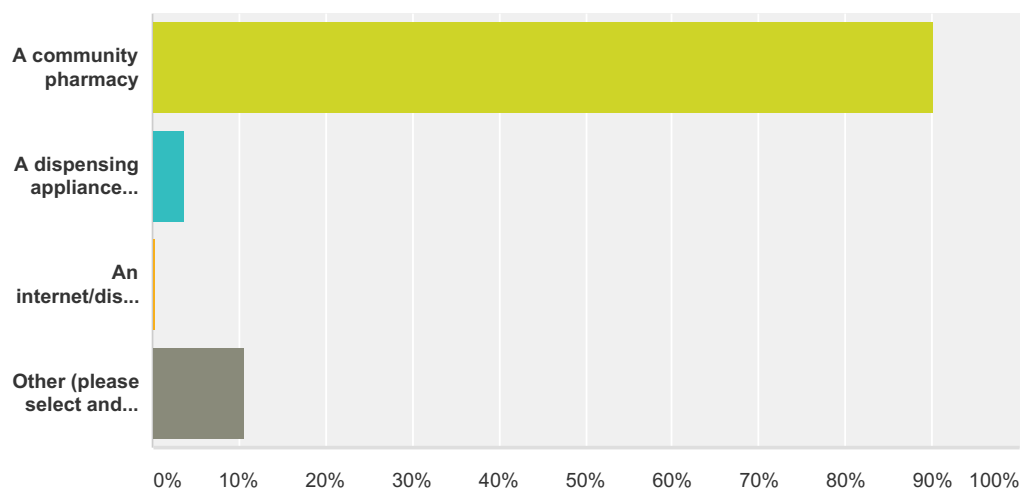


Q1 Which of the following services do you use? (Please select all that apply)

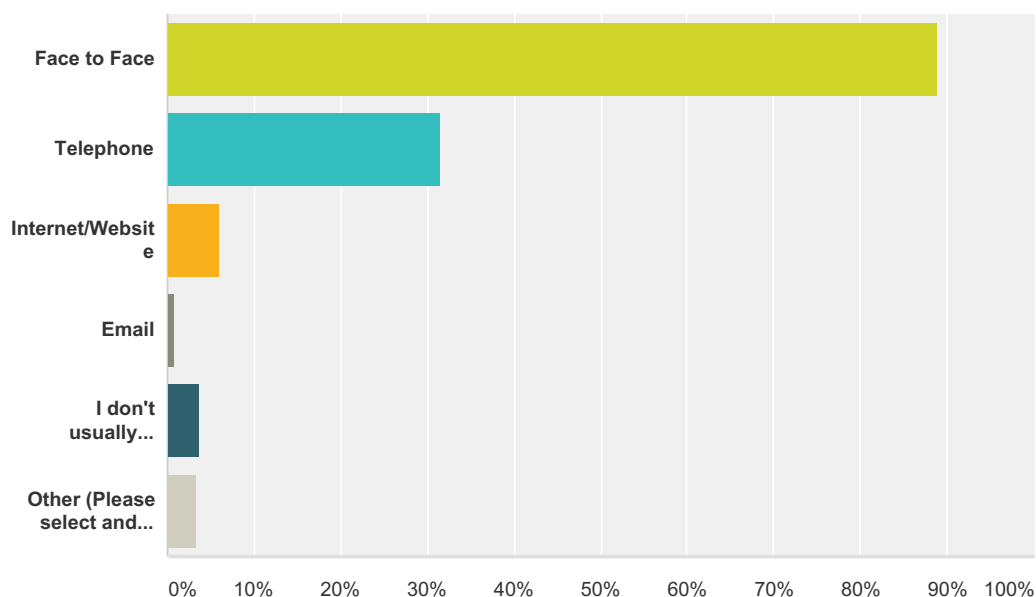
Answered: 215 Skipped: 2



Answer Choices	Responses	
A community pharmacy	90.23%	194
A dispensing appliance contractor	3.72%	8
An internet/distance selling pharmacy	0.47%	1
Other (please select and specify)	10.70%	23
Total Respondents: 215		

Q2 What methods do you use to communicate with your usual pharmacy? (Please select all that apply)

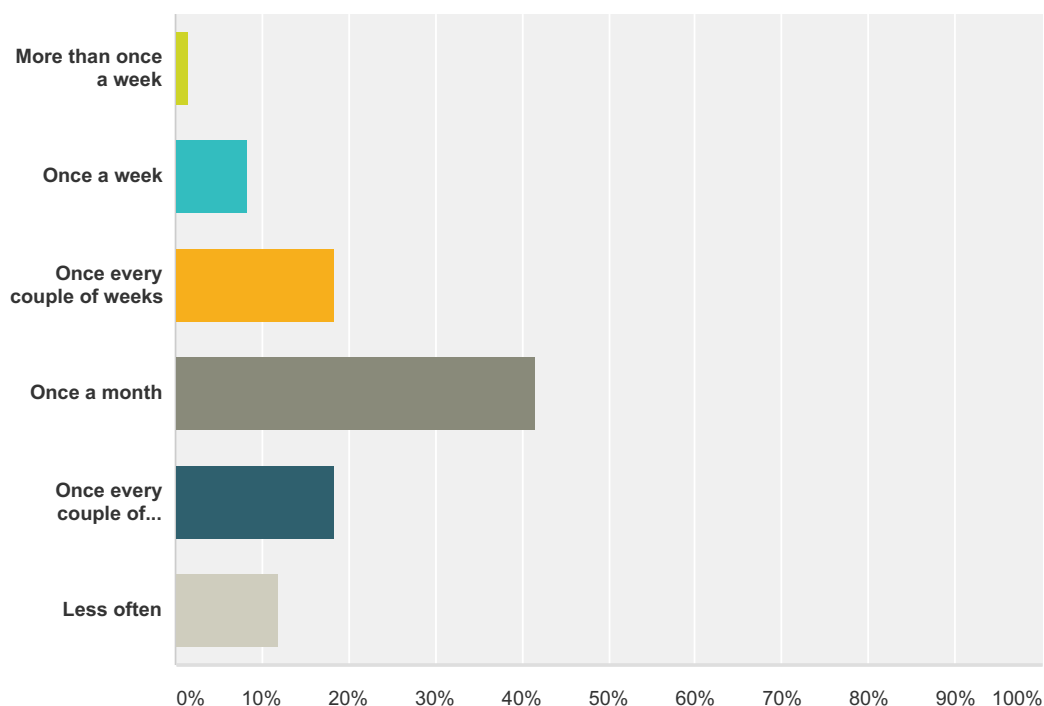
Answered: 215 Skipped: 2



Answer Choices	Responses	
Face to Face	88.84%	191
Telephone	31.63%	68
Internet/Website	6.05%	13
Email	0.93%	2
I don't usually communicate with my pharmacy	3.72%	8
Other (Please select and specify)	3.26%	7
Total Respondents: 215		

Q3 How often would you say you use a pharmacy for health purposes? (Please select one box only)

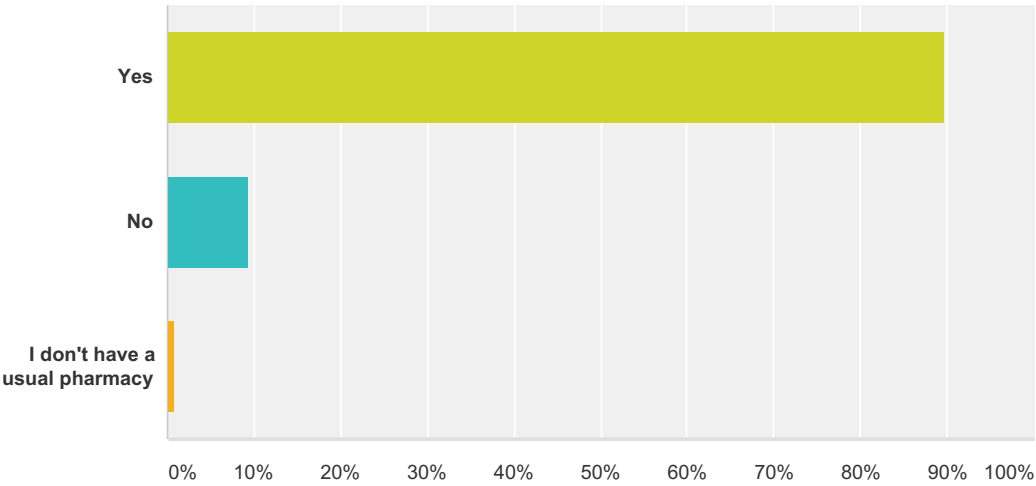
Answered: 217 Skipped: 0



Answer Choices	Responses	
More than once a week	1.38%	3
Once a week	8.29%	18
Once every couple of weeks	18.43%	40
Once a month	41.47%	90
Once every couple of months	18.43%	40
Less often	11.98%	26
Total		217

Q4 Do you usually use the same pharmacy?

