



Appendix 2

November 2017

Introduction

Reviewing the high-level data in Appendix 1 we identified several areas for further investigation. For the most part, we looked at how answers varied based on the age of the respondent.

When interpreting the findings, it should be borne in mind that the survey is based on a **sample** of pharmacy users rather than the total population, meaning that all findings are subject to sampling tolerances. Any differences in this report are statistically significant at the 95 per cent confidence level. This is most likely to represent a real difference rather than be due to chance. Where no real difference is indicated, this means that the results are not statistically significant, even though there may be slight variation in actual percentages between the responses being compared.

Question 3 - On average, how often do you visit a pharmacy?

For this question, we were most interested in visits “on behalf of someone else.” A chart of the data shows some interesting results:

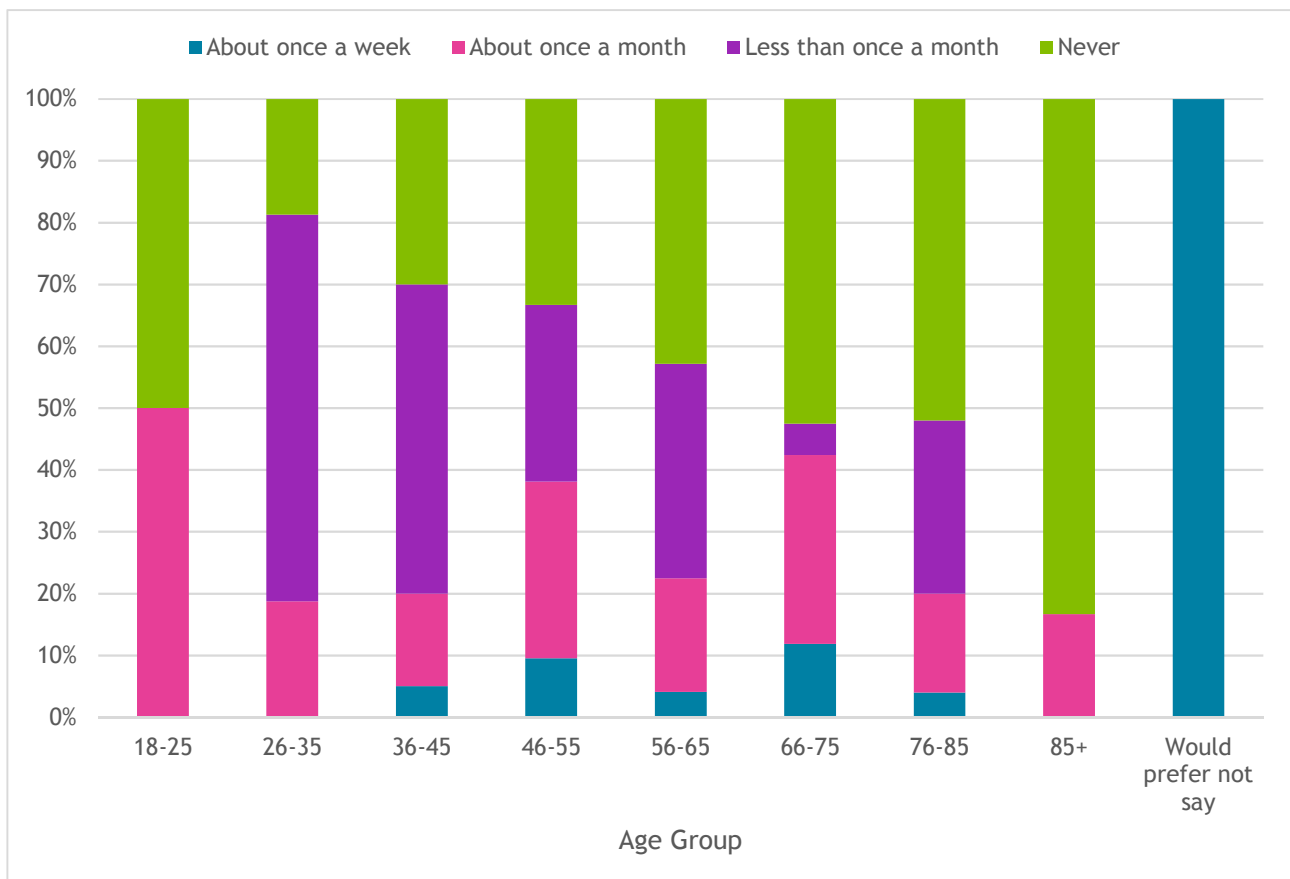


Figure 1 - responses to Question 3 by Age Group (on behalf of someone else)

