

Pharmacy Services in Lewisham

Pharmacy Services in Lewisham - September 2016





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What is Healthwatch Lewisham?

Healthwatch Lewisham is one of 152 local Healthwatch organisations that were established throughout England in 2013, under the provisions of the Health and Social Care Act 2012. The dual role of local Healthwatch is to champion the rights of users of health and social care services and to hold the system to account for how well it engages with the public. The remit of Healthwatch is as an independent health and social care organisation, representing the voice of local people and ensure that health and social care services are designed to meet the needs of patients, social care users and carers.

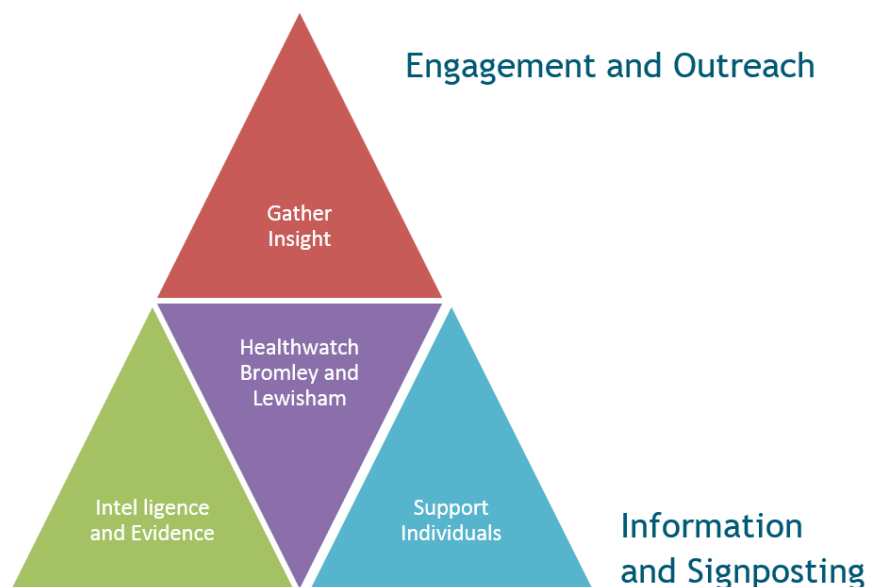
Healthwatch also supports children, young people and adults in Lewisham to have a stronger voice in order to influence how health and social care services are purchased, provided and reviewed within the borough.

Healthwatch Lewisham's core functions are:

1. Gathering the views and experiences of service users, carers, and the wider community,
2. Making people's views known,
3. Involving locals in the commissioning process for health and social care services, and process for their continual scrutiny,
4. Referring providers of concern to Healthwatch England, or the CQC, to investigate,
5. Providing information about which services are available to access and signposting,
6. Collecting views and experiences and communicating them to Healthwatch England,
7. Work with the Health and Wellbeing board in Lewisham on the Joint Strategic Needs Assessment and Joint Health and Wellbeing strategy (which will influence the commissioning process).

Influence:

- Services
- Providers
- Decision Makers





Strategic Drivers

Healthwatch Lewisham's role is ensure the voices and views of the local community are expressed and to ensure their opinions are taken into account when services are commissioned. This piece of research was undertaken to gain an understanding of how patients and service users experience pharmacy services within the borough. Pharmacies play an important role in self care and for most people visiting their pharmacy is a frequently used element of the health care system and it is therefore essential that local pharmacies offer an efficient and accessible service for all.

This report was composed to give insight into the patient experience and use of local pharmacies in the London Borough of Lewisham. The research focused on the following areas:

- Dispensing - how advice is provided to patients regarding their prescriptions
- Promotion of public health and healthy lifestyles - exploring advice around healthy lifestyle choices, such as smoking cessation
- Signposting to other services - monitoring signposting advice to other care providers and support systems within the borough
- Patient feedback - monitoring the provision of practice leaflets, patient satisfaction surveys and feedback opportunities for service users

Following Healthwatch Lewisham's Self Care Matters event and Access to services project, it was evident that GP surgeries were facing high demand for services. Further routine engagement suggested that pharmacy services are often not considered by service users as a useful alternative to GP services. It was felt that in light of this, pharmacies are often underutilised by patients.

