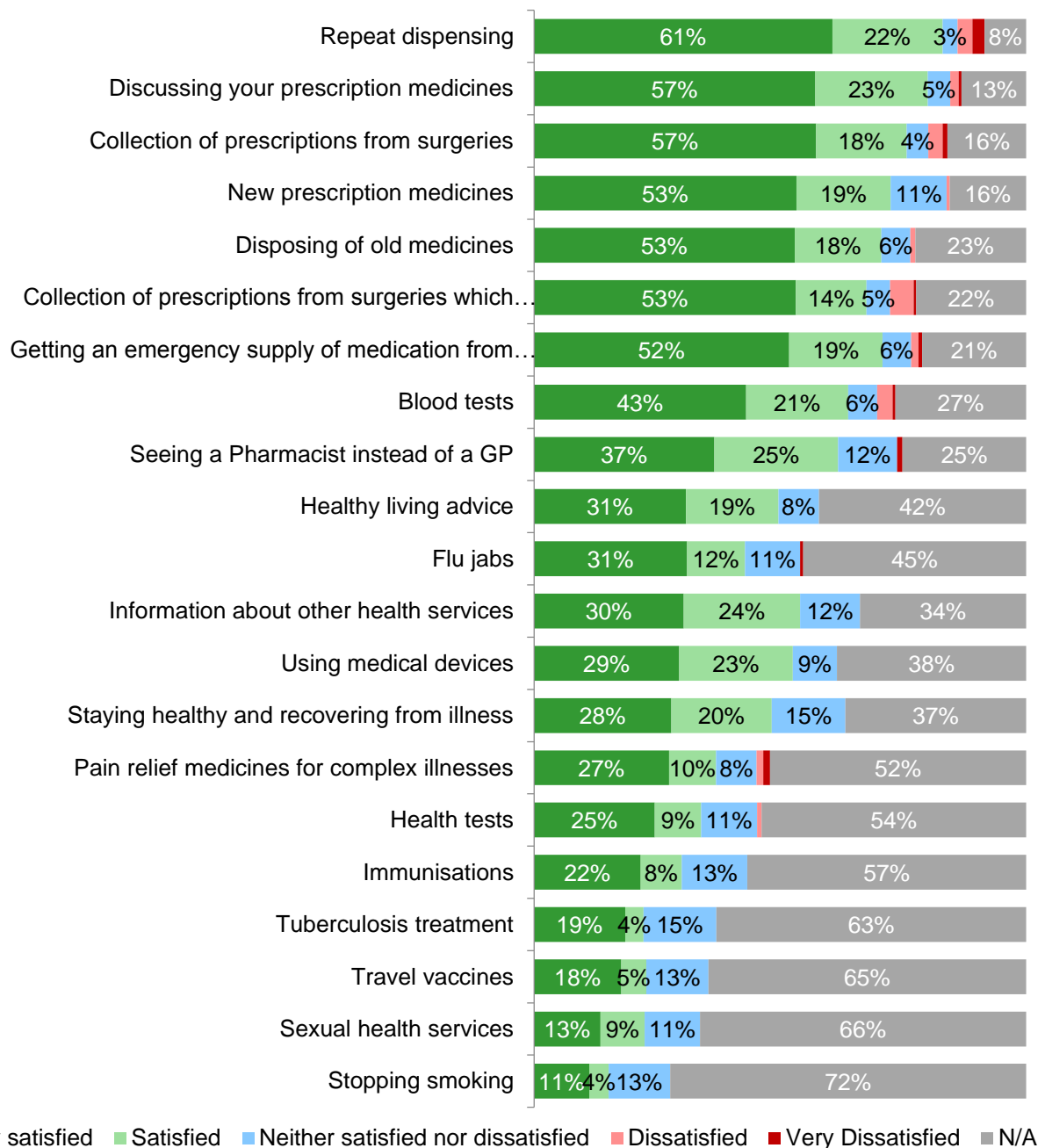
However, there are some services which are not as well known amongst participants, namely; Tuberculosis treatment, immunisations and pain relief medicines for complex illnesses.



(Base: 260 multiple responses)

Overall the pharmacy services that are applicable to survey participants are rated very highly, with very few stating they were dissatisfied with any of the services they have used. Satisfaction is particularly high for repeat dispensing, discussing prescription medicines, collection of prescriptions from surgeries and disposing of old medicines. Interestingly the data suggests health tests, immunisations, Tuberculosis treatment, travel vaccines, sexual health and smoking cessation services are least used.

