

# **Your Voice**

## **Pharmacies in Lancashire**

**November 2017**

# **Bay Health and Care Partners**

Report summarising the findings of Healthwatch Lancashire's patient engagement activities in community pharmacies across Lancaster and Morecambe, the Bay Health and Care Partners areas.

## Contents

<b>Introduction</b>	<b>Page 2</b>
<b>Why we undertook this project</b>	<b>Page 3</b>
<b>Reference for the reader - STP and LDPs explained</b>	<b>Page 3</b>
<b>Methodology</b>	<b>Page 4</b>
<b>Acknowledgments</b>	<b>Page 4</b>
<b>Breakdown of findings for Bay Health &amp; Care Partners</b>	<b>Page 5</b>
<b>Bay Health &amp; Care Partners findings</b>	<b>Page 6</b>
<b>How we will use this report</b>	<b>Page 11</b>
<b>Who we spoke to during this project (demographics)</b>	<b>Page 12</b>

## Introduction

Healthwatch Lancashire is committed to listening to patients and members of the public in Lancashire and making sure their views and experiences are heard by those who run, plan and regulate health and social care services. This is achieved through a core programme of work visiting health and social care services and speaking to service users.

Healthwatch Lancashire, Healthwatch Blackpool and Healthwatch Blackburn with Darwen were approached to help Community Pharmacy Lancashire gain feedback on their services to the public across the county of Lancashire. The three local Healthwatch organisations of Lancashire collaborated and developed a programme of work which ran from January 2017 to March 2017.

Each local Healthwatch lead in their geographical area. As this part of the project was for pharmacies within the north Lancashire area, it was delivered by Healthwatch Lancashire.

Reports for other areas of Lancashire, including a report which combines all findings in the project, can be found on the Healthwatch Lancashire website here:

[http://healthwatchlancashire.co.uk/reports/reports/.](http://healthwatchlancashire.co.uk/reports/reports/)

## Why we undertook this project

The aim of this programme was to gather experiences from the public about pharmacy services in Lancashire. Over the past four years, we have received little independent feedback regarding public perceptions of pharmacy services. However, the public are increasingly encouraged to use pharmacy services for minor illnesses or ailments, partly to reduce pressures on primary or secondary care services including A&E. As such, the aim of our pharmacy programme was to gather views and experiences from the public about pharmacy services across Lancashire.

### About Community Pharmacy Lancashire

The Lancashire Local Pharmaceutical Committee are known as Community Pharmacy Lancashire. A Local Pharmaceutical Committee, or LPC, is a statutory body that works within NHS regulations to represent and support community pharmacists and owners of community pharmacies. Community pharmacies (also known as chemists) can be found across Lancashire e.g. in health centres, supermarkets and high streets, villages and local housing estates and also online.

Community Pharmacy Lancashire works with the local NHS England area team, local authorities and other healthcare professionals to help plan health care across the area (including Blackpool, Blackburn with Darwen and Lancashire County Council areas). The LPC works with commissioners to implement community pharmacy services. They are available to advise community pharmacists and owners, as well as allied professions such as GPs and hospitals. This advice is also available to those who want to know more about what their local pharmacy can offer them, or those people who are simply visiting the area.

### Reference for the reader - STP and LDPs explained

Throughout this report, we refer to Local Delivery Plan (LDP) areas. The five LDPs operate as part of the Healthier Lancashire and South Cumbria Sustainability and Transformation Partnership also known as the STP. The STP is a group of organisations including Local Healthwatch who work together to improve health and care in our region. For more information [www.lancshiresouthcumbria.org.uk](http://www.lancshiresouthcumbria.org.uk).

Information in this report is provided to organisations within the STP to ensure that the public voice is used to influence change in service improvement and redesign.