Through the research carried out by Healthwatch to explore the issues of access it was found that that there is a lack of knowledge amongst some communities about pharmacy services which in some instances created a lack of trust.

Through this research Healthwatch Lewisham hopes to gain understanding and appreciation of people's attitudes toward pharmacies and hopes that it will support pharmacies to raise awareness around the services they deliver.

This report will be shared with the Lewisham Health and Wellbeing Board, all participating Pharmacies, Local Pharmaceutical Committee (LPC) in Lewisham, the Voluntary and Community Sector, the Lewisham Clinical Commissioning Group (CCG), Lewisham Healthier Communities Select Committee, Lewisham Council, the Care Quality Commission (CQC), NHS England, Healthwatch England and other relevant Healthwatch Lewisham stakeholders. This report will also be available on www.healthwatchlewisham.co.uk



Methodology

This report documents the findings of the research, which took place from February and June 2016. The data was collected by visiting 10 sample pharmacies distributed across four different localities in Lewisham to ensure an even geographical coverage. The pharmacies were visited during core business hours (10am - 6pm) with each visit lasting approximately 2 hours. In addition an online survey was available to encourage wider participation.

In total there were 128 responses gathered.

The aim of the research was to identify which areas of the service provision are successful and highlight services that are not fully used.

The survey was comprised of 23 questions and included 5 questions designed to capture the demographics of the participants. The online survey had two additional questions to ensure that the respondents live or work in Lewisham and a question about the name of the services they were referring to.





Summary of Findings

The demographic data of the population sample closely reflects Lewisham demographic diversity which suggests the data collected is a good representation of the residents' views and opinions. Overall the findings suggest that people who use pharmacies in the borough receive high quality service with the overall satisfaction ranging from good to excellent rated by 94% of the respondents surveyed.

Prescription advice, relatively short waiting times for dispensing and efficient service were amongst the highest scored.

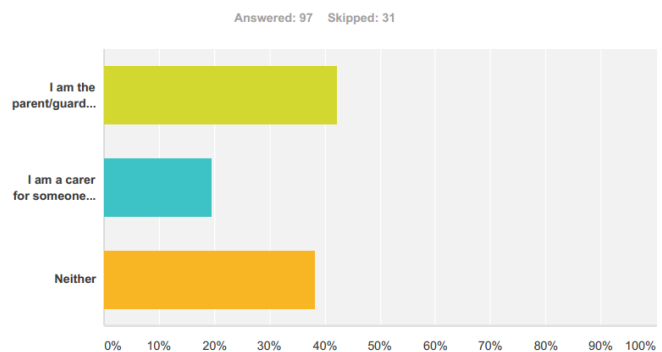
A relatively small number of patients used their pharmacy as their preferred choice for seeking medical advice and most indicated GPs as their preferred option. However many people (67%) have sought advice on a current or a long term condition issue at the pharmacy.

A relatively small amount (25%) of people use additional services provided by the pharmacy with the highest number accessing smoking cessation advice and a lower proportion using their pharmacy to obtain nutritional and physical exercise advice.

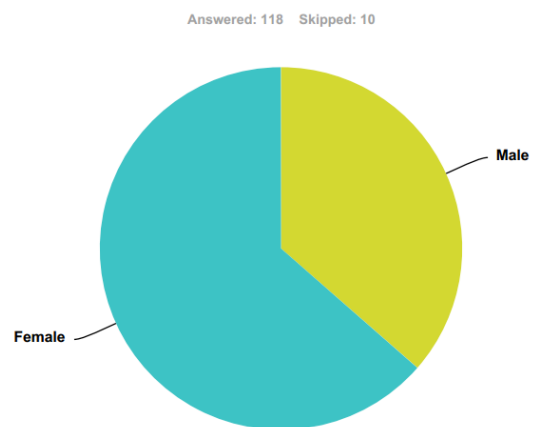
Demographics

Of the total number of people surveyed 63% were female and 36% were male. In total 62% of the respondents had caring responsibilities with 42% caring for children under 16 years of age and 20% caring for someone with longstanding illness or disability.