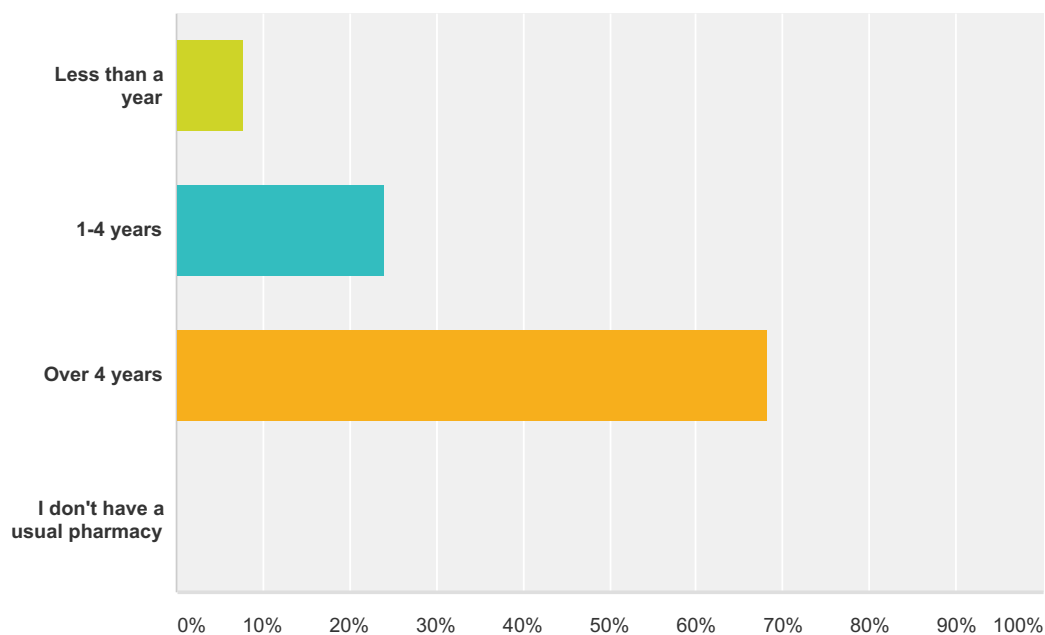
Answered: 214 Skipped: 3



Answer Choices	Responses	
Yes	89.72%	192
No	9.35%	20
I don't have a usual pharmacy	0.93%	2
Total		214

Q5 How long have you been using your usual pharmacy?

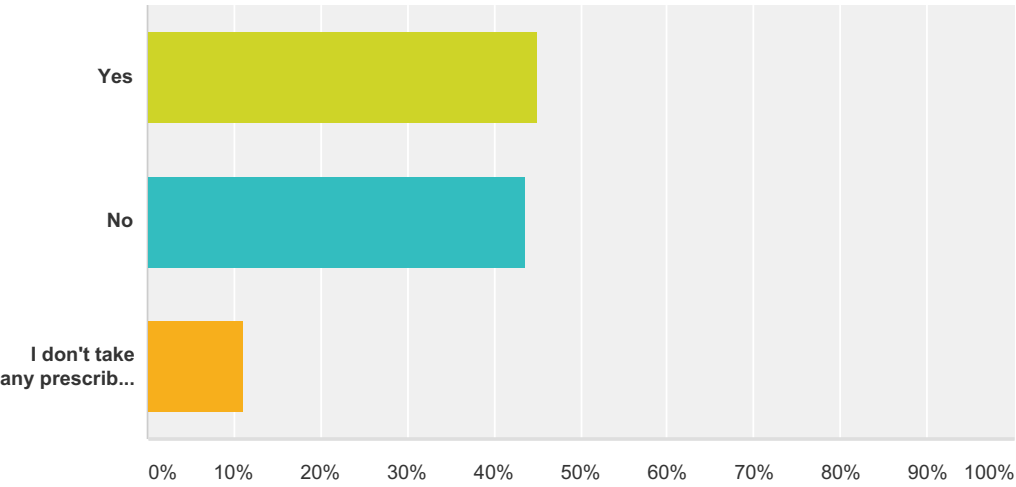
Answered: 195 Skipped: 22



Answer Choices	Responses	
Less than a year	7.69%	15
1-4 years	24.10%	47
Over 4 years	68.21%	133
I don't have a usual pharmacy	0.00%	0
Total		195

Q6 In the last 12 months have you been offered and/or had a medicines use review with your pharmacist?

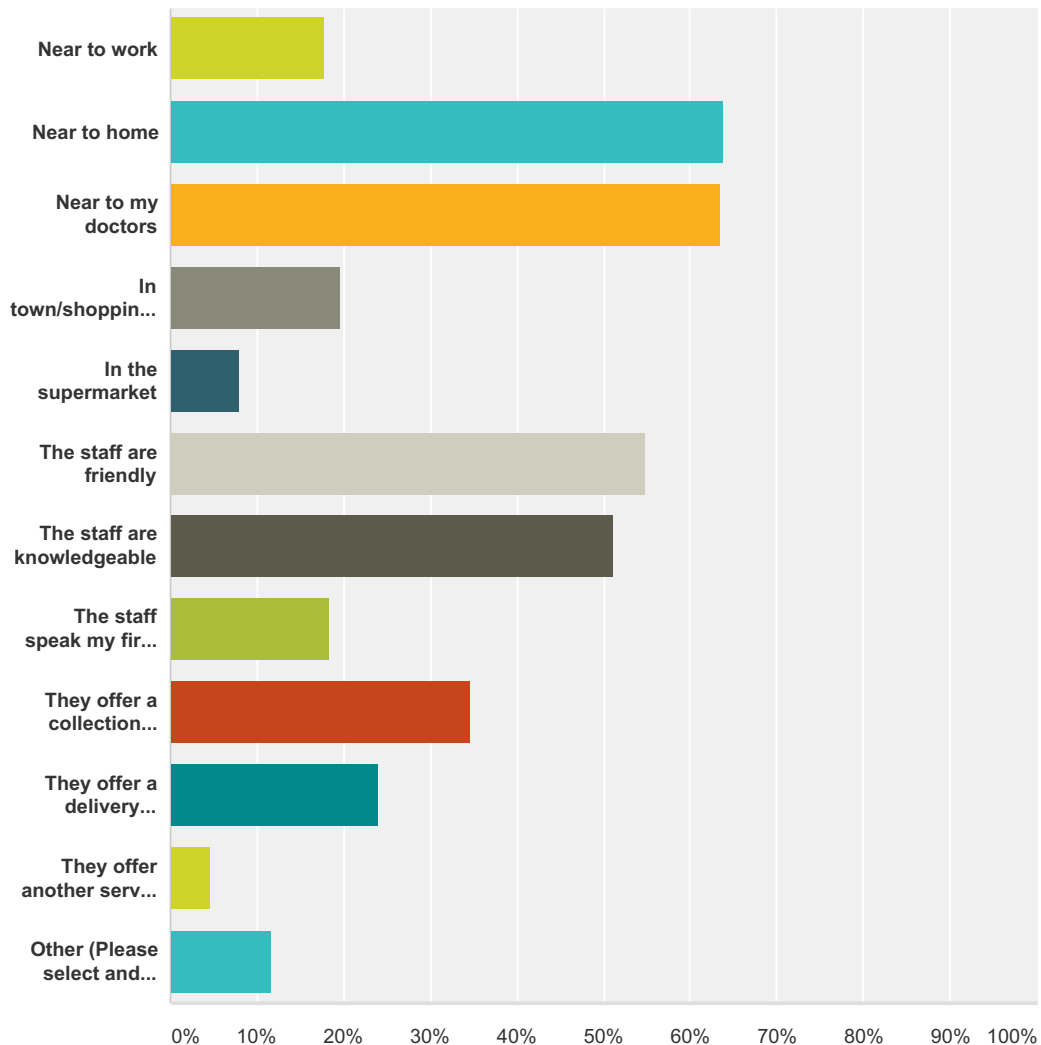
Answered: 206 Skipped: 11



Answer Choices	Responses	
Yes	45.15%	93
No	43.69%	90
I don't take any prescribed medicines	11.17%	23
Total		206

Q7 Why do you use your usual pharmacy? (Please select all that apply)