- Under 25s don't really visit for other people
- The 26-35 group are the mostly likely to visit for someone else, only 20% Never visit for someone else. These visits tend to be less than or about once a month. No weekly visits were reported.
- From the 36-45 group upwards the frequency of visits increases a little but the proportion of people making visits for others goes down.
- The 66-75 make the highest proportion of weekly visits for other people.

Question 4 - Do you know if the pharmacy that you normally use offers the following services

We asked respondents about five different services that all pharmacies in Buckinghamshire provide. We wanted to know if this varied by ethnicity and/or age group.

By ethnicity

Because we had such small numbers of respondents from ethnicities other than “White British” we combined these into a single group, to compare against the White British majority.

Across the five questions we found no relationship between response and ethnicity except for question C, “disposal of unwanted medicines.” Here we found that a considerably lower proportion of respondents from the “Other ethnicities” group were aware of this service.

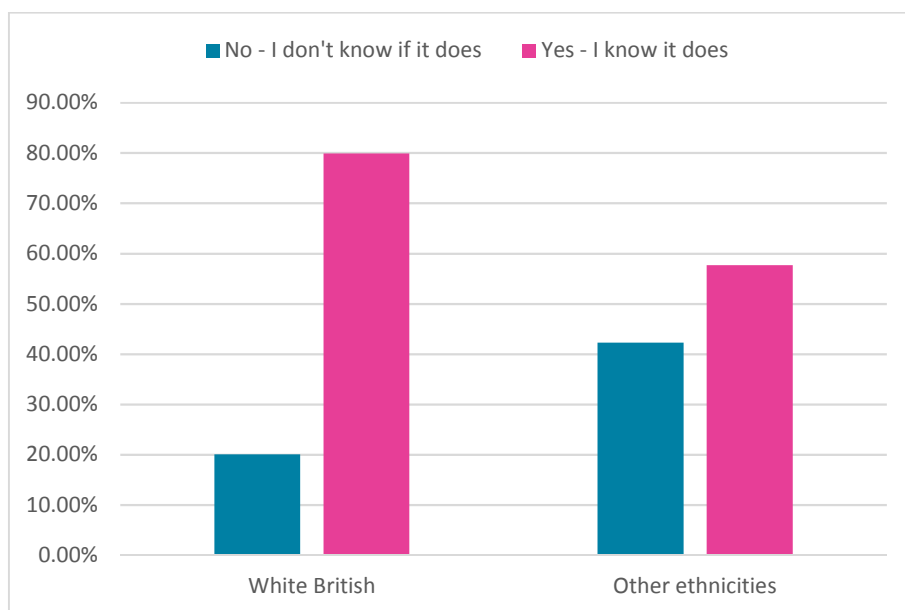


Figure 2 - Do you know if the pharmacy that you normally use offers... disposal of unwanted and out-of-date medicines

By age group

We looked across all the age groups at each of the five questions. Charting the data, in two cases there was some relationship between age group and awareness. For question 4C, awareness was much higher in the 46+ age groups, as shown below

