Early patient responses to Pharmacy First service

Introduction

In 2024 Healthwatch Portsmouth's plans included actions to improve patients' ability to access primary care. The recent launch of Pharmacy First by NHSE means that patients can either directly access, or be directed by their GP practice, to a community pharmacy to access NHS treatments for seven common conditions and without a GP prescription.

As the independent voice of people who use health and care, Healthwatch Portsmouth wished to explore patients' awareness, while waiting to see their GP, of the Pharmacy First service and their appetite to making pharmacies their default alternative to requesting GP appointments. Crucially, we hoped to identify evidence of early indicators in patients choices that might herald change patterns in demand for Primary Care.

Our findings will be shared with commissioners, pharmacy leads and primary care teams to support improvements as Pharmacy First becomes established.

Background

National context

The Pharmacy First service was launched in January 2024 as part of a national initiative to help reduce demand and waiting times in General Practice. The Pharmacy First pathway enables patients

1. to be referred into community pharmacy by care navigators (or equivalent) and other healthcare professions in general practice for seven minor illness conditions or, to access an urgent medicine supply
2. to self-refer to participating community pharmacies to access treatments for one of seven minor illnesses without needing to be referred through their GP practice.

Seven common conditions within scope of Pharmacy First:

- Middle ear infections (otitis media)
- Impetigo
- Infected insect bites
- Shingles
- Sinusitis
- Sore throat
- Uncomplicated urinary tract infections

Although the introduction of NHS England's Pharmacy First programme has not caused an increase in the primary care workforce, patients are now able to access medical help from different local sources, and without the need for an obligatory GP appointment first.

GP numbers in England have been falling for a number of years. Since 2015 the number of fully qualified GPs has consistently fallen, with 1,167 fewer in December 2024 than in December 2015[1].

Local drivers for change

Data sources vary in the numbers of patients per (fte) GP in practices across NHS Hampshire and IoW. This range between 2,144 patients per fte GP[2] up to 3000+[3]. ShapePLACE data[4] reported in 2025 suggests the Patient:GP ratio as 2398.

Despite variations in data sources, increasing workloads per GP in Portsmouth is putting significant strain on the NHS with demand for services rising and the workforce under increasing levels of pressure.

Healthwatch Portsmouth receives greater amounts of feedback from local people about difficulties in accessing their GP than for any other NHS or social Care service. Feedback concerns include:

- long phone queues and waiting times to speak to a member of their practice
- inability to use e-Consult (or similar platform) to get help when they need it
- lack of routine GP appointments
- inability to obtain urgent appointments
- obtaining a face-to-face appointment
- lack of continuity of care
- patients using Emergency Department services when they can't get a GP appointment

Based on what people have been telling us for some time, Healthwatch Portsmouth's Annual Workplan (2024-25) included an explicit aim of supporting improved patient access to primary care in the City.

From interactions with Portsmouth patients at community events in the city we become aware (before we carried out our survey) that relatively few people had heard of the NHS Pharmacy First programme. This was in spite of information and posters about NHS Pharmacy First being posted internally and externally on pharmacy premises.

Importantly, some patients told us they would not trust pharmacies because they're perceived as commercial businesses and any treatments promoted by a pharmacy would be the most profitable and not products that would be prescribed by their GP.

Assumptions and Expectations

1. NHS Pharmacy First will be welcomed by GP practices in Portsmouth as it will divert demand for GP appointments to community pharmacies and thereby

[1] Nuffield Trust: NHS Staffing Tracker – General Practice 2024
[2] ditto
[3] BBC Hampshire and IoW 2024
[4] SHAPE Place • GP practice, branch practice 2025

help release appointment access for patients with more serious illnesses and conditions.
2. Patients will welcome the relative convenience of Pharmacy First because they will be able to access treatments for minor infections and illnesses without 'struggling' to obtain GP appointments.

in developing our hypotheses, we made some assumptions about pharmacies, GP Practice staff and patients:

1. Pharmacies will be supportive of Healthwatch promoting Pharmacy First to patients because NHS England has contractually incentivized pharmacies to increase take up of the service with payments triggered on completion of each block of 20 units of Pharmacy First activity.
2. GP practices will support the promotion of Pharmacy First to patients who are waiting to be called to their appointment in the Practice.
3. Raising awareness of NHS Pharmacy First among patients who are waiting to see a doctor (or healthcare practitioner) will encourage patients to share their knowledge and experiences of pharmacies.
4. Patients will be happy to complete our short survey (pre-designed) having recent experience of the appointment booking process.
5. Patients queueing or waiting in locations other than their own GP surgery would offer additional engagement opportunities to obtain feedback. Locations include pharmacies, the St Mary's Community Health Campus (Urgent Treatment Centre, and the GP Out of Hours, Extended Access Service (operated by Portsmouth Primary Care Alliance – PPCA).