21. Focussing on the services you have used, how satisfied are you with each of them?

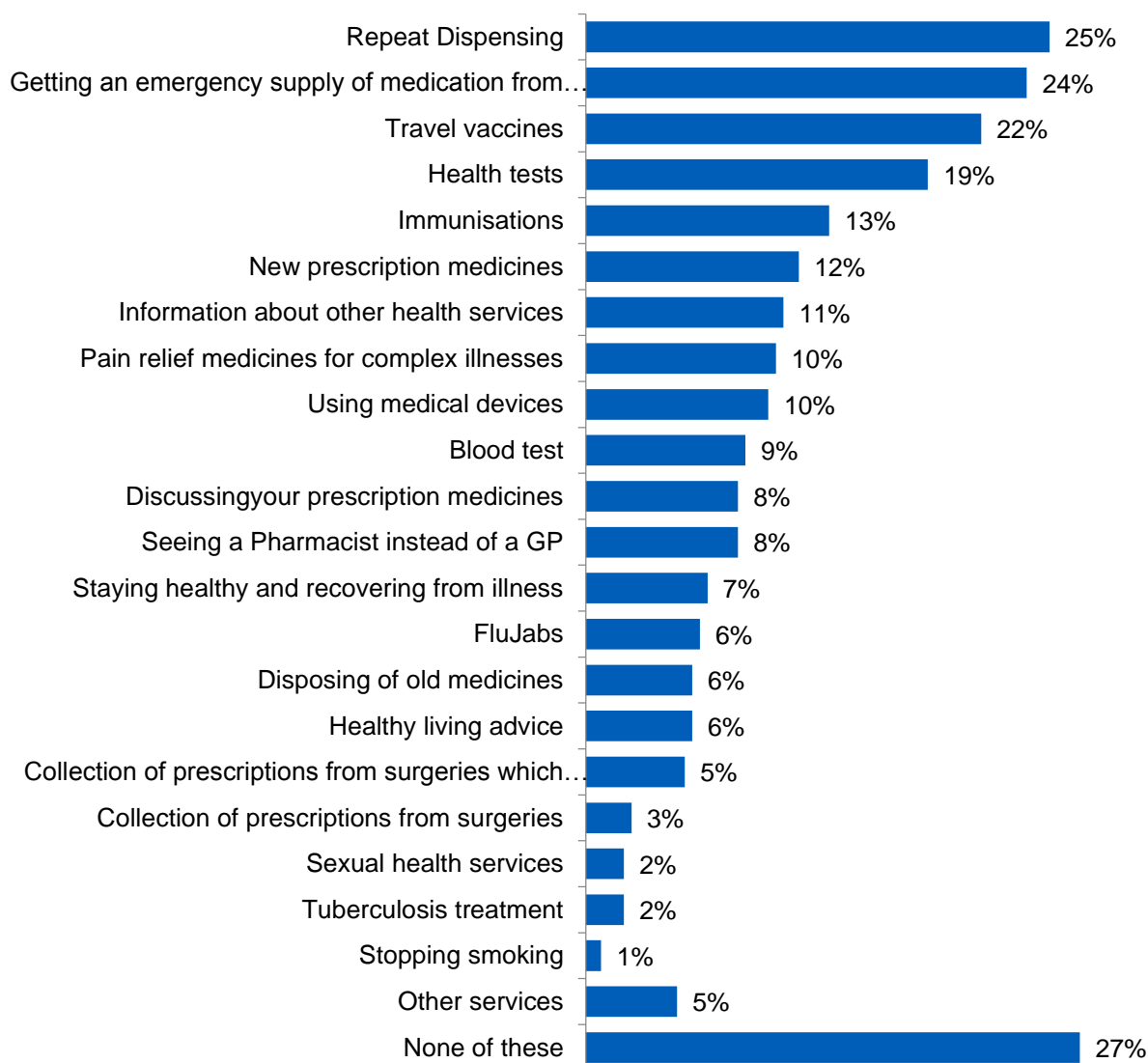


Base: 258 (single response)

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Respondents were asked of the services they are not aware of, which services they would like to use if it were available in their local pharmacy. Around one quarter state they would use the repeat dispensing and obtaining an emergency supply of medication services, whilst around one fifth state they would use the travel vaccine and health test services. However, very few would be willing to use the sexual health, Tuberculosis treatment and smoking cessation services if they were available in local pharmacies.

Q22. Thinking about the services you're not aware of, which of the following services would you like to use if they were available in your local pharmacies?