### Map of Local Delivery Plan area



Below are the LDP areas in Lancashire:

- **Bay Health & Care Partners:** Lancaster and Morecambe
- **Pennine Lancashire:** Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley and Blackburn with Darwen
- **Central Lancashire:** Preston, Chorley and South Ribble
- **West Lancashire:** Ormskirk and Skelmersdale
- **Fylde Coast:** Blackpool, Fylde and Wyre

## Methodology

### We wanted to find out about:

- Experiences of accessing pharmacies and why people chose the pharmacy they attended
- Awareness and use of community pharmacy services
- Quality of care provided
- Whether using the pharmacy means that people use other health services differently. For example, people choosing to attend their pharmacy rather than going to their GP.
- Awareness, use and helpfulness of the Electronic Prescription Service. **Please note, this service is provided by NHS Digital rather than the pharmacies. For more information on this service please visit the NHS Choices website here:**  
<http://www.nhs.uk/NHSEngland/AboutNHSservices/pharmacists/Pages/eps.aspx>

### The three local Healthwatch spoke to people in a selection of community pharmacies in Lancashire:

- 24 different pharmacies were visited across Lancashire, including Blackpool and Blackburn with Darwen.
- Healthwatch Lancashire spoke to people at three pharmacies within the Bay Health and Care Partners LDP area. The findings are detailed in this report.
- 31 people shared their views and experiences.

Note, the number of respondents varied for each question, as often once people were served or received their prescriptions they did not have time to fully complete the survey. The number of people that answered each question is detailed in brackets under the results of each question.

## Acknowledgments

Local Healthwatch would like to thank Community Pharmacy Lancashire, and all the staff working in the individual pharmacies that we visited for making us feel welcome. We would also like to thank the people that took the time to share their experiences of their local pharmacy during our visits. Lastly, we would like to thank local Healthwatch volunteers who supported this project.

## Breakdown of findings for Bay Health and Care Partners

### We asked people about accessing pharmacies and why they chose the pharmacy they attended and found:

- 93% of people said they had no difficulties attending the pharmacy. Some issues were raised including doors being too heavy and lack of parking.
- 68% of people said they usually attend that pharmacy.
- 68% of people said they attend the pharmacy for convenience. 32% said they attend that pharmacy for the good service provided.
- Many said they attend that pharmacy because they lived locally and others said it was because they liked the staff.

### We asked people about their awareness and use of community pharmacy services and found:

- 49% of people said they use the pharmacy to pick up prescriptions, 19% said for over the counter medication, 17% for healthcare advice, 15% for other reasons including to buy toiletries.
- 90% of people said they were aware of the services available at the pharmacy
- Pharmacies within the Lancashire North CCG area were not commissioned to provide the Minor Ailment Service and therefore these questions were not asked in this area.
- 26% of people said they had attended a consultation with the pharmacist. Many people said they had not needed the service. Please note, no appointment is needed to get advice or to attend a consultation at the pharmacies.

### We asked people about the quality of care provided and found:

- The majority said they were happy with the service and many referred to the service being very good because of the staff. Some negative comments were recorded in relation to slow service.
- 7% of people said they thought the pharmacy could improve its services. Many comments were received from people saying they were unsure whether improvements could be made.

- The majority of people that had attended a consultation with the pharmacists provided positive comments. One person said the pharmacist gave poor advice.

**We asked people whether using the pharmacy means that they use other health services differently and found:**

- 68% of people said that attending the pharmacy had no impact on them needing to access other health services any less. 32% said they felt it did mean they attended other health services less, with a number of comments saying this was because they would go the pharmacy for minor illness rather than their GP. Three people also commented that they go to their GP less because they can pick up their prescription directly from the pharmacy.