Methodology

Survey - See Appendix 1.

We designed our survey over several iterations because we wished ensure question content would work equally well in online and hard copy / paper versions. However we expected that most patients would be willing to complete a paper version while waiting to be called. This meant that shortness of time to complete the survey it was necessary to:

- Limit the number of questions without compromising our core objectives.
- Use multiple choice formats where possible with free text boxes to allow supplementary details to be gathered
- Ensure questions were succinct, easy to understand, and jargon free.

Additionally, we asked patients to provide some demographic information about themselves.

Where patients were unable to complete the survey at the time, a QR code and weblink was provided to encourage online completions of the survey (on the Healthwatch Portsmouth website). We used SmartSurvey[5] as our online soluition.

[5] Online Survey Software and Questionnaire Tool - SmartSurvey

Information gathered on hard copy was later transferred to SmartSurvey to ensure all survey responses were collated and evaluated using SmartSurvey's evaluation tools.

Timeframe (2024-25)

Survey design	Stakeholders buy-in / support	Location selection	Premises approvals – onsite surveying	Surveying	Analysis & evaluation	HWP Advisory Board Report
Oct – Nov	Nov - Dec	Dec - Jan	Jan	Jan – Feb	Late Feb	March

Sampling

Based on Portsmouth's total population (approx. 210,000) we calculated that a sample size of 100 would provide a reliable cross section to provide evidence in relation to assumption and expectation #2. To help ensure representativeness of views from across the City, we planned to talk with patients living in the north (Postcode PO6), central (Postcodes PO1, PO2, and PO5) and south areas of the city (PO4, PO5). We hoped this would be achieved by visiting up to six locations.

Selection of survey locations

Based on our assumption that GP practices would support the promotion of Pharmacy First to patients attending GP appointments, we contacted Practice / Business Managers of two GP Practices in November 2024. From our initial approaches:

- One failed to respond to our email request
- One indicated their willingness 'in principle' subject to approval by Partners.

By late November we were concerned that we had not secured buy-in by GP Practices. We therefore escalated our request for support to the NHS Hampshire and Isle of Wight (ICB). We are grateful for the helpful interventions made by the Community Pharmacy Clinical Integration Lead leading to constructive conversations with three GP Practice Managers. Of these, two gave firm offers of support with times, dates and locations agreed. A third was interested but due to competing management priorities at the time had to decline.

Simultaneously we contacted:

- two large local pharmacies (Boots; Laly's Pharmacy chain) both agreeable to HWP surveying in store; one met with us and provided invaluable contextual information about the contracting for NHS Pharmacy First with participating Pharmacies). We are grateful for their interest and support in this project.
- Portsmouth Primary Care Alliance (Out of Hours GP Extended Access Service) who kindly agreed to accommodate us during a clinic session
- The Urgent Treatment Centre – no response received

Additionally, we promoted our Pharmacy First via HWP social media and Website

Final Survey Site Selection

1. Trafalgar Medical Group Practice (Eastney Health Centre) serving patients from PO3 and PO4
2. Portsdown Group Practice (Kingston Cresent Surgery) serving patients in the central and north areas of Portsmouth (18 February)
3. PPCA GP Extended Access Service serving all Portsmouth patients with appointment booking via NHS111(Lake Road Health Centre) 20 february

Plus online survey submissions from January to end February.

Survey Activity

We visited each of the above locations with a team of two. We spoke with patients seated in the waiting room at each location, providing background details to our survey (See Appendix 1). We invited patients to either tell us their responses to each survey question which we noted or, complete the survey in person.

Trafalgar Medical Group Practice Morning Clinic (12 February)	Total No. Patients = 46 Completed responses on site = 20 Patients choosing to complete online = 10 Patients declined = 6
Portsdown Group Practice Kingston Cresent Surgery Morning Clinic (18 February)	Total No. Patients = 37 Completed responses on site = 26 Patients choosing to complete online = 2 Patients declined = 9
PPCA GP Extended Access Service (18:30 – 20:30)	Total No. Patients = 11 Completed responses on site = 8 Patients choosing to complete online = 1 Patients declined = 2
Total hard copy surveys completed	54
Online Submissions	58
Sample Target size	100
Total number surveys completed	**112**

Summary Results and Findings

Appendix 2 provides full details of results to all questions (Questions 1 – 13).