Answered: 213 Skipped: 4



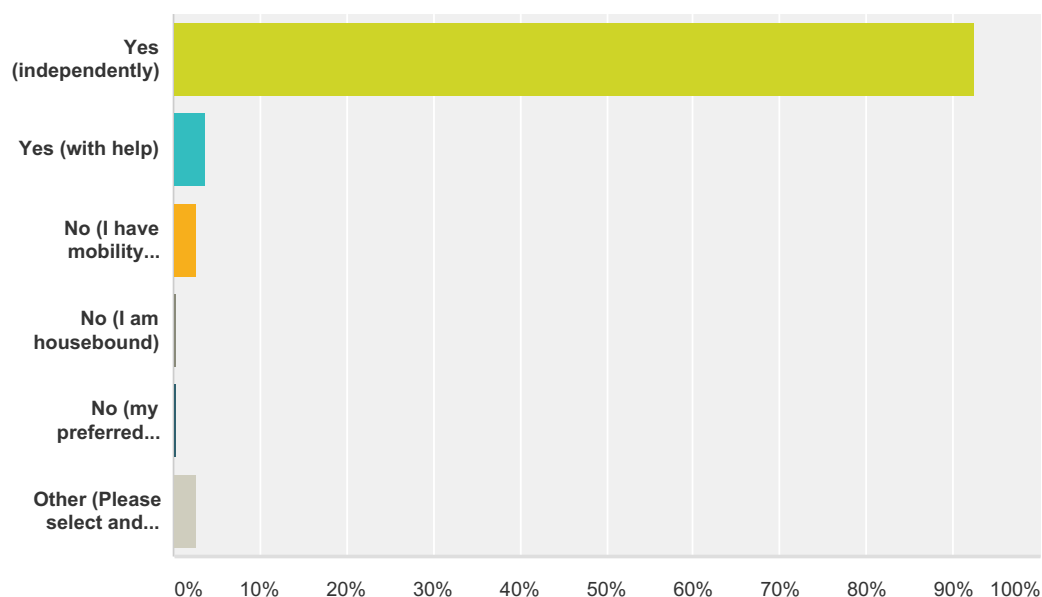
Answer Choices	Responses
Near to work	17.84% 38
Near to home	63.85% 136
Near to my doctors	63.38% 135
In town/shopping area	19.72% 42
In the supermarket	7.98% 17
The staff are friendly	54.93% 117
The staff are knowledgeable	51.17% 109
The staff speak my first language	18.31% 39
They offer a collection service	34.74% 74
They offer a delivery service	23.94% 51
They offer another service which I use	4.69% 10

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Other (Please select and specify)	11.74%	25
Total Respondents: 213		

Q8 Are you able to get to a pharmacy of your choice? (Please select all that apply)

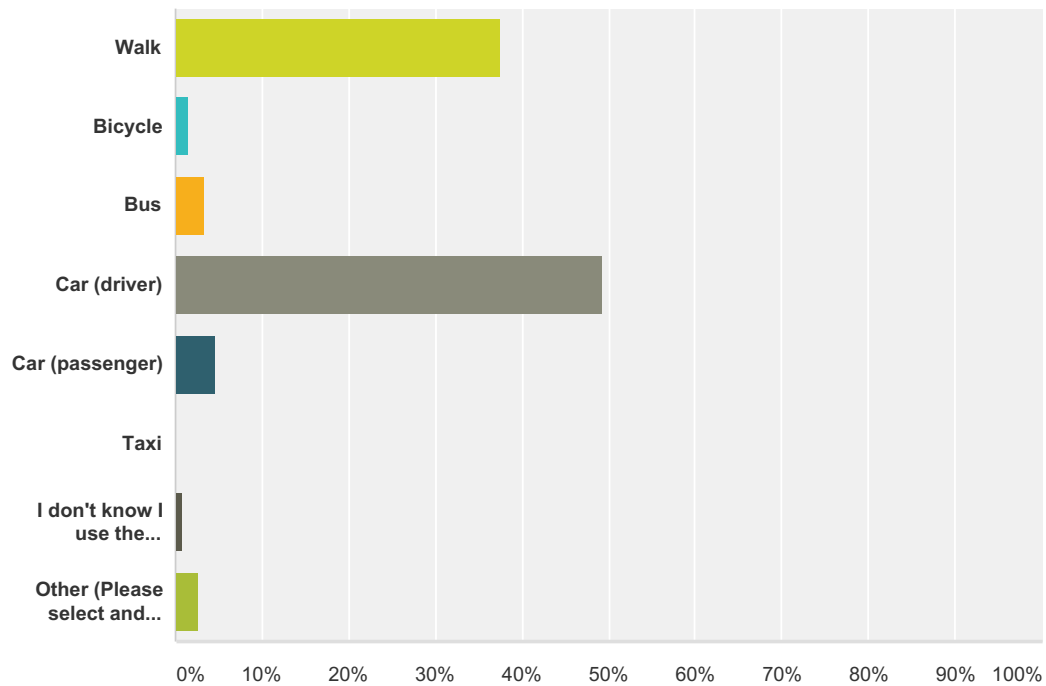
Answered: 214 Skipped: 3



Answer Choices	Responses	
Yes (independently)	92.52%	198
Yes (with help)	3.74%	8
No (I have mobility issues)	2.80%	6
No (I am housebound)	0.47%	1
No (my preferred pharmacy does not have suitable access for my needs)	0.47%	1
Other (Please select and specify)	2.80%	6
Total Respondents: 214		

Q9 How do you usually travel to your pharmacy?

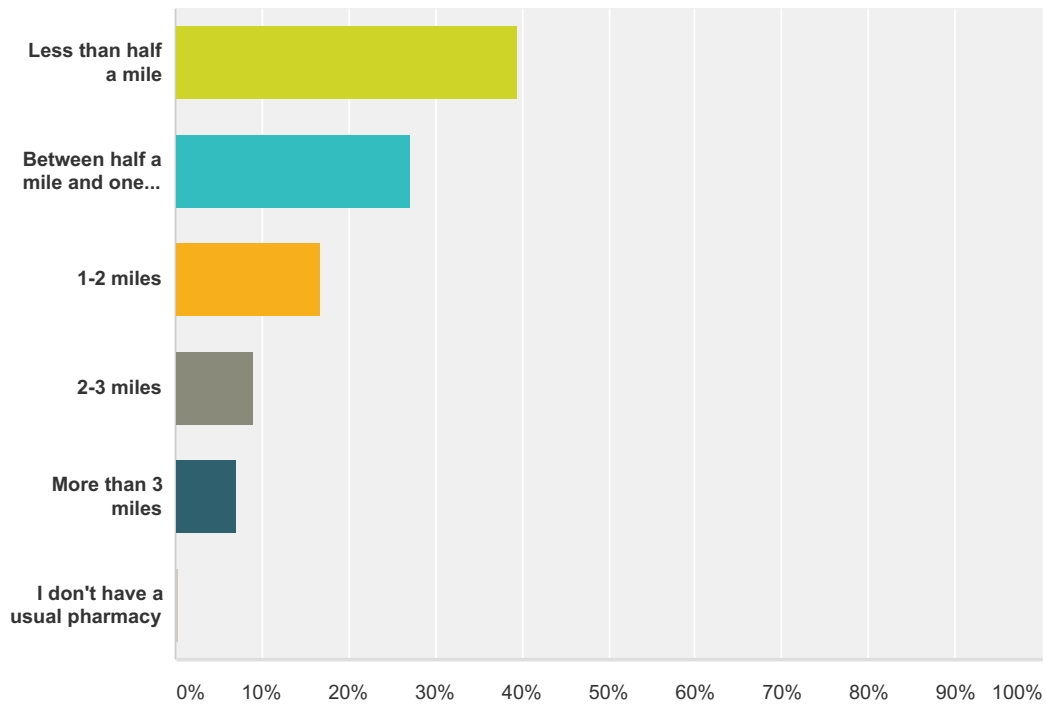
Answered: 213 Skipped: 4



Answer Choices	Responses	
Walk	37.56%	80
Bicycle	1.41%	3
Bus	3.29%	7
Car (driver)	49.30%	105
Car (passenger)	4.69%	10
Taxi	0.00%	0
I don't know I use the pharmacy delivery service	0.94%	2
Other (Please select and specify)	2.82%	6
Total		213

Q10 How far do you currently travel to your usual pharmacy?

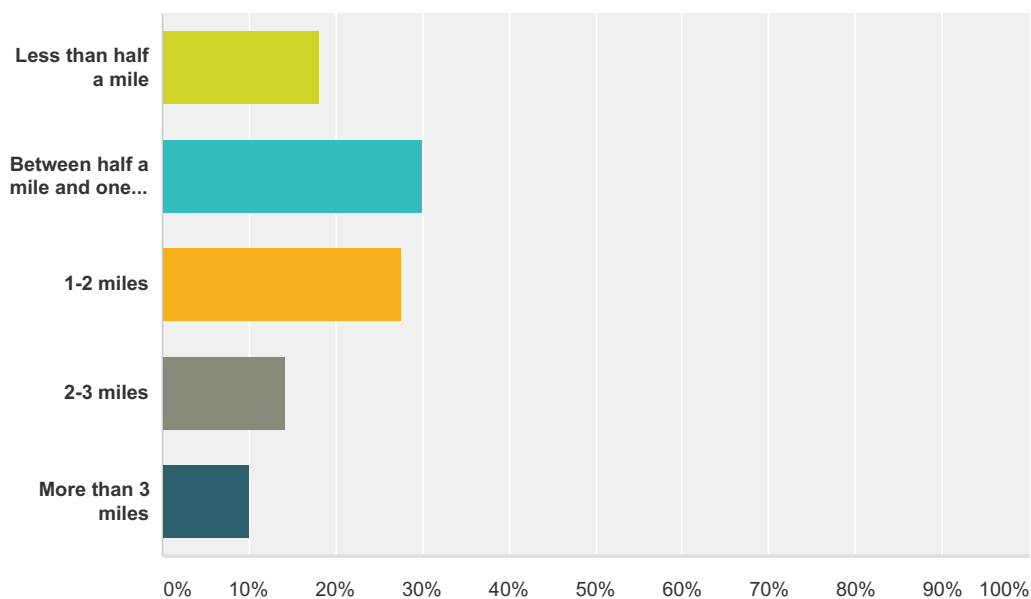
Answered: 210 Skipped: 7



Answer Choices	Responses	
Less than half a mile	39.52%	83
Between half a mile and one mile	27.14%	57
1-2 miles	16.67%	35
2-3 miles	9.05%	19
More than 3 miles	7.14%	15
I don't have a usual pharmacy	0.48%	1
Total		210

Q11 How far would you be willing to travel to a pharmacy?