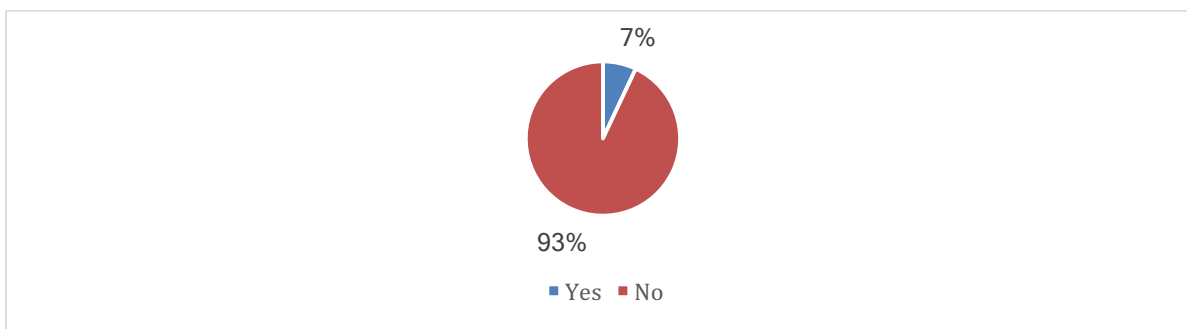
**We asked people about their awareness, use and helpfulness of the Electronic Prescription Service and found:**

- 35% of people said they use the Electronic Prescription Service.
- The majority of people made positive comments about the Electronic Prescription Service. One person said it was not always good and one person said they do not want to use it.

**Bay Health and Care Partners findings**

This section provides further detail on the views shared by 31 people that we spoke to within the Bay Health and Care Partners Local Delivery Plan area.

**1. We asked: 'Have you had any difficulties getting here today?'**



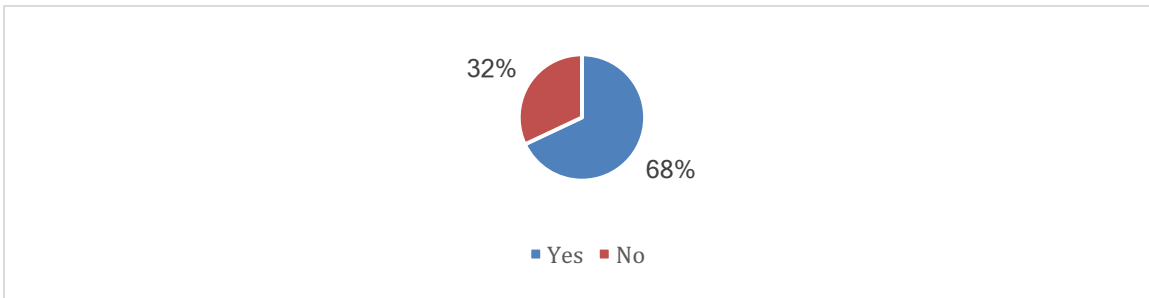
(30 people answered)

Healthwatch Lancashire also recorded additional comments received after asking the above question.

Below is one of the comments provided:

*“There is no local parking and the door to the pharmacy is heavy.”*

**2. We asked: 'Do you usually come to this pharmacy?'**



(31 people answered)

**3. We asked those that answered yes to the above question: 'why is this?'**

**68%** said for the convenience **32%** said for the good service provided at this pharmacy

(19 people answered)

Healthwatch Lancashire also recorded additional comments received after asking the above question.

Below are some of the comments provided:

- "I've been coming here for a long time."*
- "You get service with a smile - it's great here."*
- "I love the staff here - it's what makes me come back."*
- "It's good as I can do my shopping whilst waiting for prescription, so I always come here."*
- "It's very good here and they know me."*
- "I don't need to cross the road as I live around the corner and it's very pleasant here."*

**4. We asked those that said they do not usually attend that pharmacy: 'why did you choose this pharmacy today?'**

Below are some of the comments provided:

- "I usually go to my local pharmacy, it was just easy for me to come here today."*
- "I use different ones all the time."*
- "I was doing other shopping in the area."*
- "It's convenient - I'm just able to call in between jobs at work."*

(10 people answered)

**5. We asked: 'What do you use the pharmacy for?'**

**49%** said to obtain prescriptions      **19%** said for over the counter medication

**17%** said for healthcare advice      **15%** said for other reasons including to buy toiletries

**0%** said because they were unable to get a GP/nurse appointment

(31 people answered)