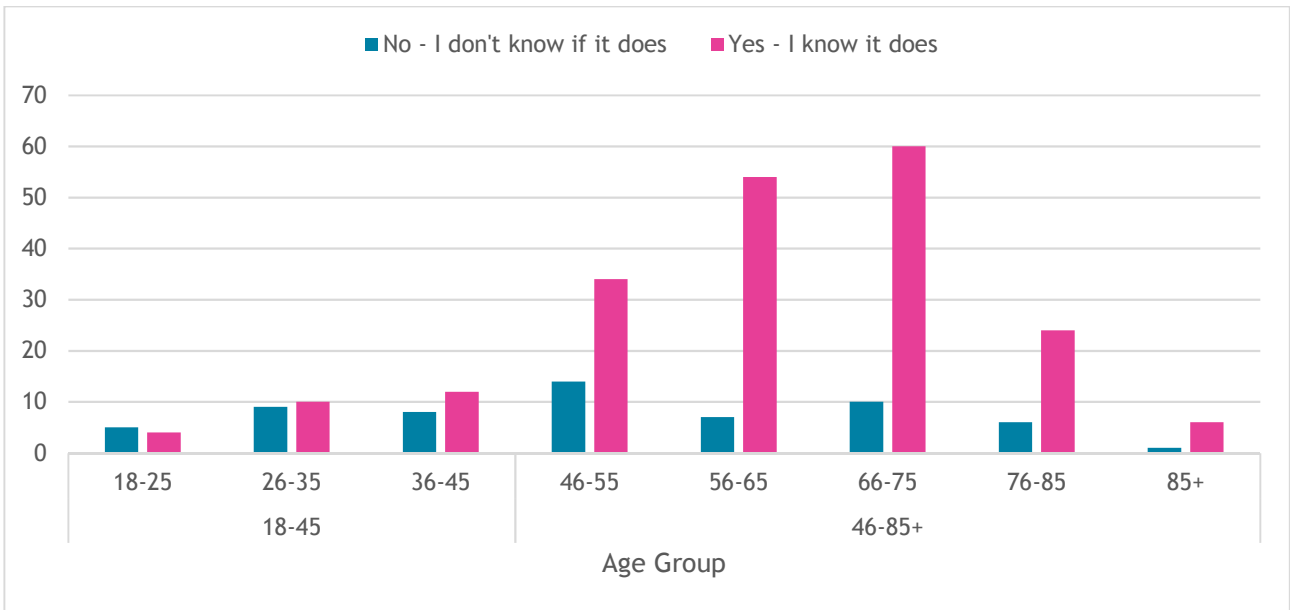


Figure 3 - Do you know if the pharmacy that you normally use offers... disposal of unwanted and out-of-date medicines

Also, for Question 4D “Advice on treatment of minor conditions,” there was evidence that the 46 and over age groups were more aware of this service and that 18-25 year olds were less aware of than other age groups.