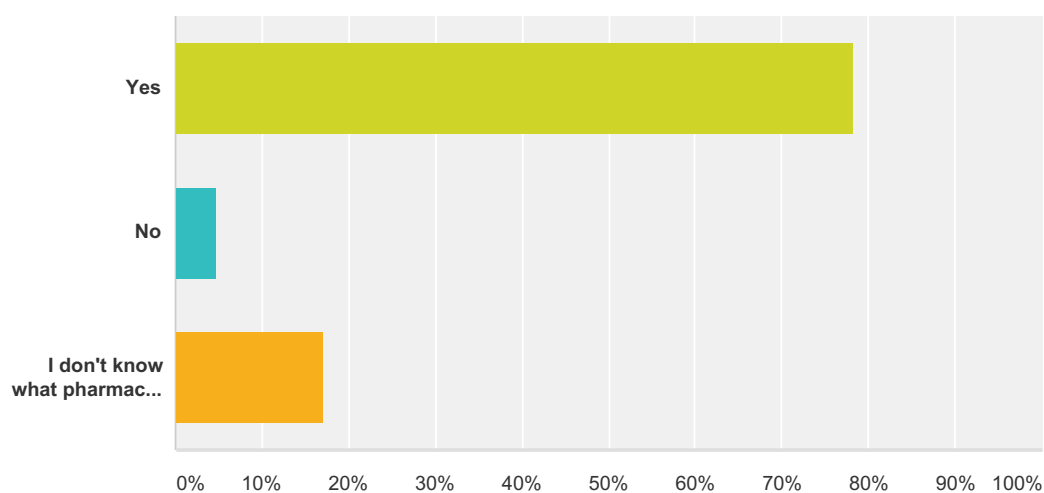
Answered: 210 Skipped: 7



Answer Choices	Responses	
Less than half a mile	18.10%	38
Between half a mile and one mile	30.00%	63
1-2 miles	27.62%	58
2-3 miles	14.29%	30
More than 3 miles	10.00%	21
Total		210

Q12 Are you able to access all the services your pharmacy offers in a way you would choose to?

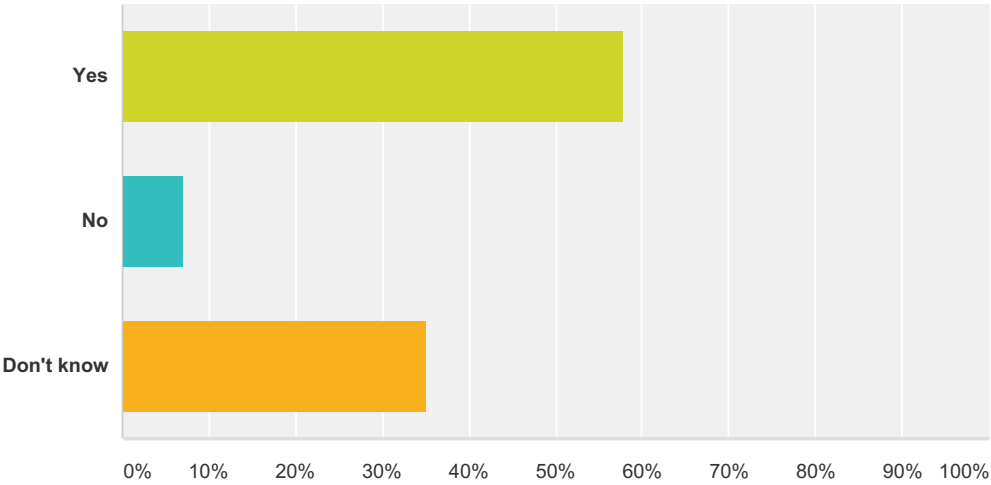
Answered: 211 Skipped: 6



Answer Choices	Responses	
Yes	78.20%	165
No	4.74%	10
I don't know what pharmacy services are available to me	17.06%	36
Total		211

Q13 Does your usual pharmacy offer a prescription delivery service?