1. Question 1: 52% of patients in a primary care setting have heard of Pharmacy First. 48% had not heard of Pharmacy First.

   Patients also commented, revealing a range of sentiments:
   a. 13 comments were positive about PF
   b. 6 comments were neutral about PF
   c. 3 comments were negative about PF

2. Question 2 reveals variances in types of Pharmacy First conditions that patients would consider visiting their local pharmacy for. The total range covers 77.7% (sore throat) and 47.6% (shingles). (Chart 1).

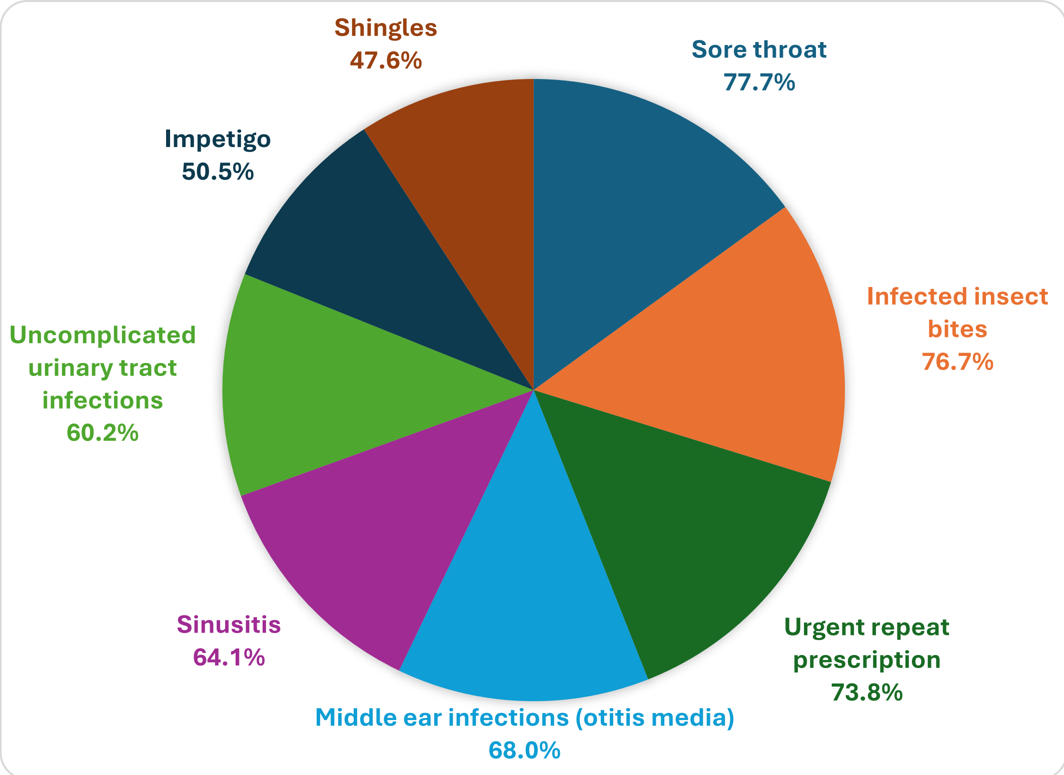


Chart 1 Patients' appetite to use PF

3. An overwhelming majority (85%) of patients surveyed are aware that pharmacies have private consulting rooms (Question 3).

4. Of the eight named reasons in Question 4 that patients told us they would use a pharmacy for (see chart 2) 82% told us that ease of access to treatments is important and 74% because they can access help without the need for an appointment.

   Of concern to the promotion of Pharmacy First is a significantly lower number of people (44%) who considered their pharmacist's expertise and advice is important for accessing treatment, confirming differences in perception and confidence between a pharmacist's expertise and that of a GP. Just one person (see Appendix 2) told us they would choose to go to their pharmacy because they are unable to get a GP appointment.