Q24 Which of the following apply to you



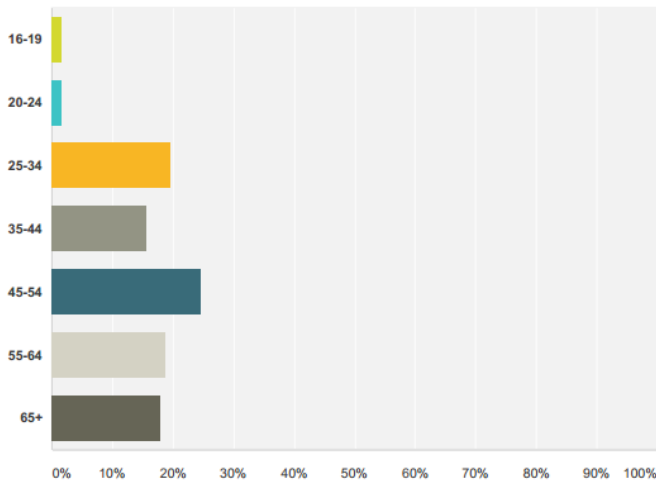
Q23 Are you





Q22 How old are you?

Answered: 122 Skipped: 6

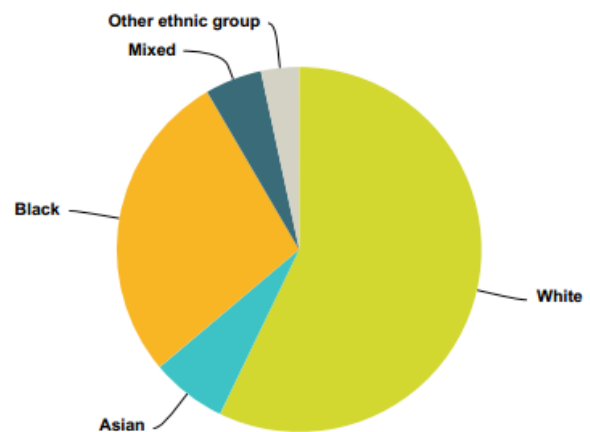


There was a fairly consistent spread across the 25 - 65+ age groups with 16- 24 year olds being the most under-represented equating to only 4%. The most represented group were 45 -54 year olds totaling 25%.

The ethnicity of the surveyed residents closely matched the Lewisham's population as reported in Lewisham JSNA 2016 in which 57% of the population identified as white, 26% as black and 7% asian¹. This suggests the survey was carried across a sample of Lewisham residents which reflects the borough's diversity.

Q25 How would you describe your ethnicity

Answered: 119 Skipped: 9



Ethnicity	Lewisham JSNA %	Pharmacy survey %
white	57	57
Black	26	27.7
Asian	7	6.7
Other	3	3.3

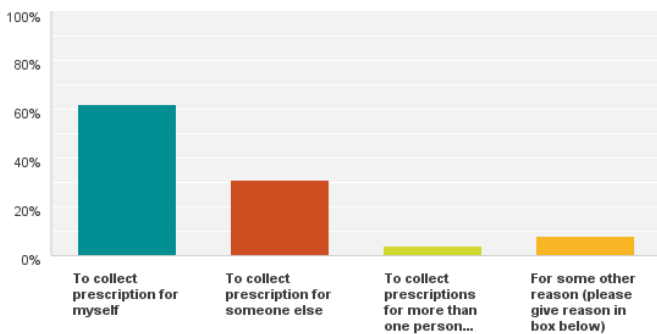
¹ <http://www.lewishamjsna.org.uk/a-profile-of-lewisham/social-and-environmental-context/ethnicity>



Overview

Q3 What was the reason for your recent visit to that pharmacy.