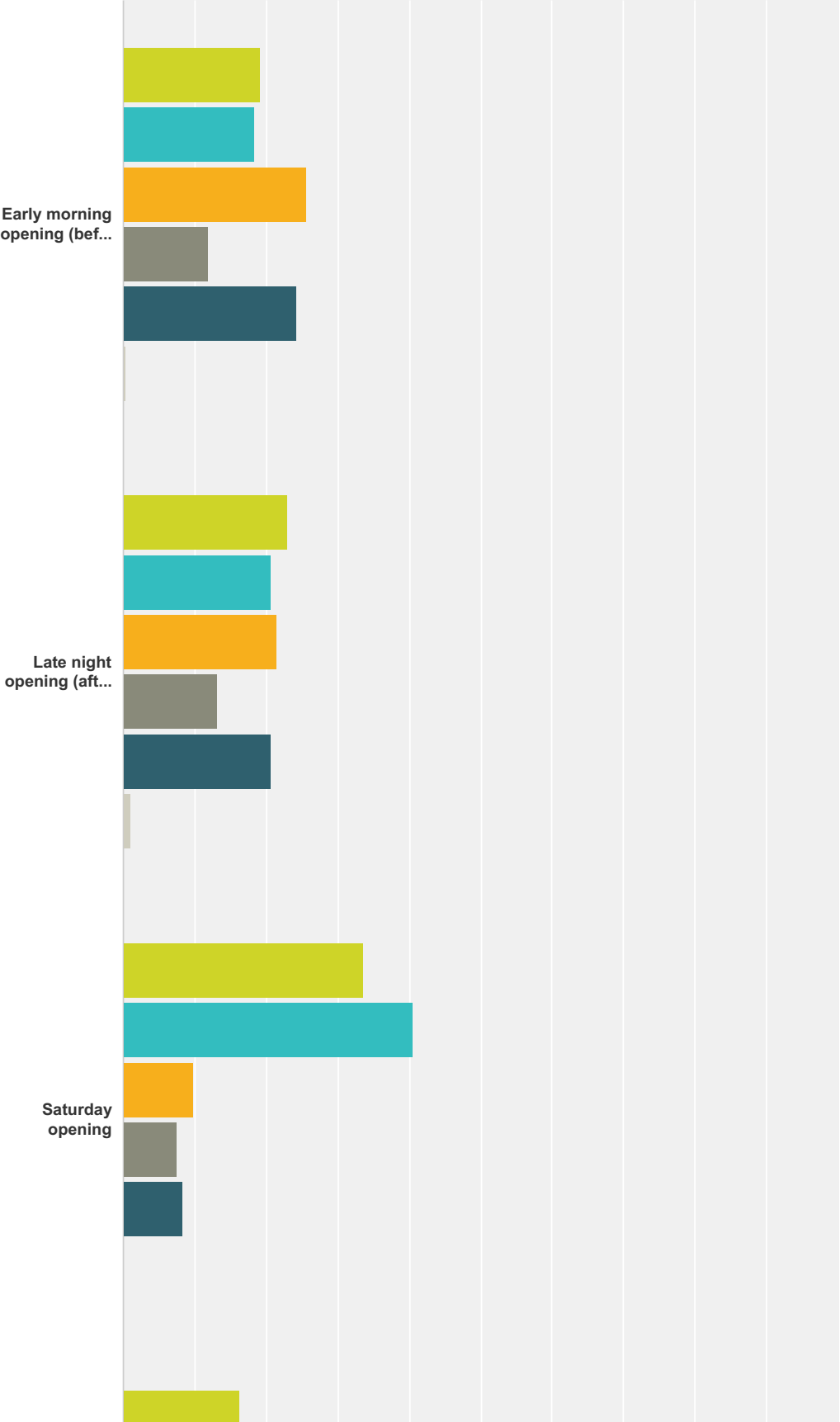
Answered: 199 Skipped: 18



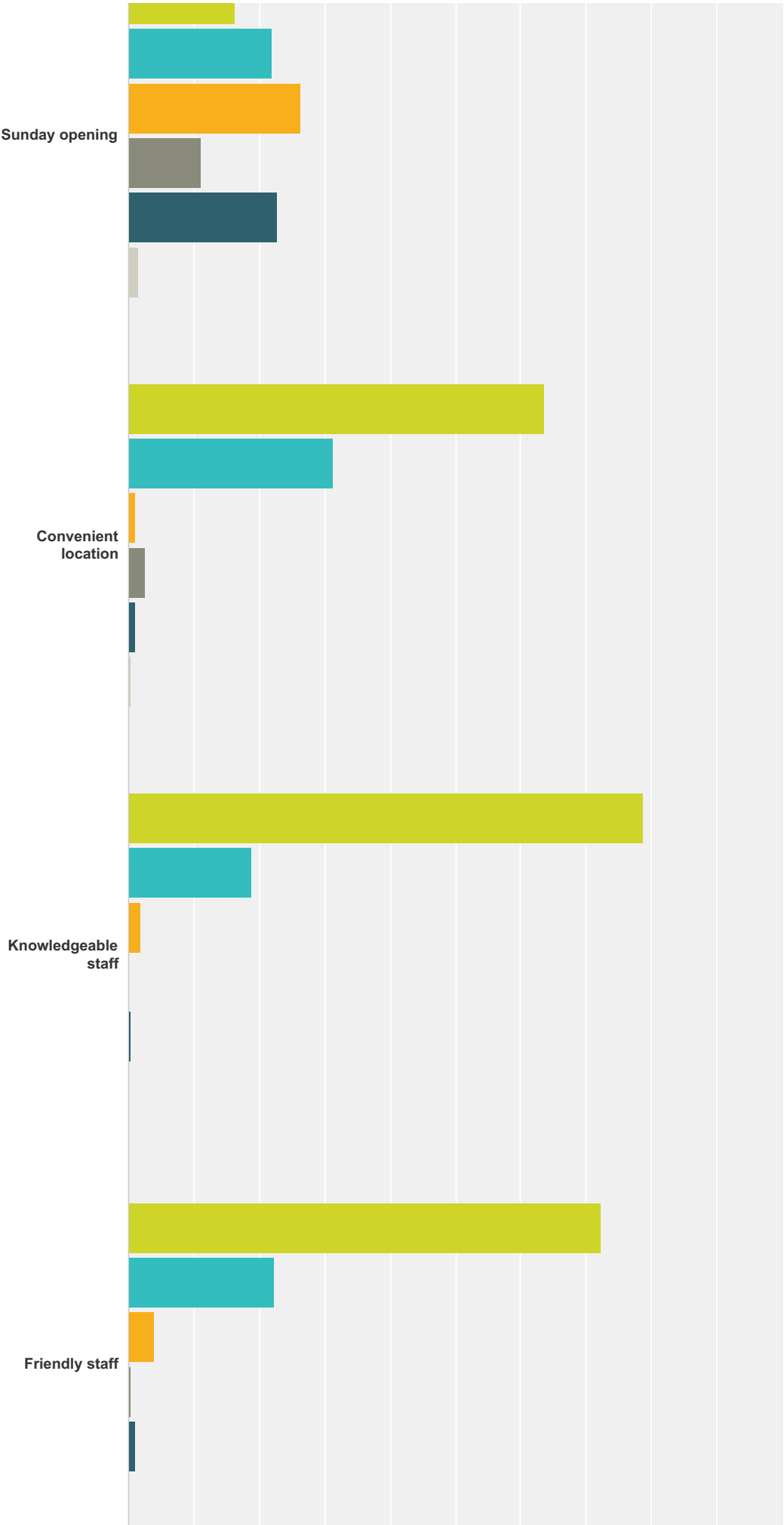
Answer Choices	Responses	
Yes	57.79%	115
No	7.04%	14
Don't know	35.18%	70
Total		199

Q14 Please tell us how important (or otherwise) the following community pharmacy features and services are to you. (Please select one box on each row)