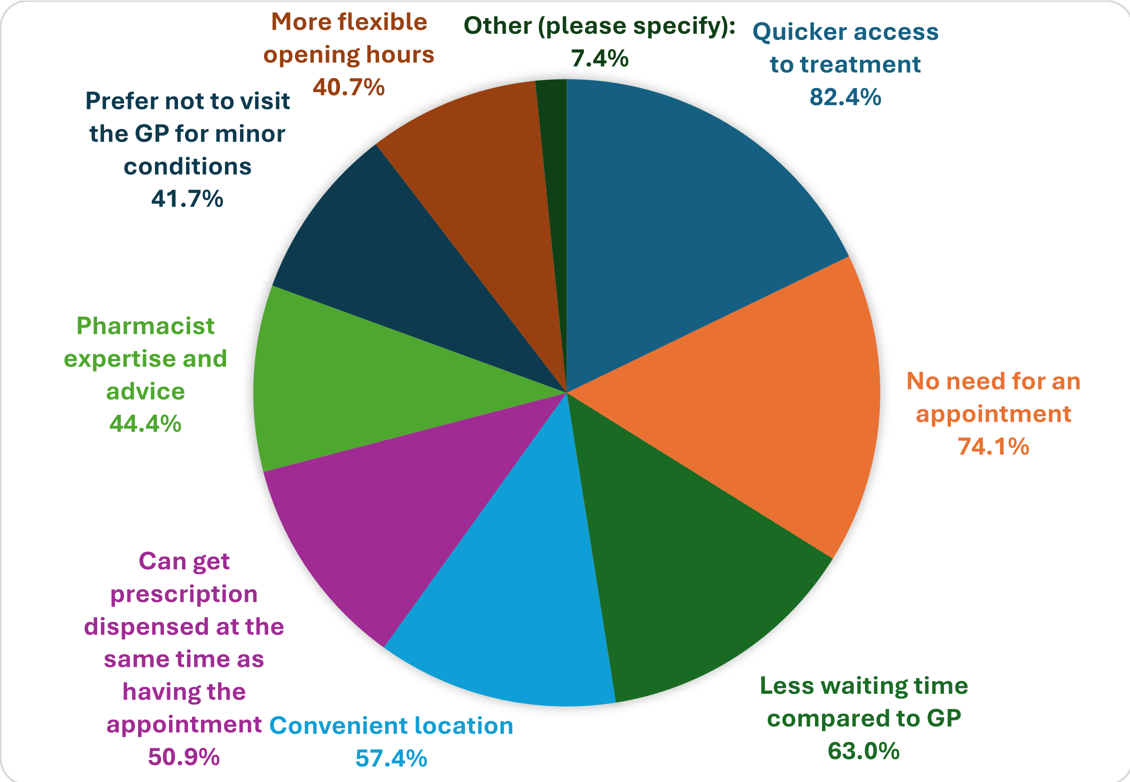


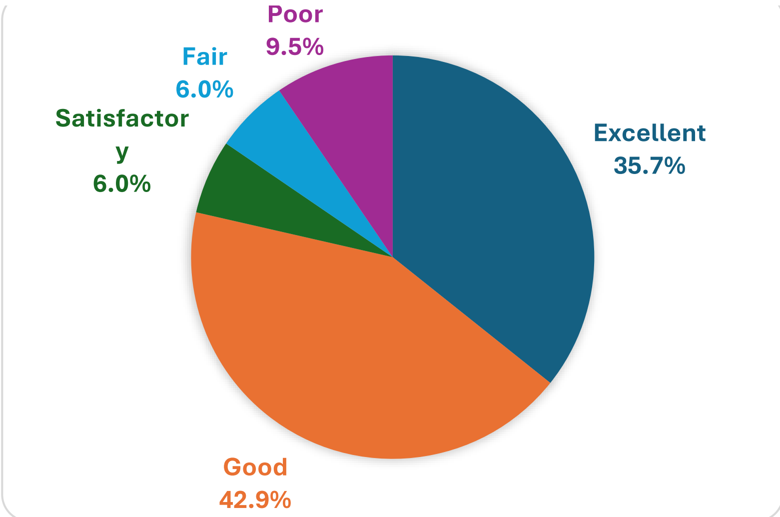
Chart 2 (Question 4)

69% of patients confirmed that they had previously used a pharmacy for treatment or advice (Question 5).

5. 84 patients rated their experiences of using Pharmacy First (Q6).

   66 patients (79%) reported these as either excellent or good.