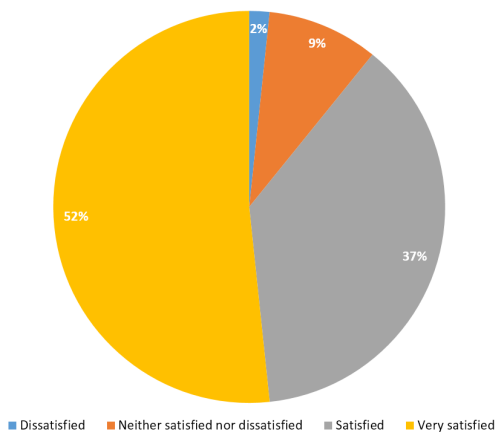
Answered: 123 Skipped: 5



Of those surveyed 61% were collecting the prescription for themselves, 30.89% were collecting for someone else and 10% for another reason. This suggests that the majority of respondents use pharmacy for a dispensing function with only eight percent visiting for other reasons. It is worth noting the relatively large proportion of people collecting prescription for other people which suggest that a third of people using pharmacy services are carers and/or parents.

Q5 How satisfied were you with the advice provided regarding your prescriptions?

Answered: 120 Skipped: 8

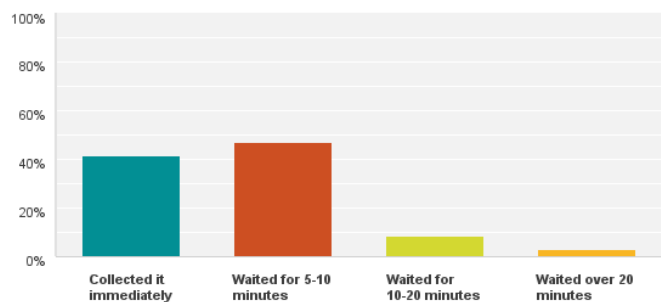


In total 89% of respondents were satisfied (51.66) or very satisfied (37.50%) with the advice provided during their visit. This suggests a overall high satisfaction levels of the health care advice provided by the pharmacy professionals.

Waiting times

Q6 If you collected a prescription on the day you visited, how long did you have to wait?

Answered: 108 Skipped: 20



The majority of respondents (88.89%) were able to collect their prescription within 10 minutes out of which 41% were able to collect immediately (up to five minutes). 8% reported waiting 10-20 minutes and nearly 3% over that time.

In line with short waiting times 89.57% of the respondents were satisfied with the time it took to receive their prescription of which 42.61% were very satisfied.



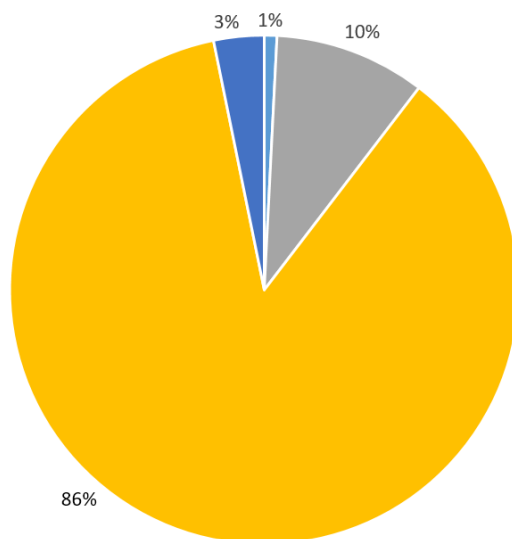
Pharmacy Team

The questionnaire explored patients' satisfaction rates with the pharmacy team. Lewisham residents were asked to rate the team on following issues:

- Their politeness and listening skills
- Answering any queries or concerns
- The service from the pharmacist
- The service received from the pharmacy team
- The staff overall