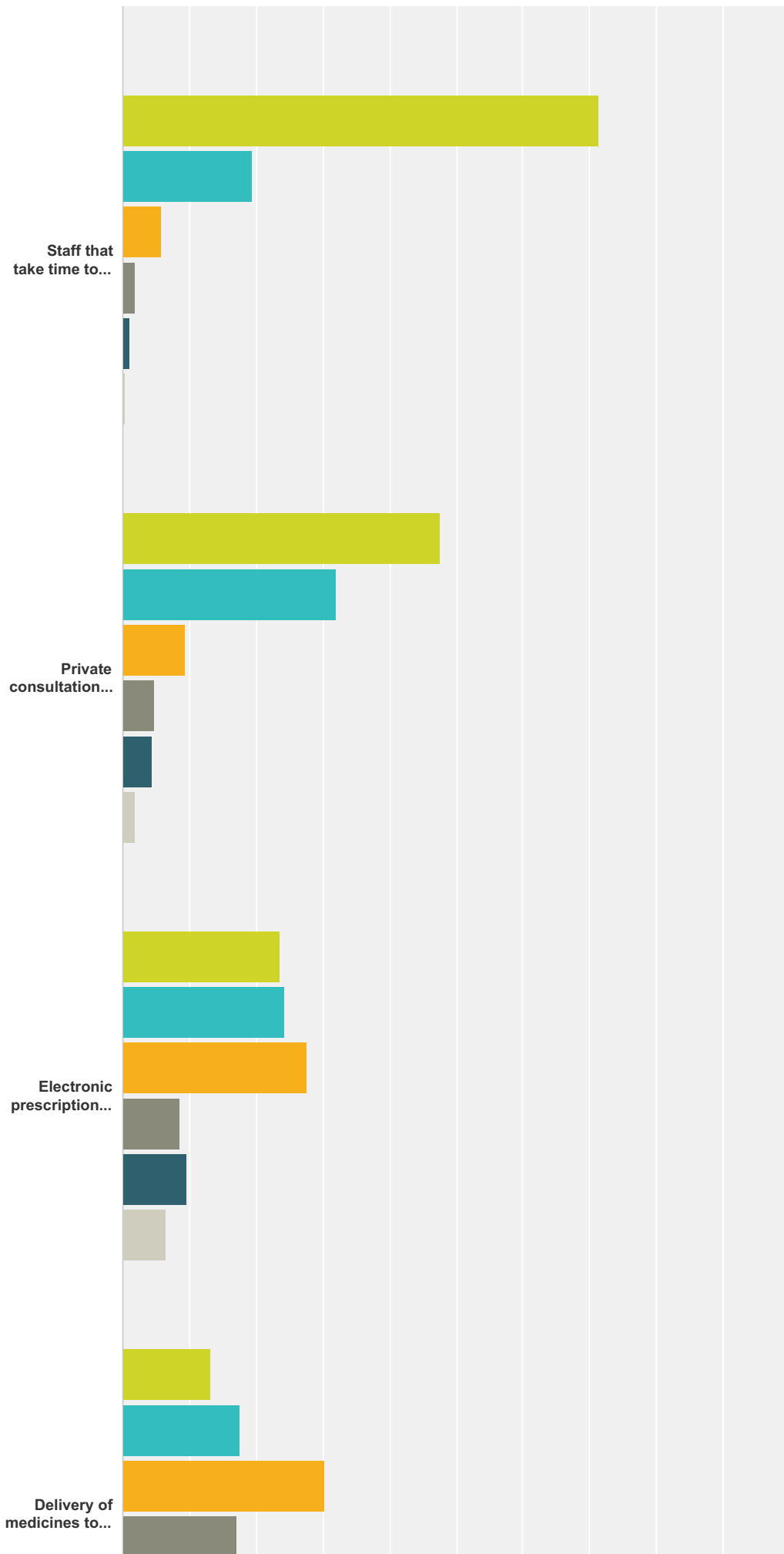
Answered: 210 Skipped: 7



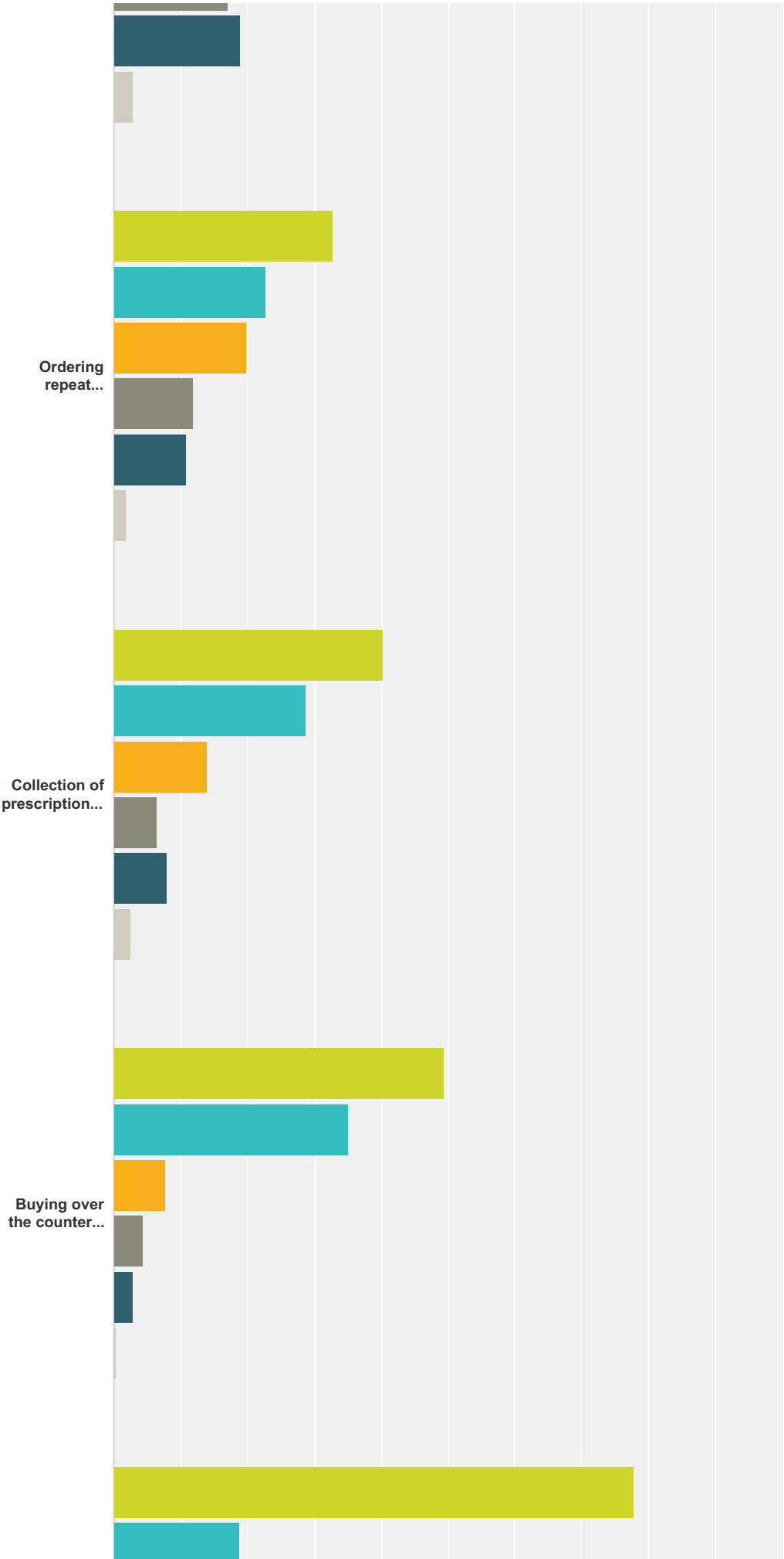
Derbyshire and Derby City Pharmacy Services



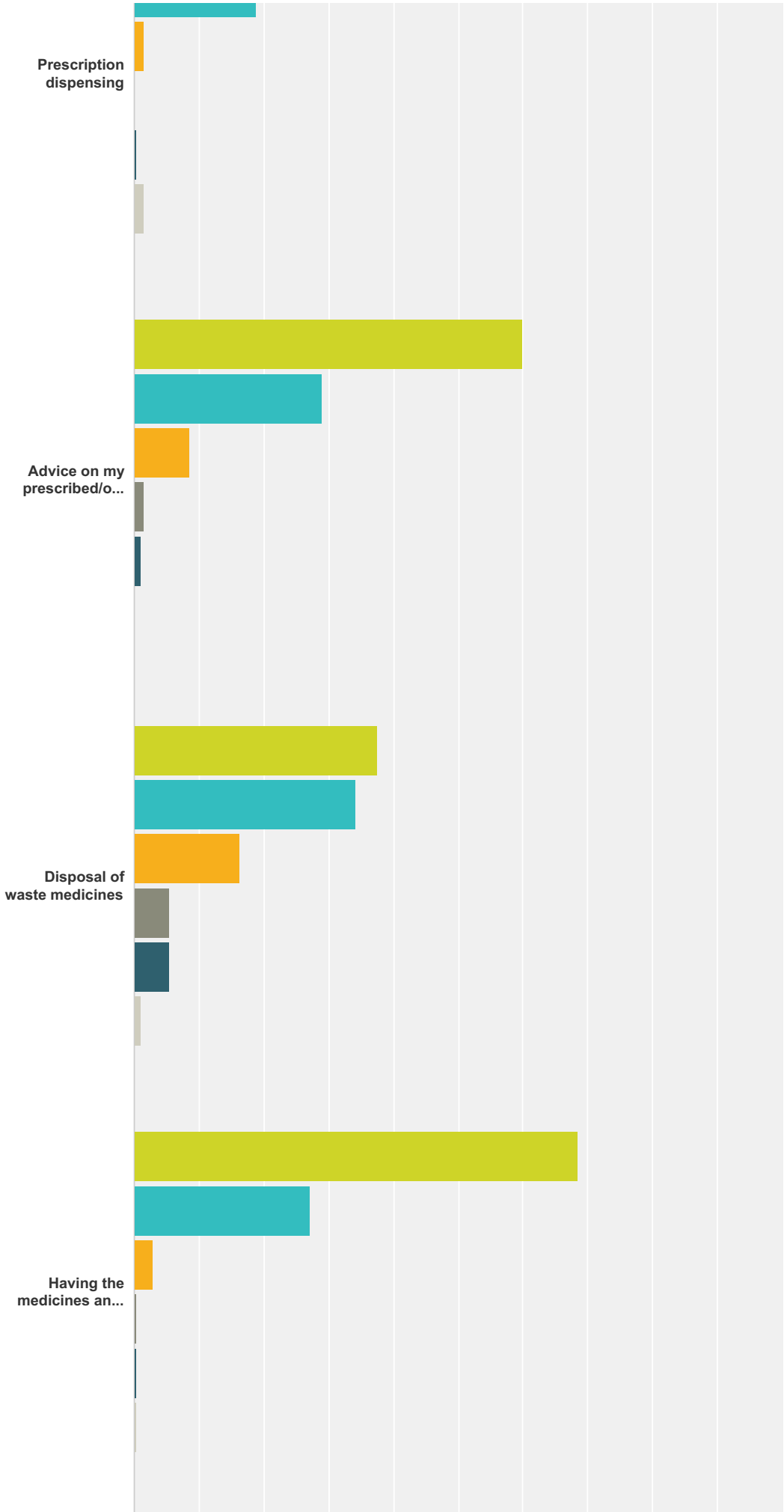
Derbyshire and Derby City Pharmacy Services



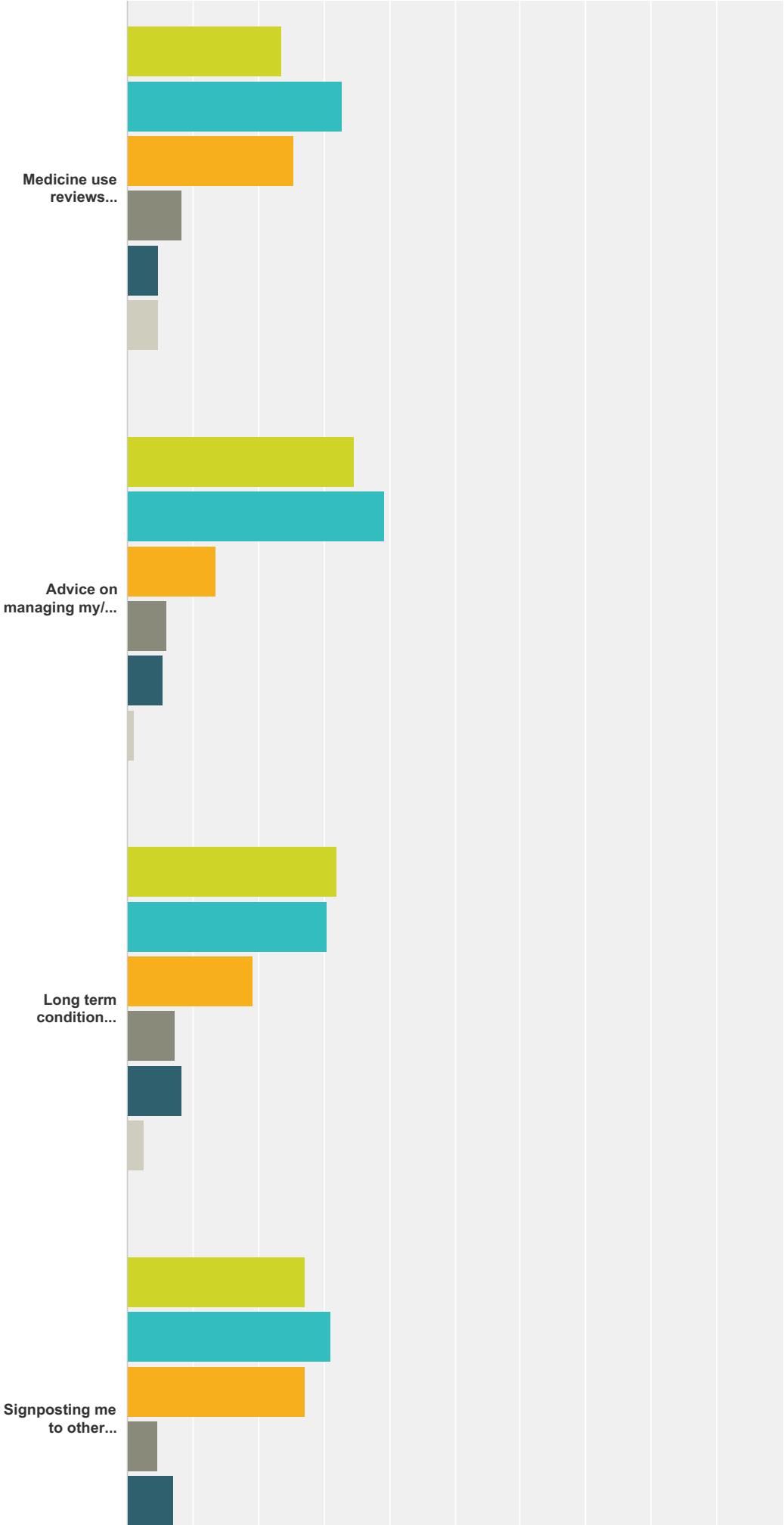
Derbyshire and Derby City Pharmacy Services