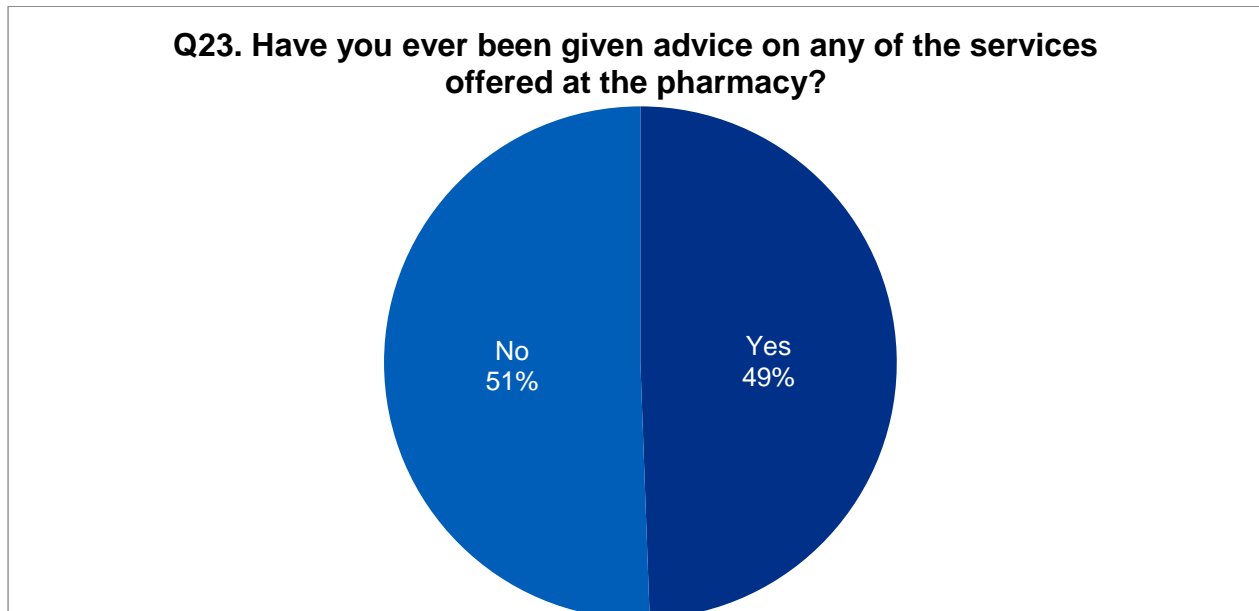


(Base: 240 multiple responses)

Other services mentioned by survey participants include; the disposal of sharps, free blood tests at pharmacies, services for the repeat prescription of medicines that are taken irregularly (e.g. asthma inhalers), overnight accessibility and public toilets. Interestingly, over one quarter state they would not use any of the above services if they were available at their local pharmacy.

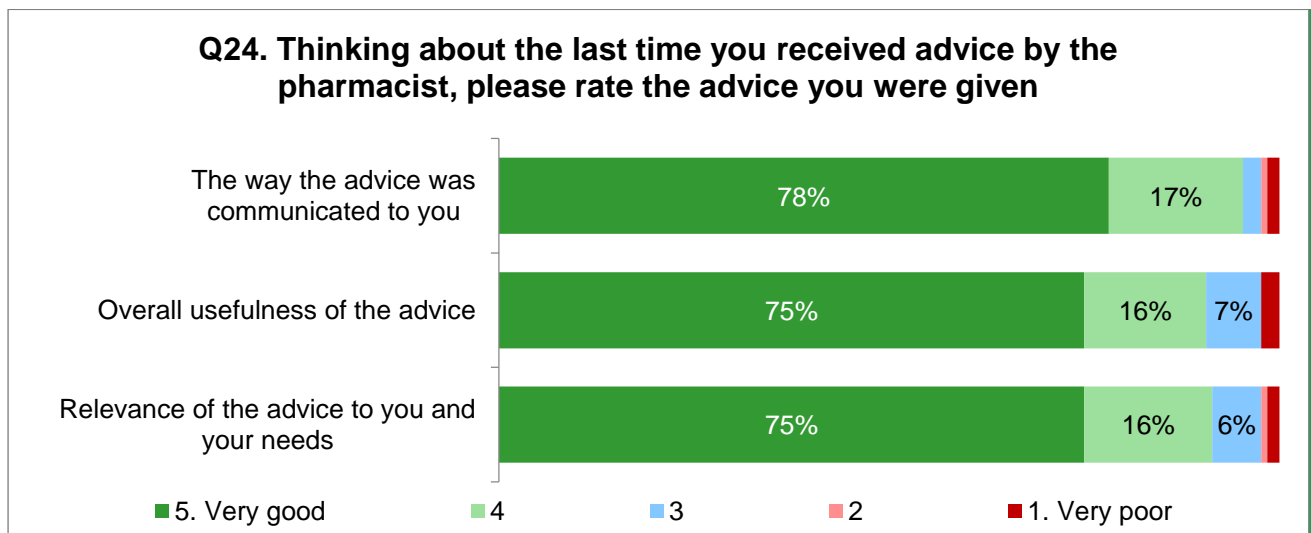
2.5 Obtaining advice at the pharmacy

When asked whether participants had ever been given advice on any of the services offered by the pharmacy the response was split, with 49% stating they had been given advice and 51% stating they hadn't.