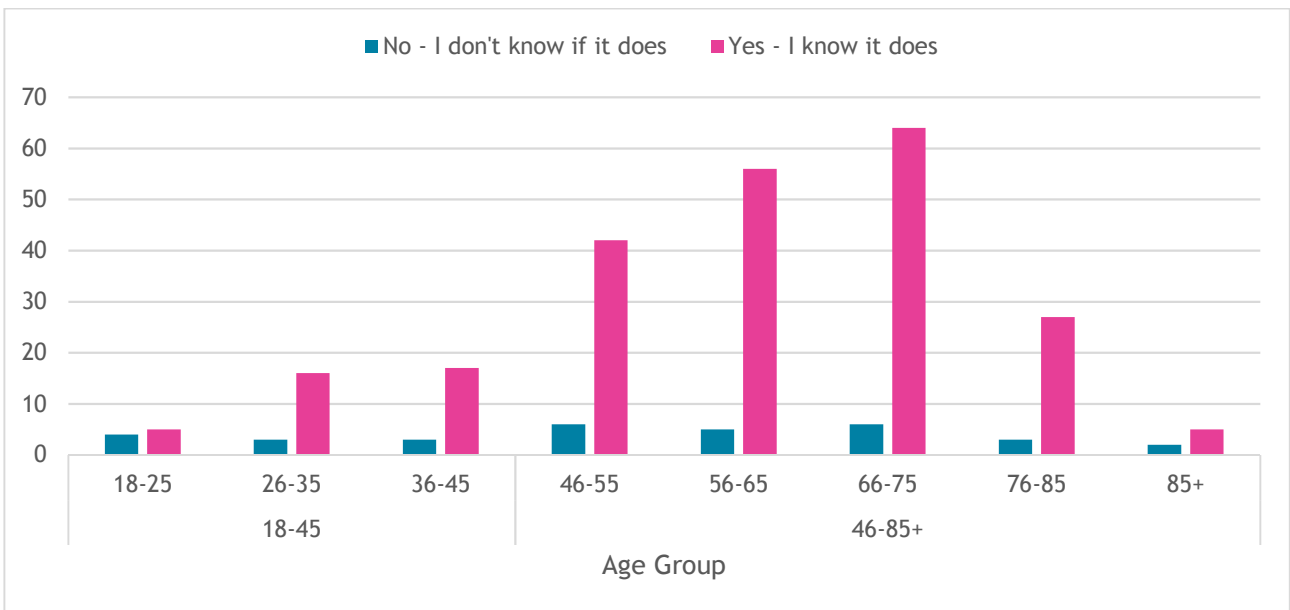


Figure 4 - Do you know if the pharmacy that you normally use offers... advice on treatment of minor conditions

Question 5 - Different pharmacies offer a different range of services. Did you know that?

We expected answers to this question to vary by age and we weren't disappointed.

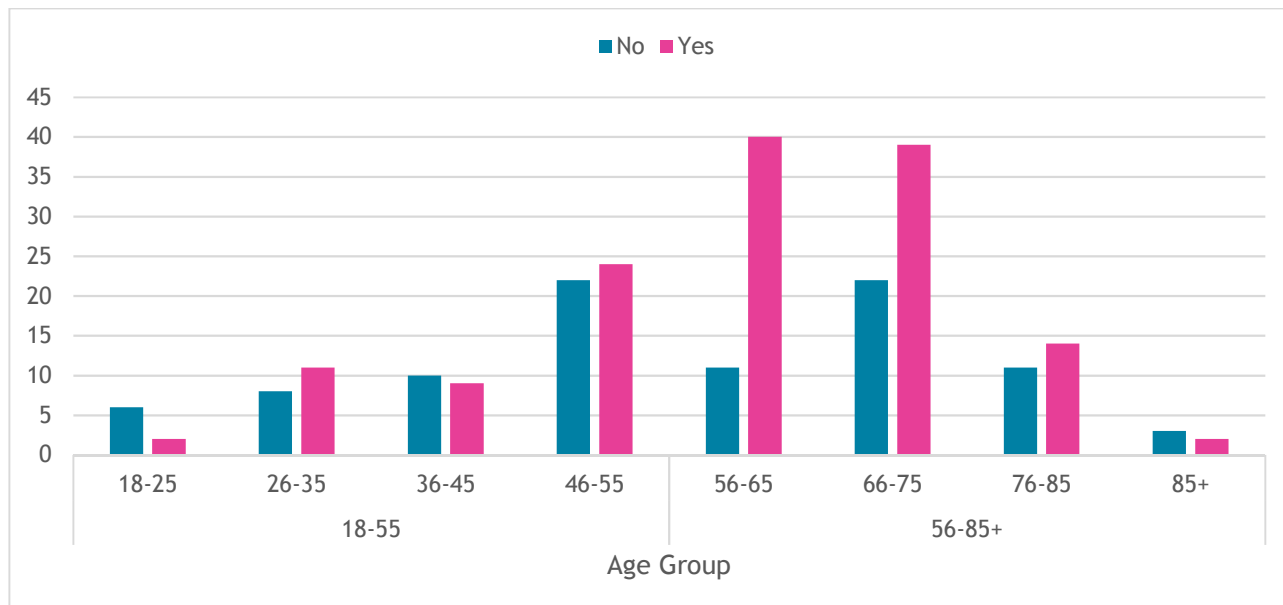


Figure 5 - Different pharmacies offer a range of different services. Did you know that?

Setting aside the “Not sure” group, looking across the data there is higher proportion of “yes” answers in the 56-75 age groups. Grouping the data in to two groups, 18-55 and 56-85+ there is evidence of a clear relationship between age and awareness of the pharmacy offer.

Question 6 - Do you know of any pharmacy that offers the following services?

Like Question 4, we looked at awareness of the nine additional services by ethnicity and/or age group.