The service you received from the pharmacist

■ Very poor ■ Fairly poor ■ Fairly good ■ Very good ■ Don't know

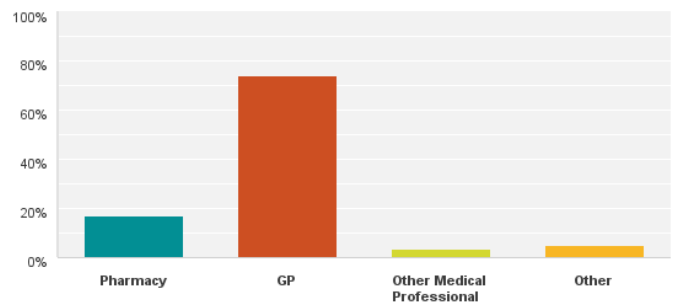


Encouragingly over 80% of the respondents rated the pharmacy staff as being 'very good' across all the above indicators. 86% scored the service received from the pharmacists as very good and nearly 87% praised the pharmacy for providing an efficient service.

Consultancy services

Q9 Which are you more likely to consult on a healthcare issue?

Answered: 116 Skipped: 12



The result shows that in Lewisham people are most likely to consult with their GP on a healthcare issue with 74% of the respondents indicating this choice. 17% of residents chose pharmacy as their preferred option and 9% chose other medical professionals or other.



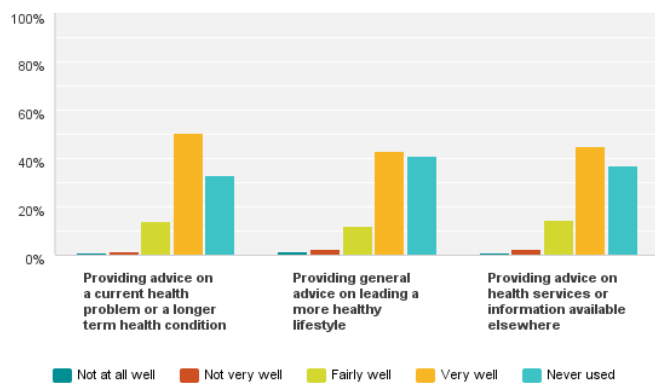
Advice and Signposting

The questions in this section of the questionnaire focused on pharmacies role around:

- Providing advice on a current health problem or a longer-term health condition
- Healthy living advice
- Providing advice on other health services or signposting people elsewhere.

Q10 Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?

Answered: 122 Skipped: 6



At a glance *providing advice on a current health problem or a longer term health condition* seems to be the most utilised and valued signposting services provided by local pharmacies with nearly 67% respondents using the service in the past. Out of those 64.4% scored the advice as well (fairly well and very well) provided with the majority giving it the highest rating.

Providing *general advice on leading a healthier lifestyle and information on other health services* were scored similarly with overall satisfaction rate of 54.62% (how to lead a healthier lifestyle) and 59.49% (other health services).

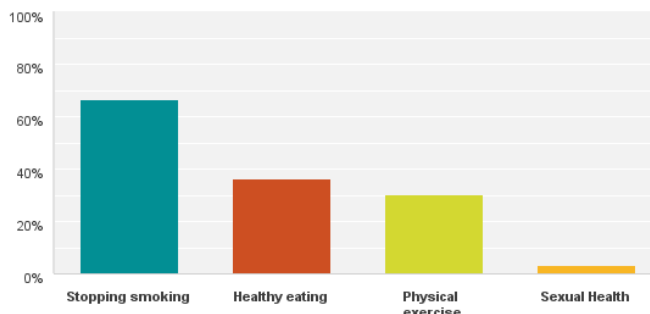
It is encouraging that over 58% of respondents utilised signposting services within the pharmacy setting, however continuous work is needed to encourage even a greater proportion of the public to utilise those services.

Categories of advice

This question was used to explore what specific healthier lifestyle services are provided by pharmacies and which are most used by the public. Respondents were allowed to provide multiple answers.

Q11 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?