(Base: 259 single response)

Of those who have received advice about services at the pharmacy, the vast majority feel the advice they were given was very good with around three quarters stating the advice was communicated well, was relevant and useful

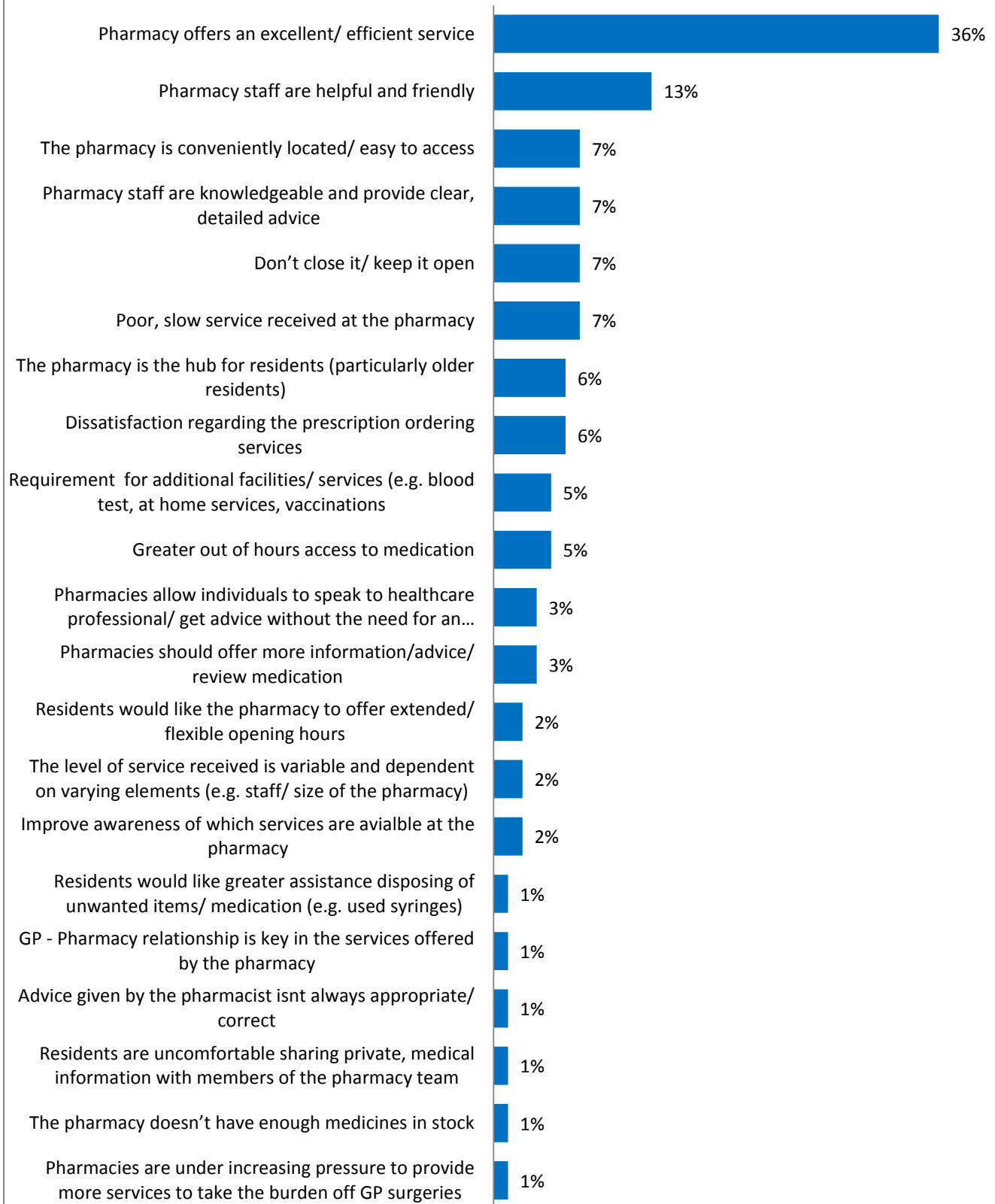


(Base: 128 single response)

During the survey, participants were given the opportunity to share any further comments regarding the pharmacy services in the area. Interestingly, almost half commented on the excellent service they receive and the helpfulness of staff. Other comments surrounded the themes of the location and easy access, knowledge of the pharmacy team and the need for the service – all of which suggests the majority of local residents are happy with the current services they are receiving from their local pharmacy.