By ethnicity

Using the same ethnicity groupings as Question 4, we didn't find any **strong** evidence of a relationship between awareness and ethnicity across the nine questions.

By age group

Grouping the data in to two groups, 18-55 and 56-85+ there is evidence of a relationship between age and awareness of the Medicines Use Review service.

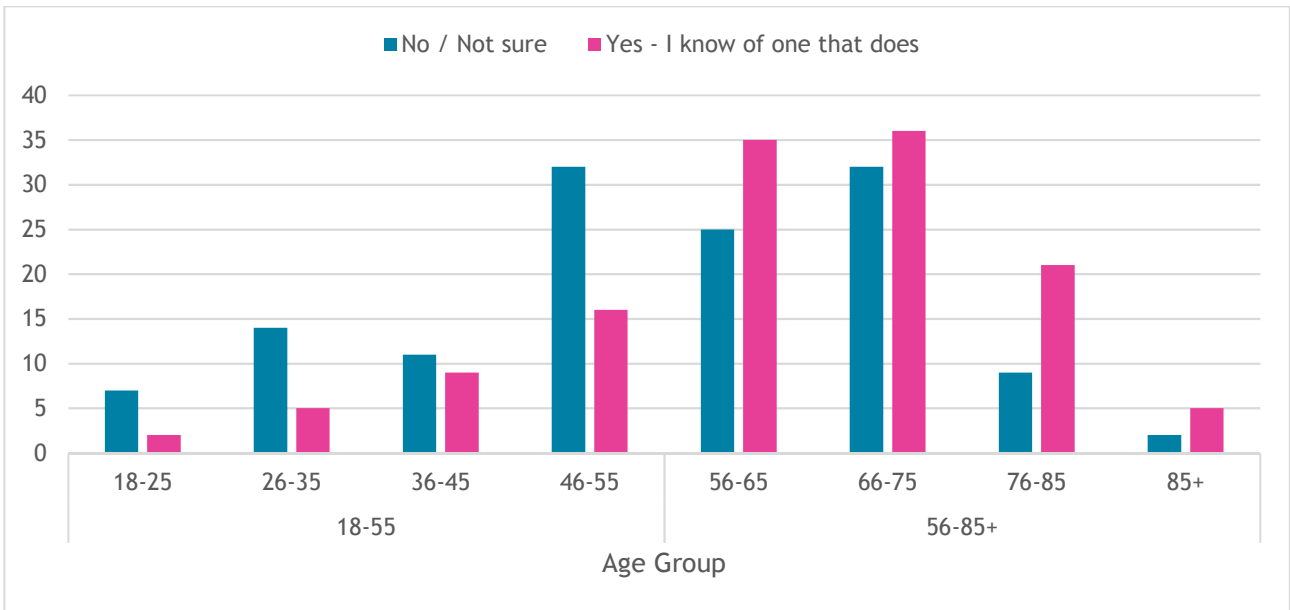


Figure 6 - Do you know of any pharmacy that offers... Medicines Use Reviews

Looking at the various age groups we saw that over 65s were less aware than younger respondents of NHS Health Checks.