Answered: 33 Skipped: 95



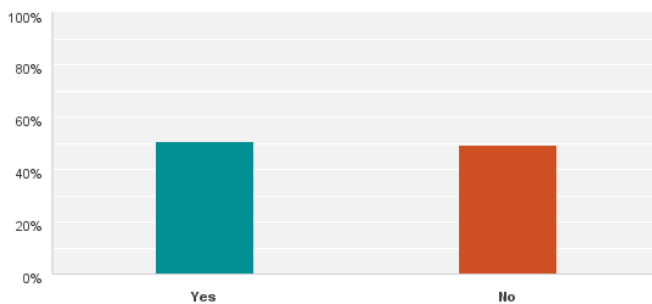
Out of 128 respondents, 33 used the healthier lifestyle advice services provided by the pharmacies which equates to 25.78%. The most used service was the stop smoking with 66.67% uptake followed by healthy eating advice used by 36.36%, matched closely by physical exercise advice with 30.30% of respondents who answered this question using the service. Only 3% of respondents used sexual health services through pharmacies.



Feedback

Q15 Would you be interested in leaving feedback?

Answered: 112 Skipped: 16



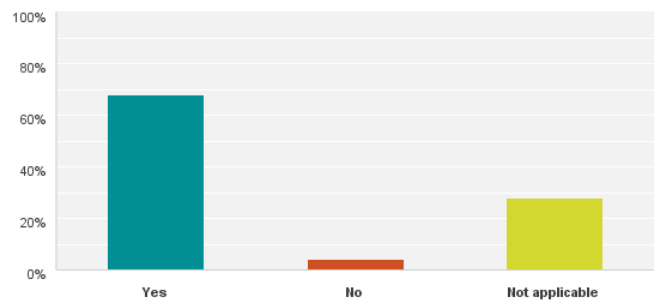
When asked about leaving feedback 45% of respondents indicated that they do not know how to leave feedback regarding the service they receive. Of those who were aware of ways in which they could leave feedback, a comment box was the most recognised format followed closely by questionnaires, personal inquiries and email. 44% of the respondents confirmed their pharmacy conducts patients' satisfaction surveys and 31% clearly stated 'no'. Interestingly over 50% of respondents confirmed they would be interested in leaving feedback which presents a good opportunity for pharmacies to gather feedback to drive an improvement in the future.

Medicine Management

This set of questions was asked to gain understanding about medicine use and disposal.

Q17 For those who take medicines at home or in care settings, do you have access to continuing supplies of medicines (repeat prescription)?

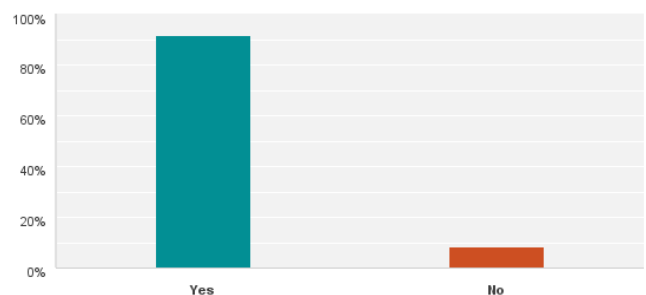
Answered: 119 Skipped: 9



The majority of the respondents (68%) accessed repeat prescriptions of medicine with only 4% not utilising the services.

Q18 Do you always take all your prescribed medicine?

Answered: 110 Skipped: 18

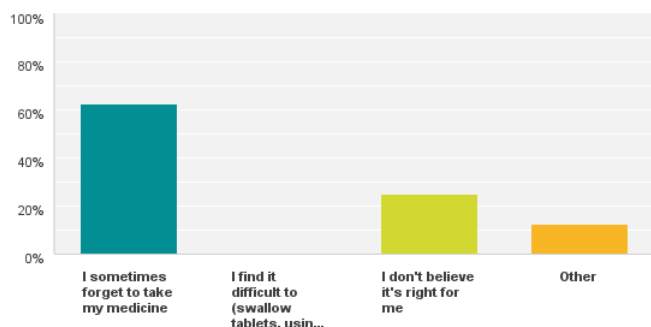


An overwhelming majority of respondents confirmed they always take their prescribed medicine. With only 8% saying they didn't.



Q19 If 'no' what are the reasons for not taking it?