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Q25. Please share any further comments about pharmacy services here.

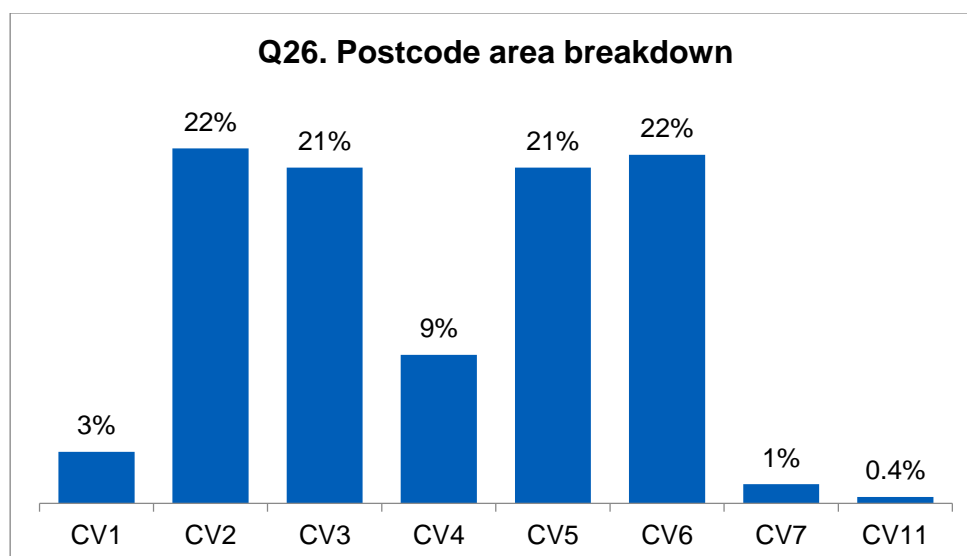


Base: 65 (open responses)

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2.6 About you

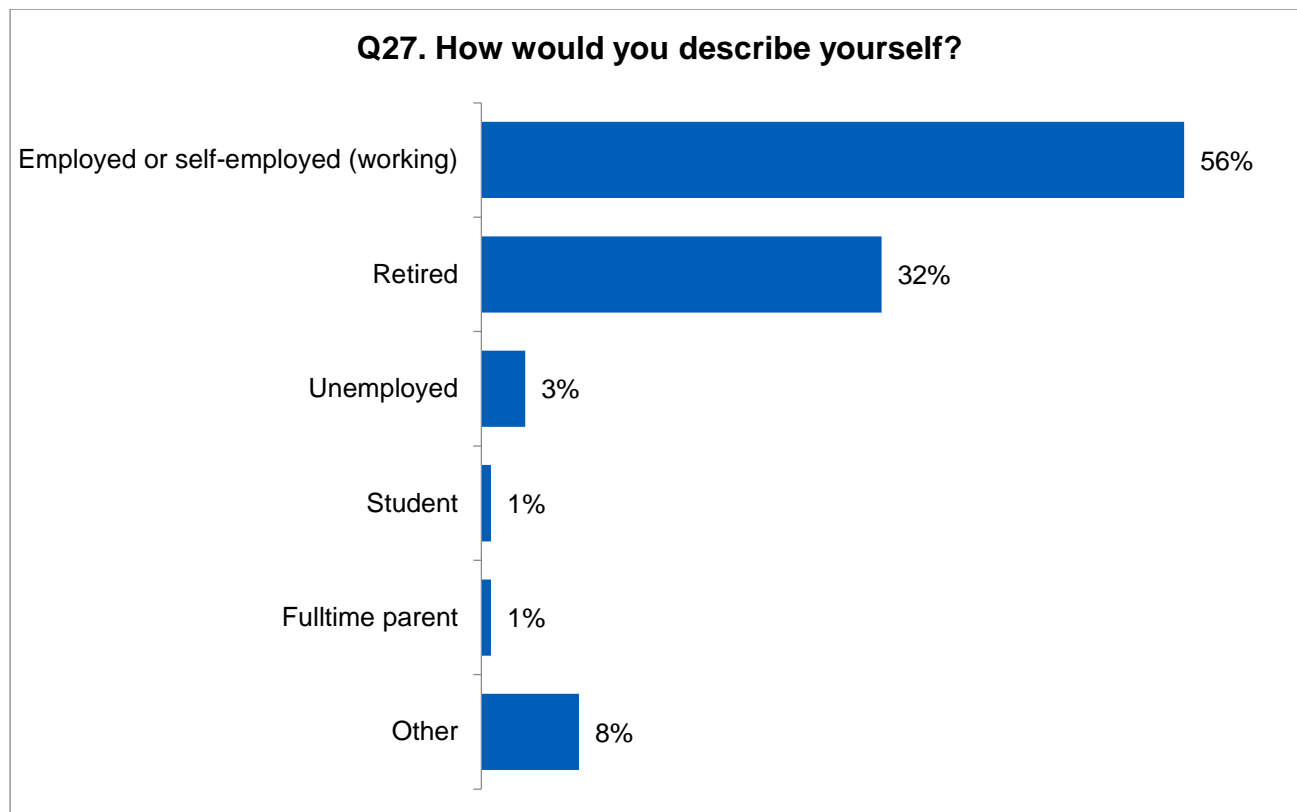
The vast majority of participants live in the postcode areas of CV2, CV3, CV5 and CV6. The table below also shows the areas covered within these postcodes.