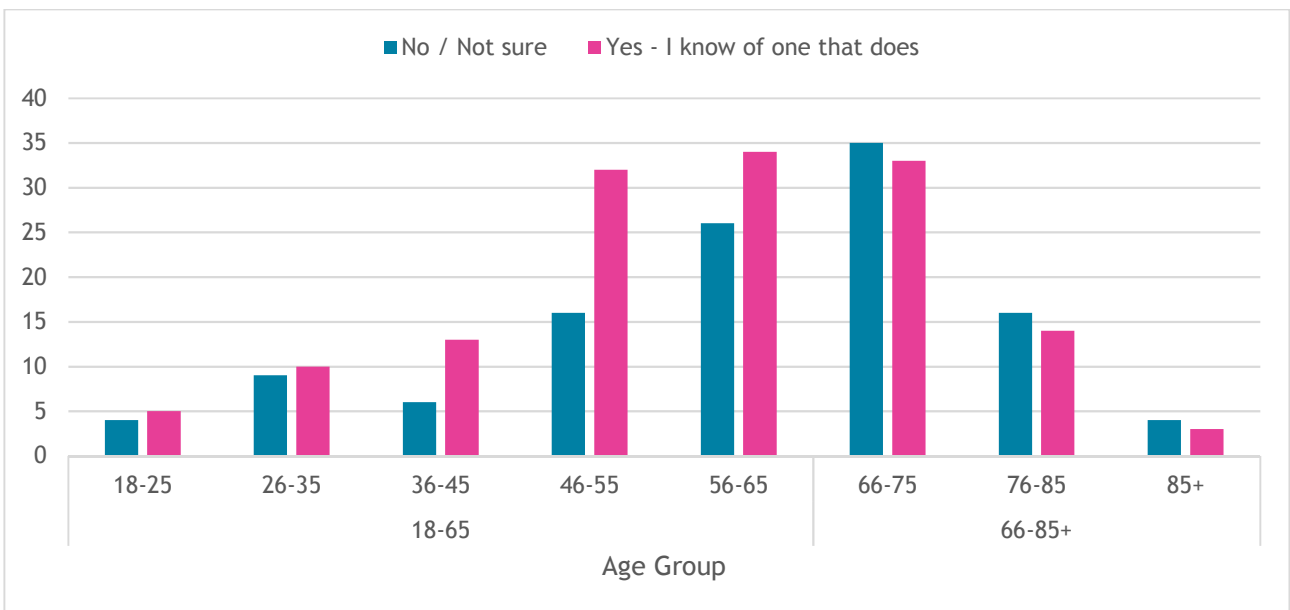


Figure 7 - Do you know of any pharmacy that offers... NHS Health Check

There was a difference in awareness of the stop smoking service between the under and over 56s.

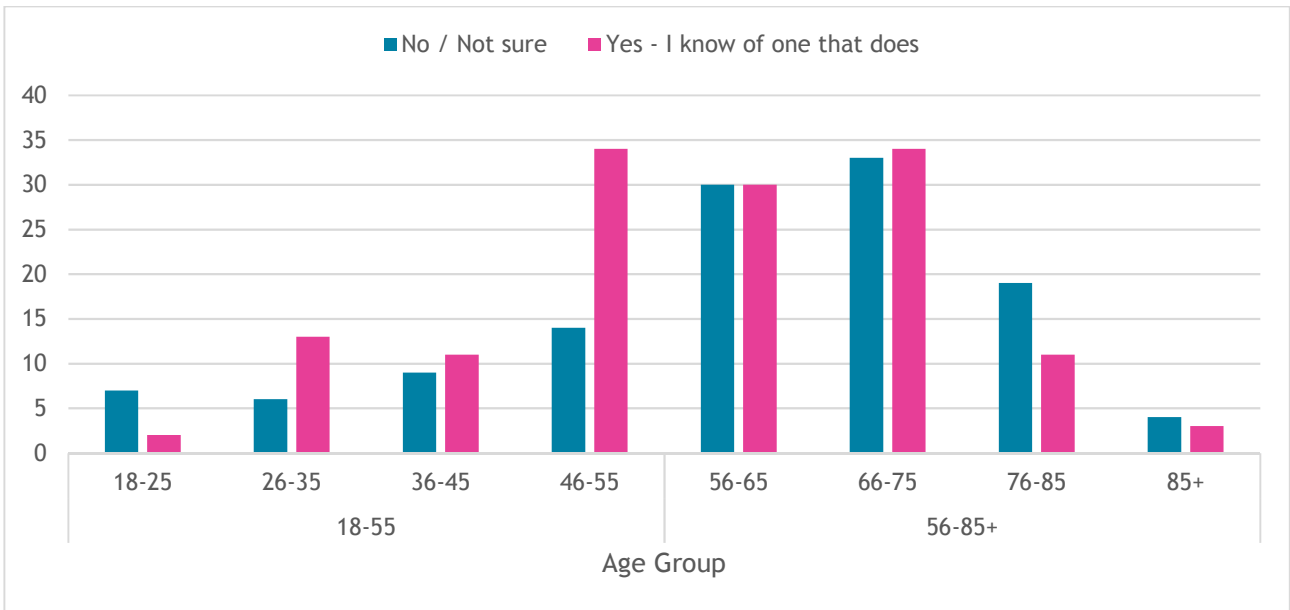


Figure 8 - Do you know of any pharmacy that offers... help to stop smoking

We found that the 45 and under age group were more aware of sexual health services.