Chart 3: Patient rating of pharmacy First experiences



6. Chart 4 shows what 86 patients said went well during their Pharmacy First visit (Q7)

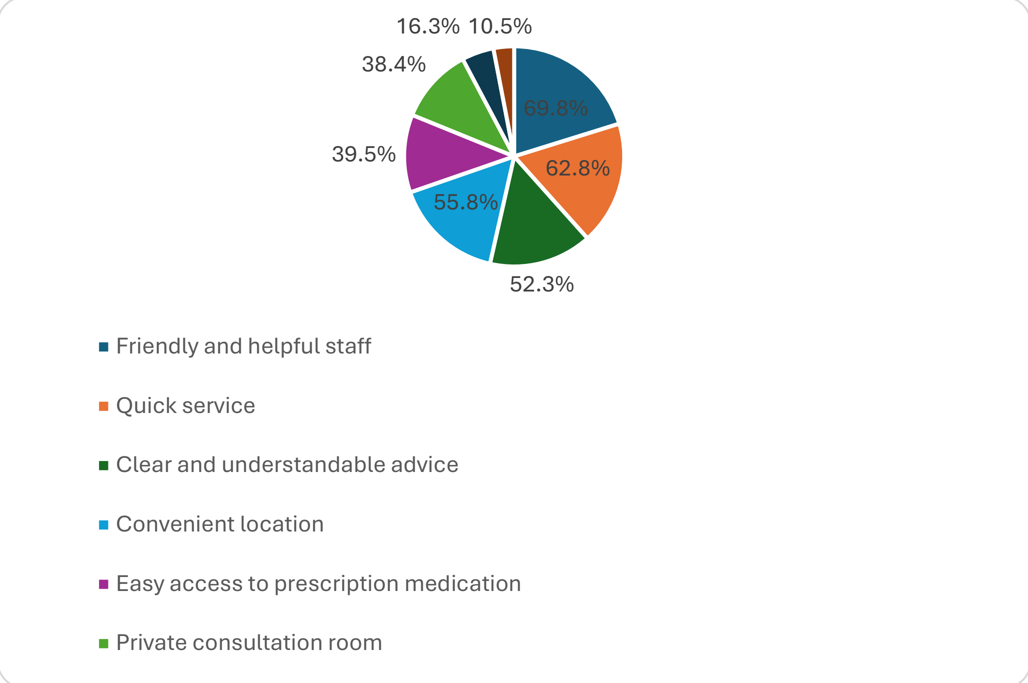


Chart 4 - Positives about PF

7. 47 patients responded to Question 8 (Was there anything that could have been improved). The main issues which were reported negatively (43% of responses) involve waiting times and staff availability at their pharmacy. While 85% of patients said (Q3) they were aware that private consulting rooms are available in pharmacies, seven people reported 'lack of privacy' as a concern in Q8. This shows a disparity between expectations and experiences with negative impacts on patients' willingness to use their pharmacy first.

8. We asked (Q9) about patients knowledge of six other matters which pharmacies are able to provide support with. Chart 5 shows percentages of knowledge among patients surveyed

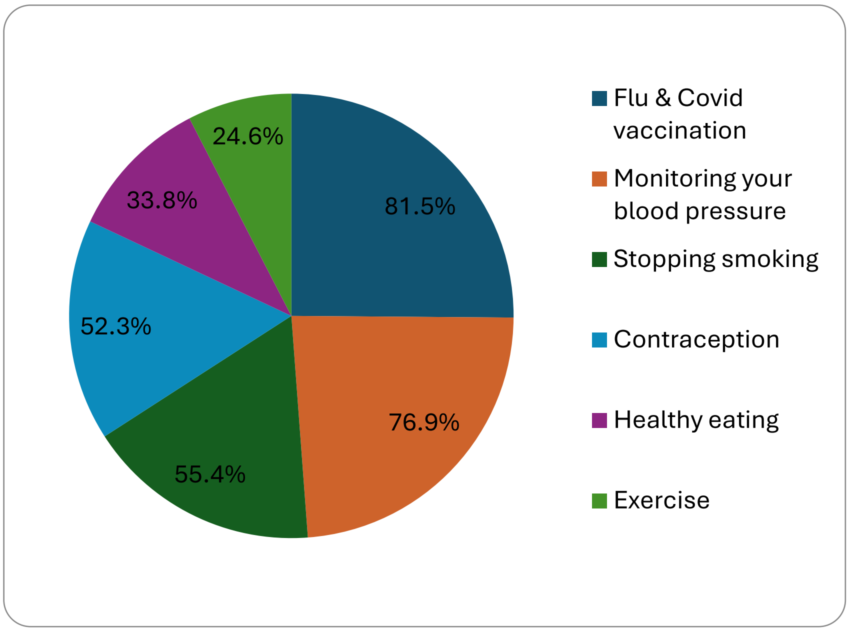


Chart 5 Patients' awareness of 'other' pharmacy support

9. Equipped with this knowledge, 88% of people who responded said they would now make use of these pharmacy services (Q10).

Patient demographic data

Three demographic data areas were included in the survey. Patients were informed that answering these questions is optional. Full results are included in Appendix 2.

Patients' Ages

87% (91 of 112) of respondents told us their age group are in the age range 25 – 79. The majority (almost equal numbers in each age groups) were in the groups 25 – 49; 50 – 64; and 65 – 79.