(Base: 249 single response)

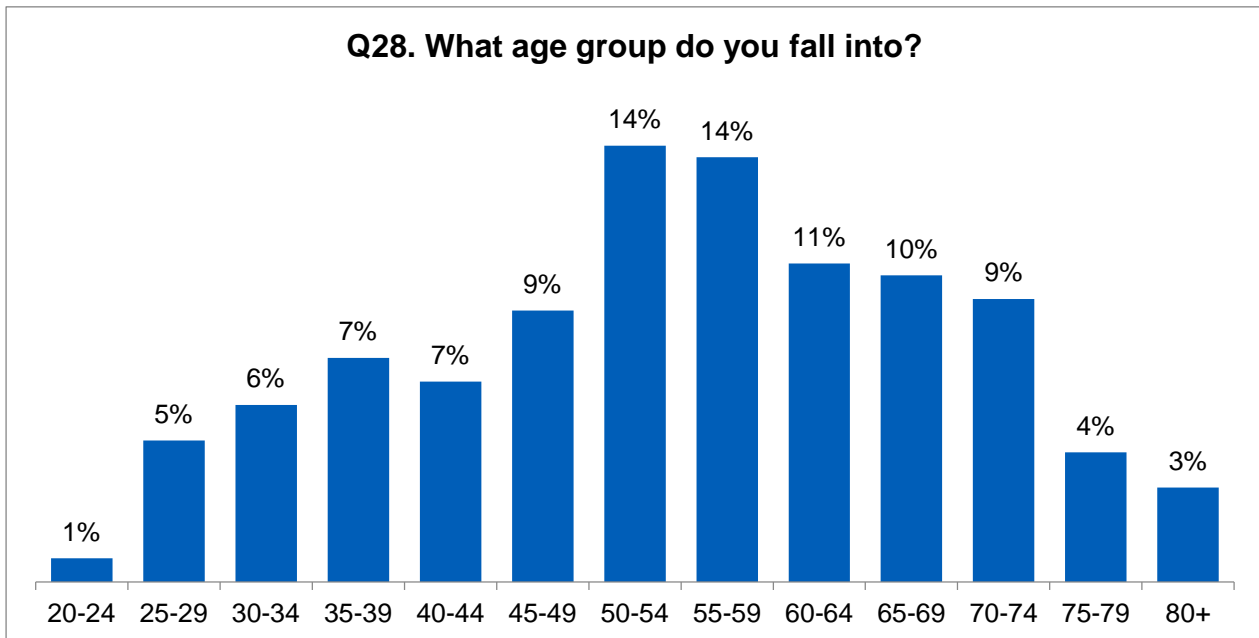
Postcode	Coverage Area	Local Authority Area
CV1	Coventry C (Coventry City Centre, Gosford Green, Hillfields, Spon End, Coventry University)	Coventry
CV2	Coventry NE (Walsgrave, Wyken, Stoke, Bell Green, Wood End, Potters Green, Aldermans Green, Clifford Park, Woodway Park)	Coventry
CV3	Coventry SE (Binley, Whitley, Willenhall, Cheylesmore, Styvechale, Finham, Fenside, Stoke Aldermoor, Green Lane, Ernesford Grange, Binley Woods)	Coventry, Rugby
CV4	Coventry SW (Tile Hill, Canley, Cannon Park, Lime Tree Park, Gibbet Hill, Westwood Heath, University of Warwick)	Coventry
CV5	Coventry NW (Allesley, Allesley Park, Allesley Green, Earlsdon, Eastern Green, Whoberley, Chapelfields, Mount Nod, Brownhill Green)	Coventry
CV6	Coventry N (Holbrooks, Coundon, Radford, Longford, Rowley's Green, Courthouse Green, Whitmore Park), Hawkesbury	Coventry, Nuneaton and Bedworth
CV7	Exhall, Ash Green, Keresley, Meriden, Balsall Common, Berkswell, Corley, Arley, Ansty, Shilton, Fillongley	Nuneaton and Bedworth, North Warwickshire, Coventry, Rugby, Solihull

Over half of those participating in the survey are employed or self-employed whilst around one third are retired. A small proportion of the sample include those who are unemployed, students and full time parents.