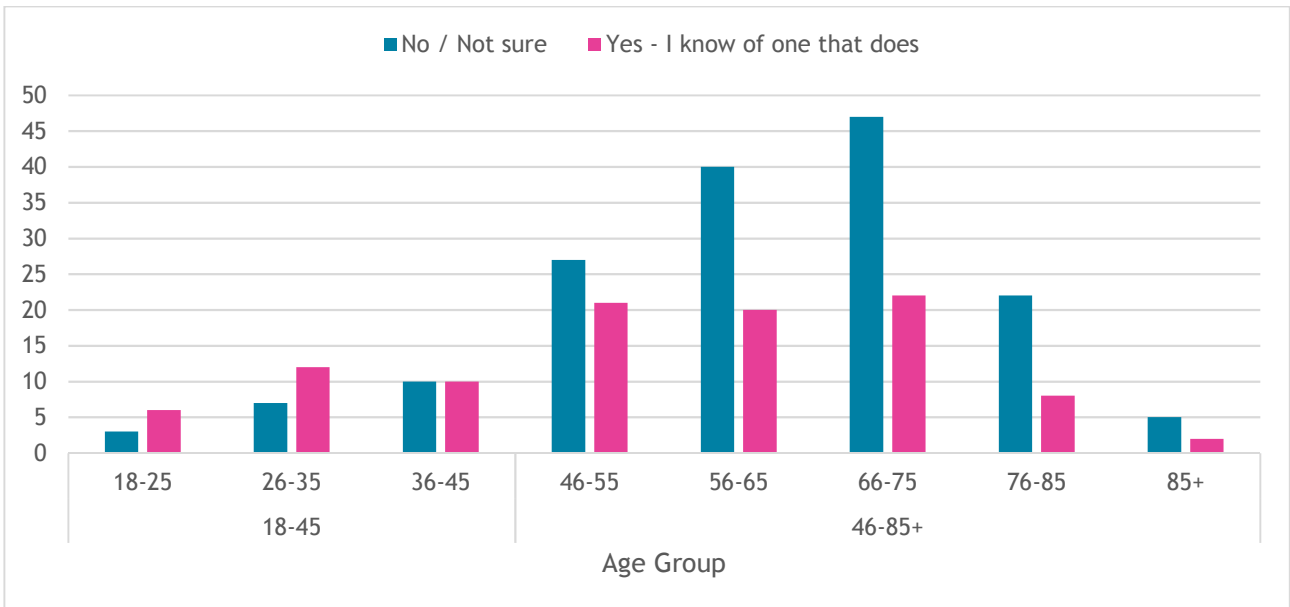
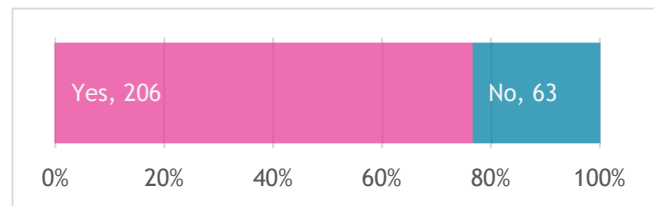


Figure 9 - Do you know of any pharmacy that offers... Sexual Health services

Question 7 - Have you gone to the pharmacy for advice [for] a minor condition

We did not find any relationship between age or ethnicity when we looked at the use of a pharmacy for advice about a minor condition.



Question 9 - If no, please can you say why you wouldn't go to the pharmacy for this sort of advice?

We looked to see if the response to Q9H (“I would find out for myself (from the internet / books / magazine / family / friend / tv radio)”) varied by age.

Question 17 - If no, please can you say why?

As for question 9 we looked more closely at those that self-diagnose and treat themselves through Q17G and Q17H. These were the two most chosen responses. However, we found no relationship between response to these questions and age group.