Ethnicity

91 patients chose to answer (Q12) about their ethnic background. Answer choices represent 11 out of 21 ethnic groupings listed (plus one option choosing not to disclose ethnic origin details.

Answer Choice		**Percentage**	**Number**
White British		80.2%	73
White Irish		4.4%	4
Asian or Asian British		4.4%	4
Bangladeshi		2.2%	2
White Other		1.1%	1
Pakistani		1.1%	1
Any other Asian background		1.1%	1
White and Black Caribbean		1.1%	1
White and black African		1.1%	1
Black or Black British		1.1%	1
African		1.1%	1
I do not wish to disclose my ethnic origin		1.1%	1
Not answered		*18.75%*	*21*
Total answers		**81.25%**	**91**

Gender Identity

33 Patients provided details of their gender identity:

Man – 4

Woman – 28

Non-binary – 1

Discussion and summary of findings

GP Practice Support

Prior to launch, we hypothesized that NHS Pharmacy First will be welcomed by GP practices in Portsmouth as it will divert demand for GP appointments to community pharmacies and thereby help release appointment access for patients with more serious illnesses and conditions. We assumed GP practices would support the promotion of Pharmacy First to patients by Healthwatch Portsmouth.

Our experience of making direct requests to GP practices and Minor Injury Unit/Urgent Treatment Centre proved more challenging than expected. We successfully obtained support from two out of ten practices because our plans and requests were escalated to the Integrated Care Board. We are grateful for the help and influence that this produced in unlocking some Practice's doors, enabling our attendance at a meeting of the Portsmouth Practice Managers Forum. We were surprised to find that this should be the case.

We found that obtaining support from Portsmouth Primary Care Alliance (PPCA) to survey patients during a GP Extended Hours Service clinic was readily forthcoming.

We are also grateful for the responses by pharmacy managers and for the additional intelligence and advice provided by Laly's pharmacies (JCL Group). This accorded with our assumption of support for Pharmacy First by Pharmacies.

Patients and Pharmacy First

Our assumption and expectation of patients welcoming the relative convenience of Pharmacy First with access to treatments for minor infections and illnesses without 'struggling' to obtain GP appointments has been validated in part.

The timing of our survey (one year since Pharmacy First was launched) is intended to provide an early indication of patients' awareness and willingness to make use of their local pharmacies first to treat minor conditions.

Our survey highlighted that less than half of patients (44%) view a pharmacist's expertise and advice as being important when accessing them for advice and treatment. Additional comments by some patients add weight to wider patient concerns about pharmacies being honest (non-profit driven) brokers of health treatments when compared to NHS GPs / doctors.

It is possible that this is a wide and entrenched public perception. If true, it will present significant challenges to pharmacies and others seeking to reverse perceptions and behaviours and simultaneously increase levels of trust in pharmacies as skilled, default first points of contact for help in treating minor medical conditions.

Several concerns were voiced among patient experiences from using Pharmacy First in its first year of operation. Changes in GP practices towards early care navigation of patients contacting their practice will lead to patients being encouraged or directed to their pharmacy.

Our findings suggest that there are limited and varying levels of capacity among local pharmacies to provide Pharmacy First, including managing patient expectations / patients waiting areas, waiting times (appointment systems?), communications, and ensure patient privacy in often busy shop premises are each matters that challenge pharmacies workforce and resources.

Based on our findings, patients should have clear and clearly communicated information (in all suitable formats and languages) about Pharmacy First which are developed with patients including details about times, availability, and how to access the service.

By diverting demand away from GP practices and into pharmacies, there is a corresponding risk resulting from inadequately resourced and designed systems for access and capacity, that systemic problems and experiences in pharmacies will replace those that have been felt in GP services.

Changes should be understood so that they are normalized and followed by patients, pharmacies and referring GP practices.

Just 29% of our survey sample responded to the question about gender identity. This is a comparatively lower proportion than responses to other demographic questions in the survey. We acknowledge concerns relating to disclosing gender identity details as being reflective of reservations and concerns held more widely by people with protected characteristics under the Equality Act 2010.

Recommendations

1. It is crucial that consistent messaging and plans that address perceptions that pharmacists/pharmacies are 'less trustworthy' than doctors in treating patients are put in place. Importantly, plans should be coordinated across pharmacies, primary care and Health and Care Portsmouth to emphasize pharmacists' skills.
2. Care navigation: that comparative quantitative data and qualitative information held within GP practices should be gathered to identify and inform future successes in directing patients to Pharmacy First. (e.g. patients returning to their GP practice when they have not followed a previous direction to Pharmacy First)
3. That pharmacies gather data from patients who self-refer for Pharmacy First treatments.
4. That patient communications (using language translations and Easy Read formats) about Pharmacy First are developed with patients
5. That GP practices consider how patients whose communication needs fall within the scope of the Accessible Information Standard are directed to a Pharmacy First service.
6. That common service standards are developed and applied which aim to reduce confusion and instances of failure to access by patients; and to proactively prevent resistance to using Pharmacy First. This should include clearly publicized service details (times, availability, appointment booking etc.).