**6. We asked: 'What do you think of the service you get here?'**

**Positive comments received:**

*"Good service."*

*"It's very good, staff are brilliant."*

*"They're helpful and advice is great, the staff are knowledgeable."*

*"It's good, I always feel at ease."*

**Negative comments received:**

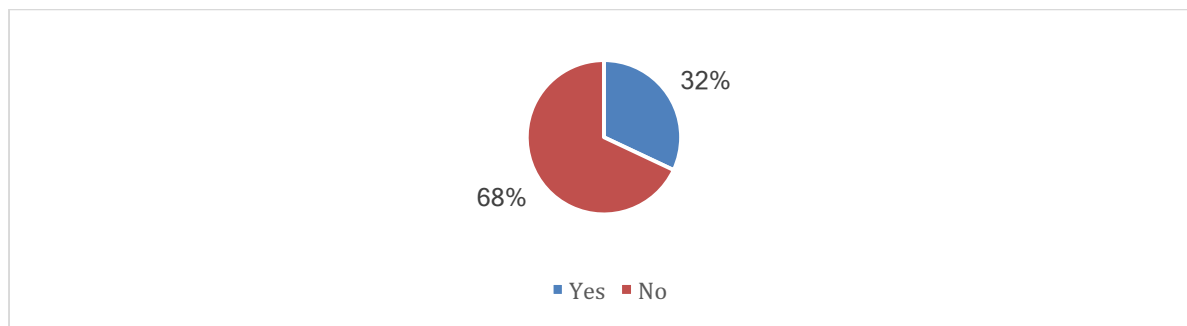
*"It's a bit slow."*

*"It's ok - could be quicker."*

*"It's slow."*

(30 people answered)

**7. We asked: 'Do you think that coming to the pharmacy means you attend other health services less?'**



(31 people answered)

Healthwatch Lancashire also recorded additional comments received after asking the above question.



Below are some of the comments provided from those who said yes:

*"I don't go to GP for my prescription, I get it sent here so it saves time."*

*"I use the pharmacy regularly. I feel the health services in Carnforth are brilliant."*

*"I don't have to go to GP as much."*

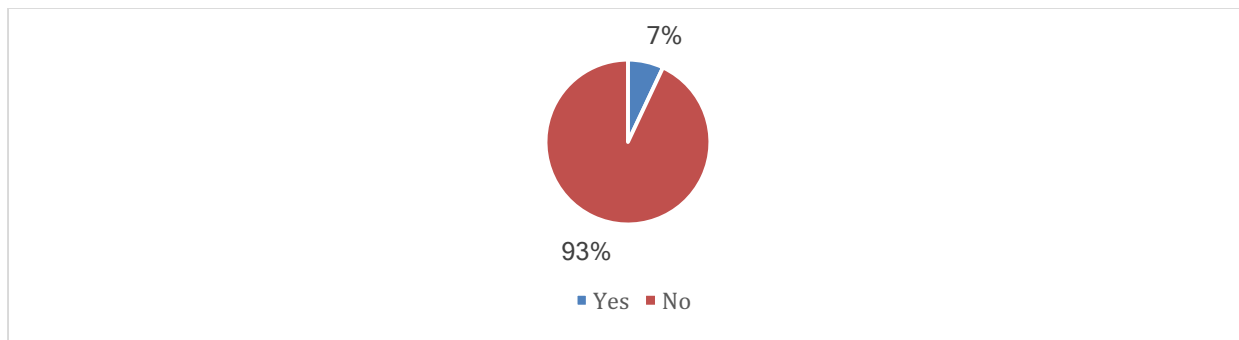
*"Yes, I don't use the GP, I come here first."*

*"I use over the counter medications more."*

Below are some of the comments provided from those who said no:

*"I still go to GP when I feel I need to go."*

## 8. We asked: 'Do you think the pharmacy could improve its services to you?'



(28 people answered)

Healthwatch Lancashire also recorded additional comments received after asking the above question.