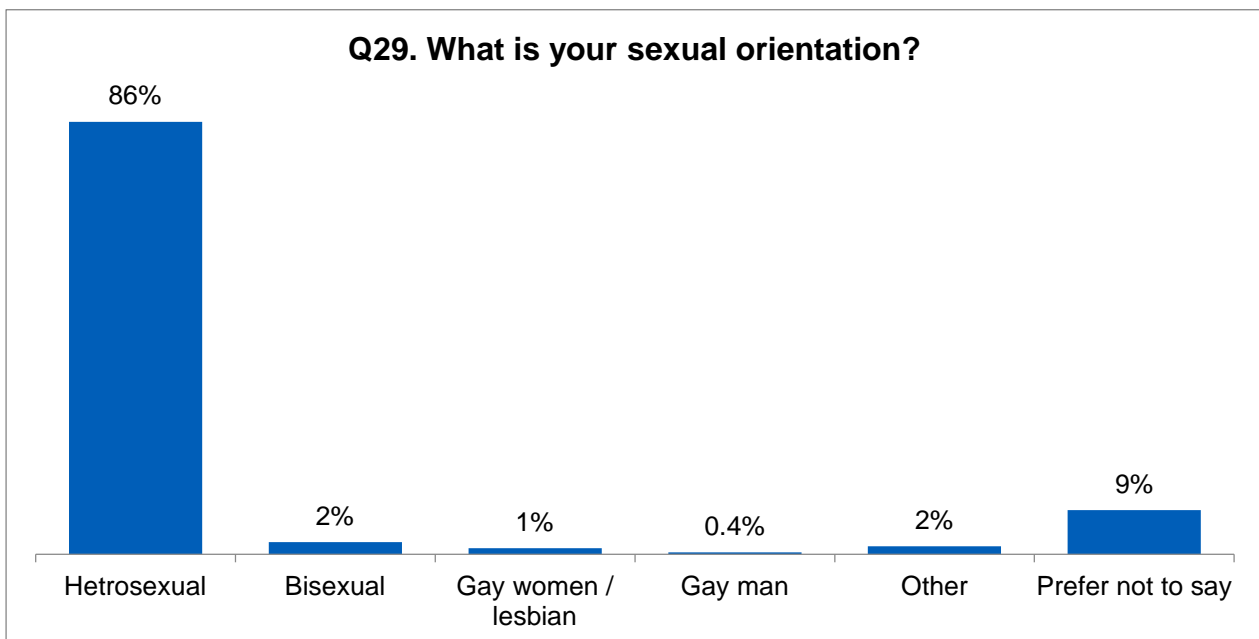
Base:259 (single response)

All age groups above 25 are well represented in this survey. The age groups of 50-59 and 60-74 were the most strongly represented in the survey.



Base: 257 (single response)

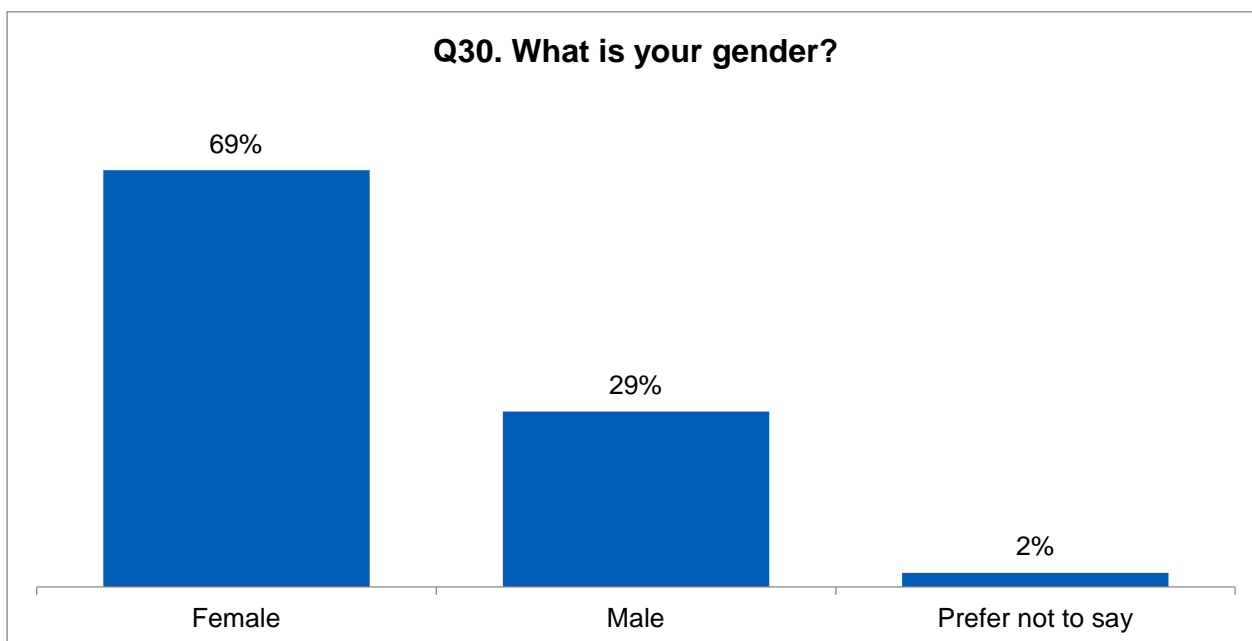
The majority of participants are heterosexual (86%). However, also state they are bisexual, gay women/ lesbian and gay man. Around a tenth of participants chose not to disclose their orientation.