Appendix 1- Pharmacy First Survey

1 - Have you heard about Pharmacy First before?

a. Yes
b. No

2 - Would you consider visiting your local pharmacy for assessment and getting treatment of any of the following conditions? Please select all that apply

a. Middle ear infections (otitis media)
b. Impetigo
c. Infected insect bites
d. Shingles
e. Sinusitis
f. Sore throat
g. Uncomplicated urinary tract infections
h. Urgent repeat prescription

3 - Did you know that pharmacies have private consultation rooms and that you may be able to see a pharmacist without an appointment?

a. Yes
b. No

4 - What would be your main reasons for choosing to get treatment from your local pharmacy? Please select all that apply

a. Quicker access to treatment
b. No need for an appointment
c. Convenient location
d. Less waiting time compared to GP
e. Pharmacist expertise and advice
f. More flexible opening hours
g. Prefer not to visit the GP for minor conditions
h. Can get prescription dispensed at the same time as having the appointment
i. Other (please specify):

5 - Have you previously received treatment or advice for health condition from a pharmacy?

a. Yes
b. No

If yes, which pharmacy did you visit?

6 - How would you rate your recent experience with the Pharmacy First service? Please consider factors like service quality, pharmacist interaction, and overall satisfaction

a. Excellent
b. Good
c. Satisfactory
d. Fair
e. Poor

7 - What went well during your visit? Please select all that apply

a. Friendly and helpful staff
b. Quick service
c. Clear and understandable advice
d. Convenient location
e. Easy access to prescription medication
f. Private consultation room
g. Pharmacist notified my GP practice so that the

consultation is in my medical records

h. Other (please specify):

8 - Was there anything that could have been improved? Please select all that apply

a. Waiting time
b. Lack of privacy
c. Insufficient explanation of treatment
d. Staff availability
e. Difficulty accessing prescription medication
f. Other (please specify):

9 - Did you know that your pharmacy can help you access support with:

a. Healthy eating
b. Exercise
c. Stopping smoking
d. Monitoring your blood pressure
e. Contraception
f. Flu and COVID vaccinations

10 - Now that you know this, would you consider seeking help from your pharmacy in the future for any of these services?

a. Yes
b. No
c. Don't know

11 - What is your age?

a. 18-24
b. 25-49
c. 50-64
d. 65-79
e. 80+
f. Prefer not to say

12 - What is your ethnicity?

a. White British
b. White Irish
c. White Gypsy or Irish Traveller
d. White Other
e. Asian or Asian British
f. Indian
g. Pakistani
h. Bangladeshi
i. Any other Asian background
j. Mixed White and Black Caribbean
k. Mixed white and black African
l. Mixed white and Asian
m. Any other mixed background
n. Black or black British
o. Caribbean
p. African
q. Any other black background
r. Other ethnic group
s. Chinese

13 - What is your postcode?

a. PO1
b. PO2
c. PO3
d. PO4
e. PO5
f. PO6

Appendix 2 – Tables of results

Q1: Have you heard about Pharmacy First before?				
Answer Choice		**Response Percent**	**Response Total**	**Variance**
1	Yes	47.7%	53	5 (4.5%)
2	No	52.3%	58	
Total Responses			111	
If yes, please briefly describe what you know about the service			No. Comments in relation to this question	Sentiment of response
			22 (20%)	13 positive 6 neutral 3 negative

Q2: Would you consider visiting your local pharmacy for assessment and getting treatment of any of the following conditions? Please select all that apply			
Answer Choice		**Response Percent**	**Response Total**
1	Sore throat	77.7%	80
2	Infected insect bites	76.7%	79
3	Urgent repeat prescription	73.8%	76
4	Middle ear infections (otitis media)	68.0%	70
5	Sinusitis	64.1%	66
6	Uncomplicated urinary tract infections	60.2%	62
7	Impetigo	50.5%	52
8	Shingles	47.6%	49
		Total no. who answered Q2	**103**

Q3: Did you know that pharmacies have private consultation rooms and that you may be able to see a pharmacist without an appointment?			
Answer Choice		**Response Percent**	**Response Total**
1	Yes	84.7%	94
2	No	15.3%	17
		answered	**111**