Answered: 8 Skipped: 120

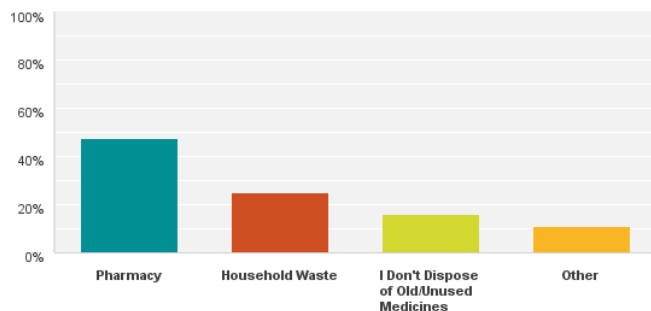


Of those who said they don't always take their prescribed medicine 62.50% stated forgetting to take their medicine as the main cause followed by 25% who said they didn't believe the prescribed medicine was right for them.

47.66% of the respondents dispose their unused

Q20 In what manner do you dispose of old/unused medicine?

Answered: 107 Skipped: 21



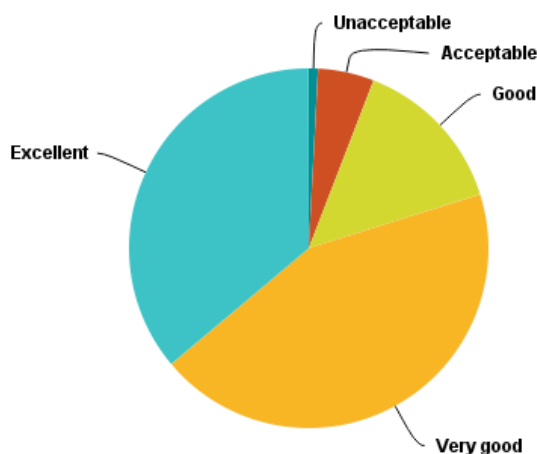
medicine safely in their pharmacy. Just over 25% use household waste, 11% did not specify the methods which suggests a lot of people do not dispose of their medicine safely. This shows an area where more work could be done to address this issue.

Worryingly just under 16% of respondents said they don't dispose of old or unused medicine. This could potentially increase a risk of accumulating out of date medicine.

Overall rating

Q21 Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?

Answered: 119 Skipped: 9



Respondents were asked to rate their pharmacy overall, taking into account the staff, the shop and service provided. Overall responses suggest high satisfaction levels with pharmacy services provision within the borough of Lewisham. 94.14% were happy with the overall service provided with 36% rating it as Excellent and 43% as Very Good.



Conclusions and Recommendations

The responses were captured across a sample of residents closely reflecting Lewisham's demographic. Almost a third of the respondents were collecting prescription for someone else which suggest a large number of carers including parents and people caring for someone frail, with a long standing illness or disability.

The above findings suggest pharmacies provide a high level of service to Lewisham residents. The most highly scored indicators were overall service, staff and short dispensing times.

The research suggest that GPs are a preferred choice for patients to consult on a healthcare issue with only 17% choosing pharmacies as their preferred option. The response to this question could be determined by the complexity of the health problems. Reassuringly 67% of respondents stated they obtained advice on a current health problem or a long term condition from a pharmacy which suggests that patients use pharmacy services alongside the pastoral care of their GPs. The healthier lifestyle advice and promotion of public health services were used by 25.78% of respondents with 'stop smoking' being the most popular service.

An overwhelming majority of nearly 92% respondents confirmed they always take their prescribed medicine with only 8% who responded that didn't. Worryingly just under 16% of respondents said they don't dispose of old or unused medicine. This could potentially increase a risk of accumulating out of date medicine. The data collected also highlighted the issue of safe medicine disposal with 25% of people using household waste.

Recommendations

As a result of the findings in this report, Healthwatch Lewisham sets out the following recommendations to improve access to services:

- A higher profile given to the role of pharmacies in treating health problems and managing long term conditions.
- Further promotion of the additional wellbeing services offered by pharmacies
- Increase display spaces for signposting services.
- Increase awareness and understanding of safe medicine disposal.