Below are some of the comments provided from those who said yes:

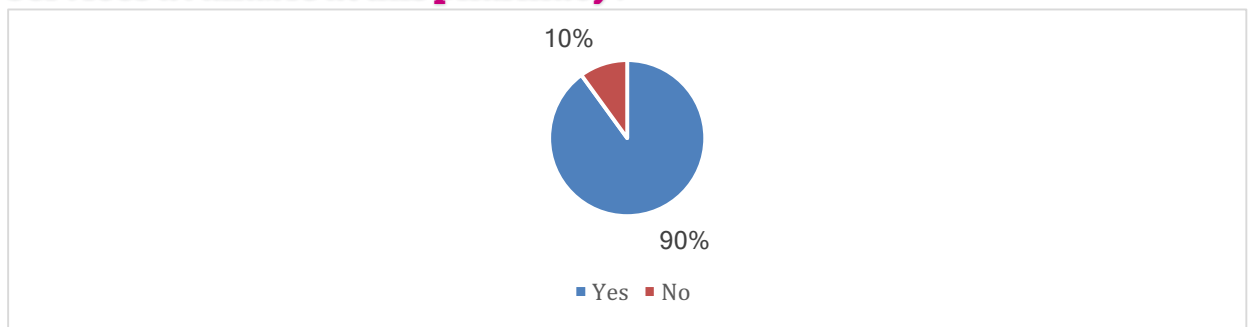
*"They could advertise more clearly what they can do to help, then people that have minor ailment on injury don't go to A&E."*

Below are some of the comments provided from those who said no:

*"It does everything I need it to do."*

*"I already get great advice and what I need."*

## 9. We asked: 'Are you aware of the different health services available at this pharmacy?'



(31 people answered)

Healthwatch Lancashire also recorded additional comments received after asking the above question.

Below are some of the comments provided from those who said yes:

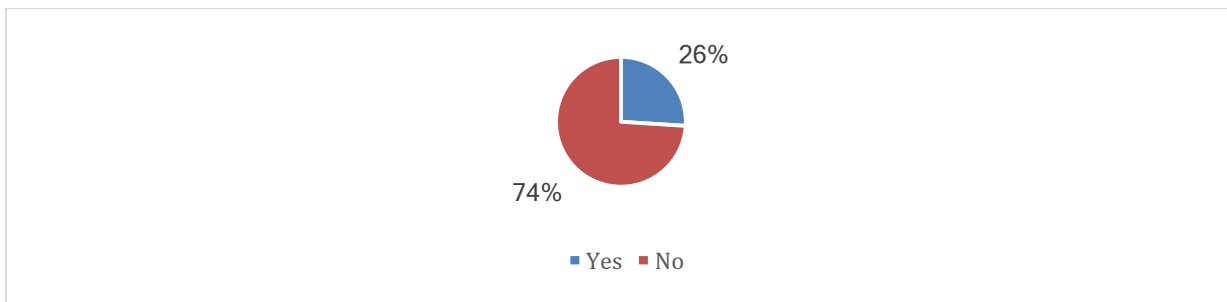
*"I had a medical use review with pharmacist."*

*"I know I can get a flu jab."*

Below are some of the comments provided from those who said no:

*"I just come for my tablets."*

## 10. We asked: 'Have you ever had a consultation with the pharmacist here?'



(31 people answered)

Healthwatch Lancashire also recorded additional comments received after asking the above question.

Below are some of the comments provided from those who said yes:

*"It was short, sweet, to the point and informative."*

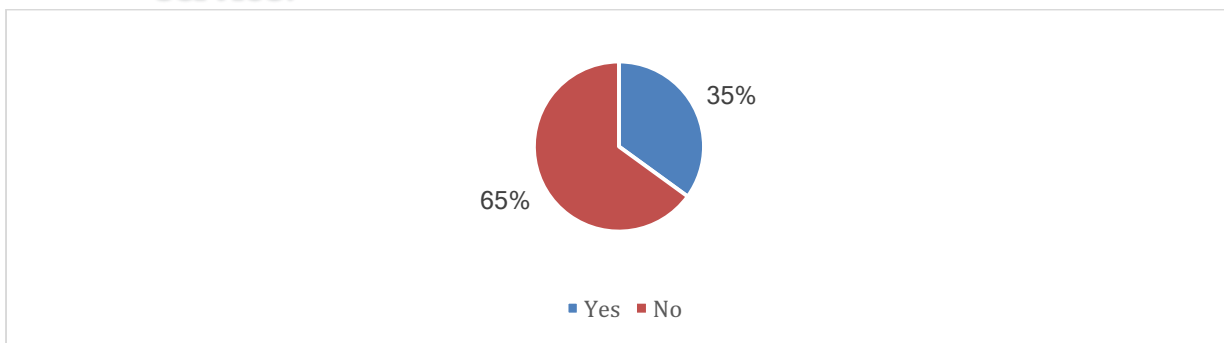
*"It was brilliant."*

*"I had poor advice from one of the pharmacists."*

Below are some of the comments provided from those who said no:

*"I've not needed one, but I can ask questions when I need to."*

## 11. We asked: 'Do you use the Electronic Prescription service?'



(31 people answered)

Healthwatch Lancashire also recorded additional comments received after asking the above question.

Below are some of the comments provided:

*“It works well and saves time.”*

*“Sometimes it doesn't always work, but it's usually very good.”*

*“It didn't work. I've still got to take the prescription to my own GP/pharmacy so I don't see the point of it.”*

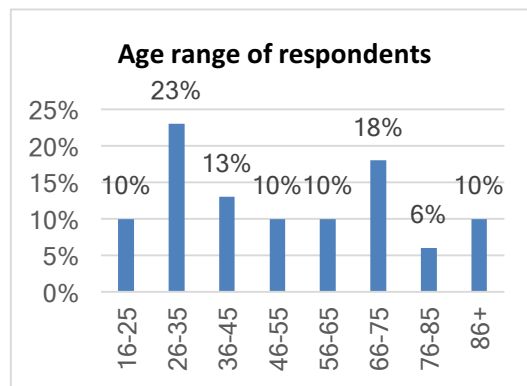
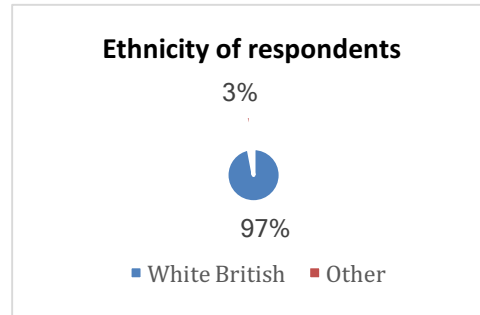
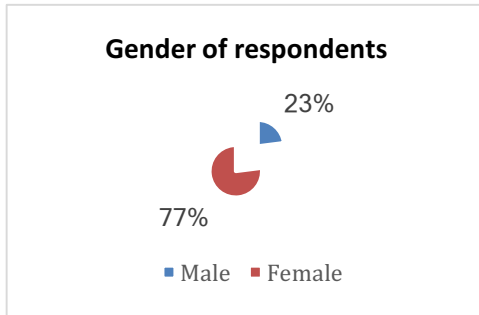
*“I don't need to use it.”*

## How we will use this report

- The experiences and views shared by people in this report will be shared with and used within the Primary Care Strategy and Pharmaceutical Needs Assessment as a tool to influence decisions on these services.
- This report will be shared with:
  - Local Clinical Commissioning Groups
  - NHS England
  - Joint Strategic Needs Assessment (JSNA) in Lancashire
  - Healthwatch England to help generate a picture of public views on pharmacy services across England

## Who we spoke to during this project

Below shows some demographic characteristics of people we spoke to within the Bay Health and Care Partners Local Delivery Plan area:



[www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)  
[info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)  
 Twitter: @HW\_Lancashire  
 Facebook: [facebook.com/lancshealthwatch](https://facebook.com/lancshealthwatch)