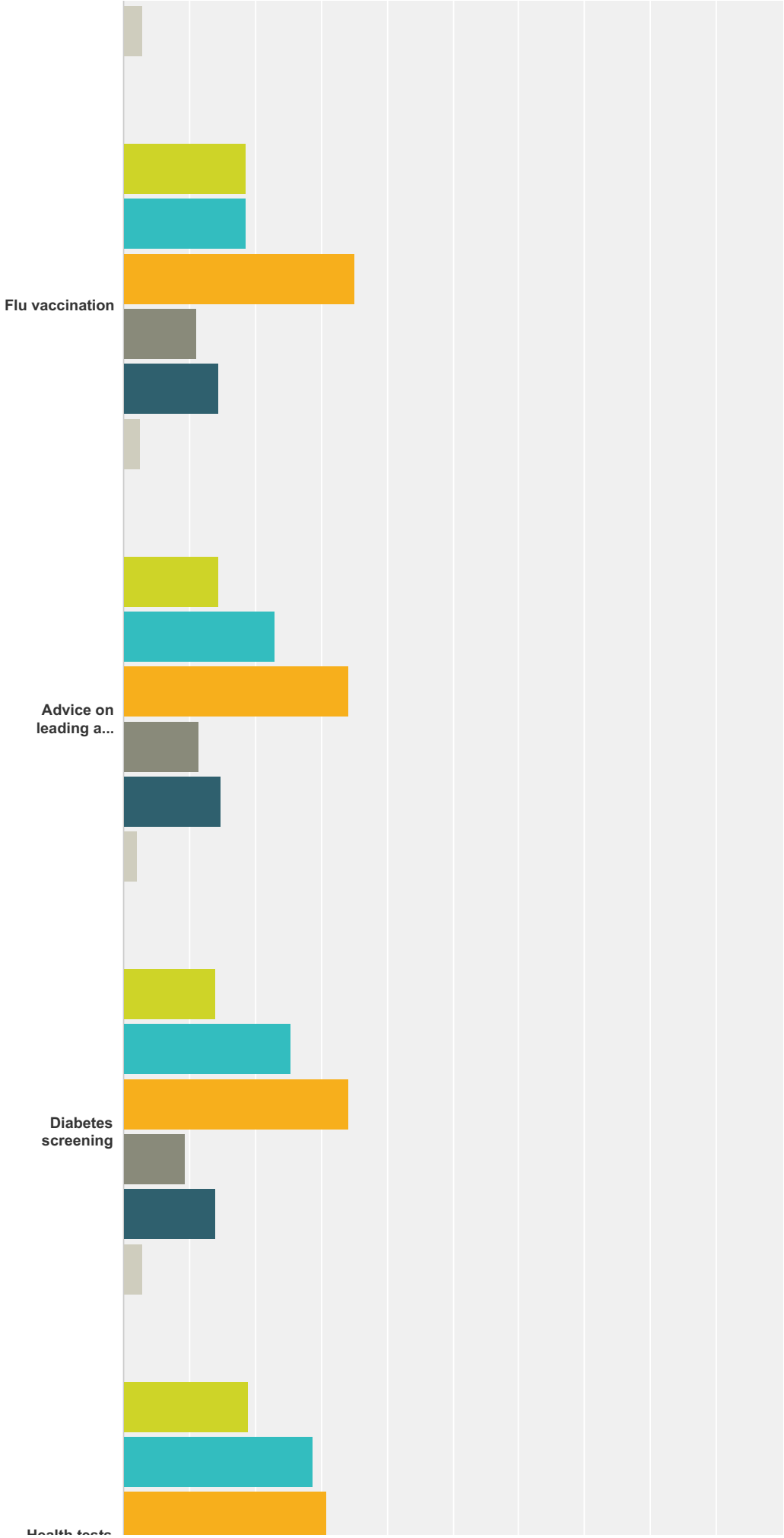
Derbyshire and Derby City Pharmacy Services



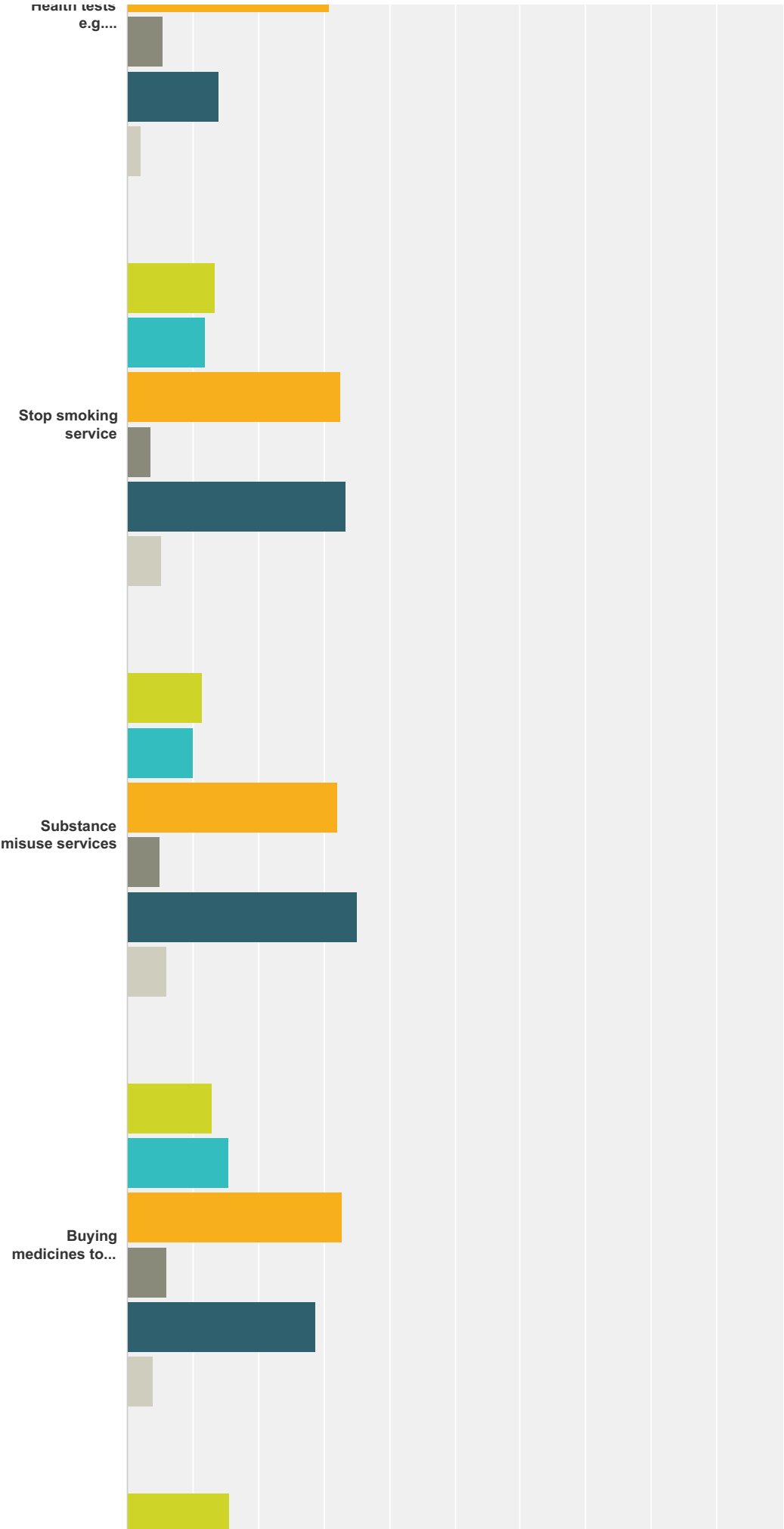
Derbyshire and Derby City Pharmacy Services