Base: 251 (single response)

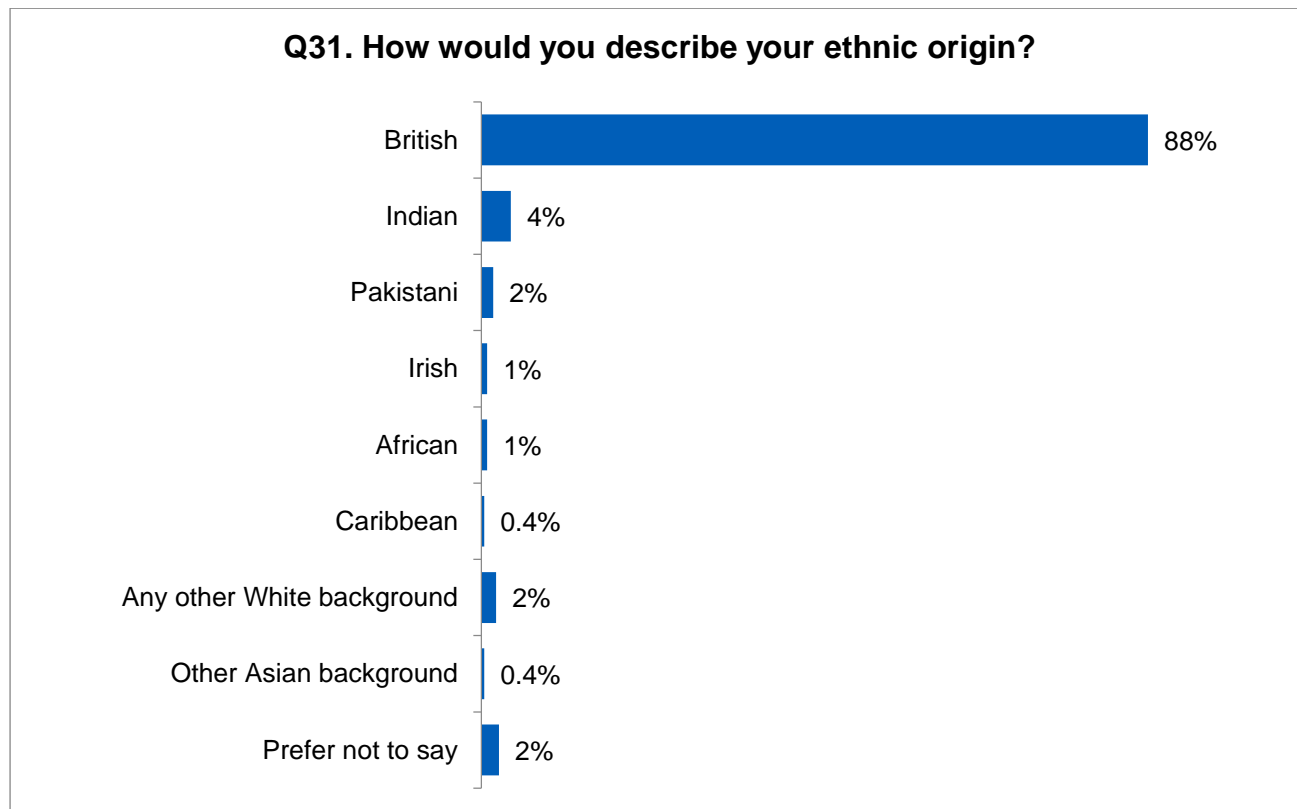
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Around seven in ten participants are female and three in ten male.



Base: 256 (single response)

The sample under represented ethnic minorities.



Base: 256 (single responses)

c

20% of those participating in the survey consider themselves to have a disability, whilst three quarters do not.