Acknowledgements

Healthwatch Lewisham would like to thank the pharmacies of the London Borough of Lewisham for their cooperation and assistance during these visits and to the Local Pharmaceutical Committee for promoting the research.

Healthwatch Lewisham would also like to express gratitude to Blessing Chikaodi Amaechi, Healthwatch Lewisham volunteer, for the work she put in helping us engage with the pharmacies and residents in the borough.



Appendix 1

Pharmacy Patient Questionnaire

1. Why did you visit this pharmacy today?

- To collect a prescription for myself:
- To collect a prescription for someone else:
- To collect prescriptions for more than one person (including myself):
- For some other reason (please give reason in box below):

2. Do you pay for your prescription?

- Yes
- No
- Unsure

3. How satisfied were you with the advice provided regarding your prescriptions?

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very Satisfied

4. If you collected a prescription today, how long did you have to wait?

- Collected it immediately
- Waited for 5-10 minutes
- Waited for 10-20 minutes
- Waited over 20 minutes

5. How satisfied were you with the time it took to provide your prescription and/or any other services you required?

- Very Dissatisfied
- Dissatisfied
- Neither Satisfied nor Dissatisfied
- Satisfied
- Very Satisfied



6. Including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

	Very poor	Fairly poor	Fairly good	Very good	Don't know
Being polite and taking the time to listen to what you want					
Answering any queries you may have					
The service you received from the pharmacist					
The service you received from the other pharmacy staff					
Providing an efficient service					
The staff overall					
Do you feel confident in the medical advice given by the pharmacist?					

7. Which are you more likely to consult on a healthcare issue?

- Pharmacy
- GP
- Other Medical Professional
- Other

8. Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?

	Not at all well	Not very well	Fairly well	Very well	Never used
Providing advice on a current health problem or a longer term health condition					
Providing general advice on leading a more healthy lifestyle					
Providing advice on health services or information available elsewhere					



9. Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?

- Stopping smoking:
- Healthy eating:
- Physical exercise:
- Sexual Health:

What services/advice would you like to access at your local pharmacy?

10. Which of the following best describes how you use this pharmacy?

- This is my preferred pharmacy, the one I choose to visit if possible:
- This is one of several pharmacies that I use:
- This pharmacy is convenient but not my preferred pharmacy:

11. In what ways is it possible to leave feedback of your experience at this pharmacy?

- Comment box:
- Questionnaire:
- Personal inquiry:
- Email:
- Postal letter:
- Phone enquiry:
- Not sure

12. Does your Local pharmacy conduct patient satisfaction surveys?

- Yes:
- No:

13. Would you be interested in leaving feedback?

- Yes:
- No:

14. Does your local pharmacy provide a practice leaflet?

- Yes:
- No:



15. For those who take medicines at home or in care settings, do you have access to continuing supplies of medicines (repeat prescription)?

- Yes:
- No:
- Not applicable:

If yes how many items are on your repeat prescription?

- 1 2 3 4 5 6 7 8 9 10+

16. Do you always take all your prescribed medicine?

- Yes
- No

17. If “No” what are the reasons for not taking it?

- I sometimes forget to take my medicine
- I find it difficult to (swallow tablets, using inhalers)
- I don't believe it's right for me
- Other
- If other please describe

18. In what manner do you dispose of old/unused medicine?

- Pharmacy:
- Household Waste:
- I Don't Dispose Of Old/Unused Medicines:
- Other:

19. Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?

- Unacceptable
- Acceptable
- Good
- Very Good
- Excellent



20. How old are you?

- 16-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

21. Are you...

- Male:
- Female:

22. Which of the following apply to you:

- I am the parent/guardian of a child/children under 16 years of age:
- I am a carer for someone with a longstanding illness or disability:
- Neither:

23. How would you describe your ethnicity?

- White
- Chinese
- Asian
- Mixed
- Black
- Other ethnic group

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