Q4: What would be your main reasons for choosing to get treatment from your local pharmacy? Please select all that apply			
Answer Choice		**Response Percent**	**Response Total**
1	Quicker access to treatment	82.4%	89

2	No need for an appointment	74.1%	80
3	Less waiting time compared to GP	63.0%	68
4	Convenient location	57.4%	62
5	Can get prescription dispensed at the same time as having the appointment	50.9%	55
6	Pharmacist expertise and advice	44.4%	48
7	Prefer not to visit the GP for minor conditions	41.7%	45
8	More flexible opening hours	40.7%	44
9	Other (please specify):	7.4%	8
		answered	**108**

Q4: Comments	**Sentiment towards PF**
"I was so naive they can help me, but truth is they only want to sell more products. GPs and lots of pharmacists are salesmen in white coats"	Distrusting
"I do feel that there may be special fields in treatments that could be embarrassing to share with a chemist"	Distrusting
"My GP sent me there rather than issue a prescription"	Unclear
"Can't get a GP appointment"	Affirming

Q5: Have you previously received treatment or advice for health condition from a pharmacy?

Answer Choice		**Response Percent**	**Response Total**
1	Yes	69.4%	77
2	No	30.6%	34
		answered	**111**

Q6: How would you rate your recent experience with the Pharmacy First service? Please consider factors like service quality, pharmacist interaction, and overall satisfaction.

Answer Choice		**Response Percent**	**Response Total**
1	Excellent	35.7%	30
2	Good	42.9%	36
3	Satisfactory	6.0%	5
4	Fair	6.0%	5
5	Poor	9.5%	8
		answered	**84**

Q7: What went well during your visit (to PF)? Please select all that apply

Answer Choice		**Response Percent**	**Response Total**
1	Friendly and helpful staff	69.8%	60

2	Quick service	62.8%	54
3	Clear and understandable advice	52.3%	45
4	Convenient location	55.8%	48
5	Easy access to prescription medication	39.5%	34
6	Private consultation room	38.4%	33
7	Pharmacist notified my GP practice so that the consultation is in my medical records	16.3%	14
8	Other (please specify):	10.5%	9
		answered	**86**

Q8: Was there anything that could have been improved? Please select all that apply

Answer Choice		Response Percent	Response Total
1	Other (please specify): - See comments	51.1%	24
2	Staff availability	23.4%	11
3	Waiting time	19.1%	9
4	Lack of privacy	14.9%	7
5	Difficulty accessing prescription medication	10.6%	5
6	Insufficient explanation of treatment	4.3%	2
		answered	**47**

Q9: Did you know that your pharmacy can help you access support with

Answer Choice		Response Percent	Response Total
1	Flu & Covid vaccination	81.5%	53
2	Monitoring your blood pressure	76.9%	50
3	Stopping smoking	55.4%	36
4	Contraception	52.3%	34
5	Healthy eating	33.8%	22
6	Exercise	24.6%	16
		answered	**65**

Q10: Now that you know this, would you consider seeking help from your pharmacy in the future for any of these services?

Answer Choice		Response Percent	Response Total
1	Yes	80.8%	80
2	No	5.1%	5

3	Don't Know	14.1%	14
		answered	**99**

Patients' demographic information

What is your age?			
Answer Choice		**Response Percent**	**Response Total**
1	18-24	7.7%	7
2	25-49	27.5%	25
3	50-64	30.8%	28
4	65-79	28.6%	26
5	80+	5.5%	5
6	Prefer not to say	0.0%	0
		answered	**91**
		skipped	**21**

What is your ethnicity?			
Answer Choice		**Response Percent**	**Response Total**
1	White British	80.2%	73
2	White Irish	4.4%	4
3	Asian or Asian British	4.4%	4
4	Bangladeshi	2.2%	2
5	White Other	1.1%	1
6	Pakistani	1.1%	1
7	Any other Asian background	1.1%	1
8	White and Black Caribbean	1.1%	1
9	White and black African	1.1%	1
10	Black or Black British	1.1%	1
11	African	1.1%	1
12	I do not wish to disclose my ethnic origin	1.1%	1
	Not answered	*18.75%*	*21*
	Total answers	**81.25%**	**91**

What is your gender identity?

Answer Choice		Response Percent	Response Total
1	Man	12.1%	4
2	Woman	84.8%	28
3	Non-binary	3.0%	1
4	Transgender M to F	0.0%	0
5	Transgender F to M	0.0%	0
6	Prefer to self describe	0.0%	0
7	Prefer not to say	0.0%	0
		answered	**33**
		skipped	**79**

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