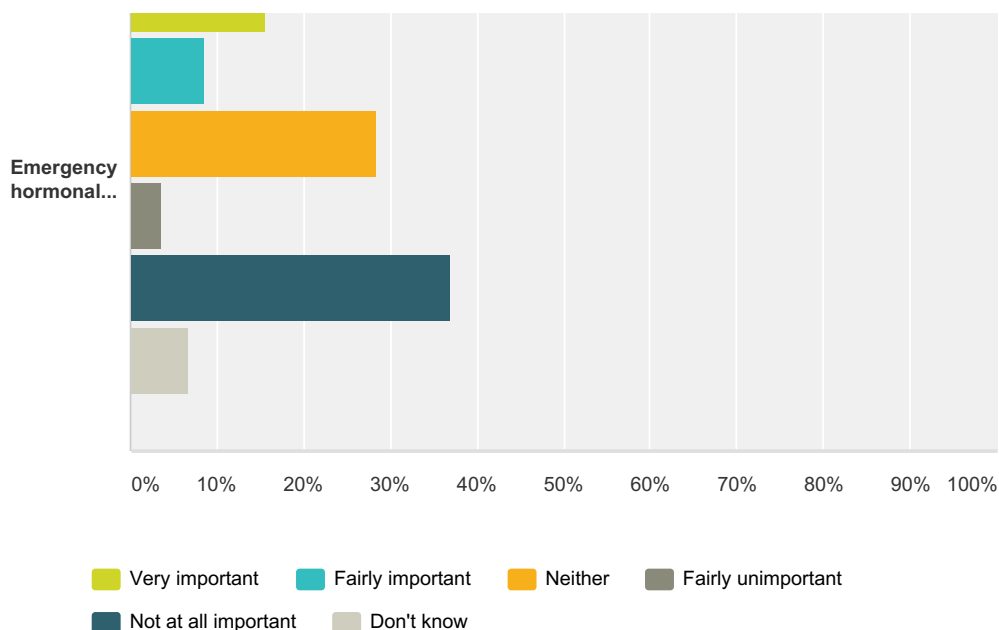
Derbyshire and Derby City Pharmacy Services



Derbyshire and Derby City Pharmacy Services



Derbyshire and Derby City Pharmacy Services



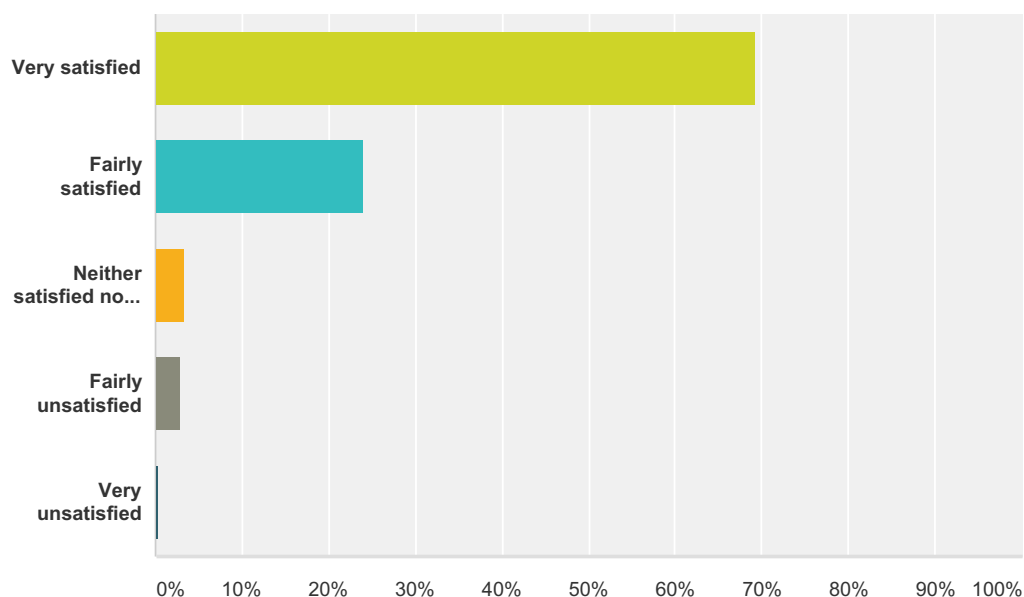
	Very important	Fairly important	Neither	Fairly unimportant	Not at all important	Don't know	Total
Early morning opening (before 9am)	19.31% 39	18.32% 37	25.74% 52	11.88% 24	24.26% 49	0.50% 1	202
Late night opening (after 7pm)	23.04% 47	20.59% 42	21.57% 44	13.24% 27	20.59% 42	0.98% 2	204
Saturday opening	33.66% 68	40.59% 82	9.90% 20	7.43% 15	8.42% 17	0.00% 0	202
Sunday opening	16.24% 32	21.83% 43	26.40% 52	11.17% 22	22.84% 45	1.52% 3	197
Convenient location	63.73% 130	31.37% 64	0.98% 2	2.45% 5	0.98% 2	0.49% 1	204
Knowledgeable staff	78.74% 163	18.84% 39	1.93% 4	0.00% 0	0.48% 1	0.00% 0	207
Friendly staff	72.33% 149	22.33% 46	3.88% 8	0.49% 1	0.97% 2	0.00% 0	206
Staff that take time to listen to my needs	71.50% 148	19.32% 40	5.80% 12	1.93% 4	0.97% 2	0.48% 1	207
Private consultation area	47.55% 97	31.86% 65	9.31% 19	4.90% 10	4.41% 9	1.96% 4	204
Electronic prescription service	23.62% 47	24.12% 48	27.64% 55	8.54% 17	9.55% 19	6.53% 13	199
Delivery of medicines to my home	13.17% 27	17.56% 36	30.24% 62	17.07% 35	19.02% 39	2.93% 6	205
Ordering repeat prescriptions on my behalf	32.67% 66	22.77% 46	19.80% 40	11.88% 24	10.89% 22	1.98% 4	202
Collection of prescription from my surgery	40.30% 81	28.86% 58	13.93% 28	6.47% 13	7.96% 16	2.49% 5	201
Buying over the counter medicines	49.52% 103	35.10% 73	7.69% 16	4.33% 9	2.88% 6	0.48% 1	208
Prescription dispensing	77.83% 158	18.72% 38	1.48% 3	0.00% 0	0.49% 1	1.48% 3	203

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Advice on my prescribed/over the counter medicines	60.00% 120	29.00% 58	8.50% 17	1.50% 3	1.00% 2	0.00% 0	200
Disposal of waste medicines	37.62% 76	34.16% 69	16.34% 33	5.45% 11	5.45% 11	0.99% 2	202
Having the medicines and products in store when I need them	68.47% 139	27.09% 55	2.96% 6	0.49% 1	0.49% 1	0.49% 1	203
Medicine use reviews (sometimes called medicines checkup/MOT)	23.53% 48	32.84% 67	25.49% 52	8.33% 17	4.90% 10	4.90% 10	204
Advice on managing my/my family's minor ailments/illnesses	34.67% 69	39.20% 78	13.57% 27	6.03% 12	5.53% 11	1.01% 2	199
Long term condition advice	32.02% 65	30.54% 62	19.21% 39	7.39% 15	8.37% 17	2.46% 5	203
Signposting me to other health/social care services	27.14% 54	31.16% 62	27.14% 54	4.52% 9	7.04% 14	3.02% 6	199
Flu vaccination	18.50% 37	18.50% 37	35.00% 70	11.00% 22	14.50% 29	2.50% 5	200
Advice on leading a healthy lifestyle	14.43% 29	22.89% 46	34.33% 69	11.44% 23	14.93% 30	1.99% 4	201
Diabetes screening	13.93% 28	25.37% 51	34.33% 69	9.45% 19	13.93% 28	2.99% 6	201
Health tests e.g. cholesterol, blood pressure	18.91% 38	28.86% 58	30.85% 62	5.47% 11	13.93% 28	1.99% 4	201
Stop smoking service	13.40% 26	11.86% 23	32.47% 63	3.61% 7	33.51% 65	5.15% 10	194
Substance misuse services	11.56% 23	10.05% 20	32.16% 64	5.03% 10	35.18% 70	6.03% 12	199
Buying medicines to protect against malaria	12.94% 26	15.42% 31	32.84% 66	5.97% 12	28.86% 58	3.98% 8	201
Emergency hormonal contraception (morning after pill)	15.74% 31	8.63% 17	28.43% 56	3.55% 7	37.06% 73	6.60% 13	197

Q15 Overall, how satisfied or dissatisfied are you with the service you receive from your usual pharmacy?

Answered: 209 Skipped: 8



Answer Choices	Responses	
Very satisfied	69.38%	145
Fairly satisfied	23.92%	50
Neither satisfied nor dissatisfied	3.35%	7
Fairly unsatisfied	2.87%	6
Very unsatisfied	0.48%	1
Total		209

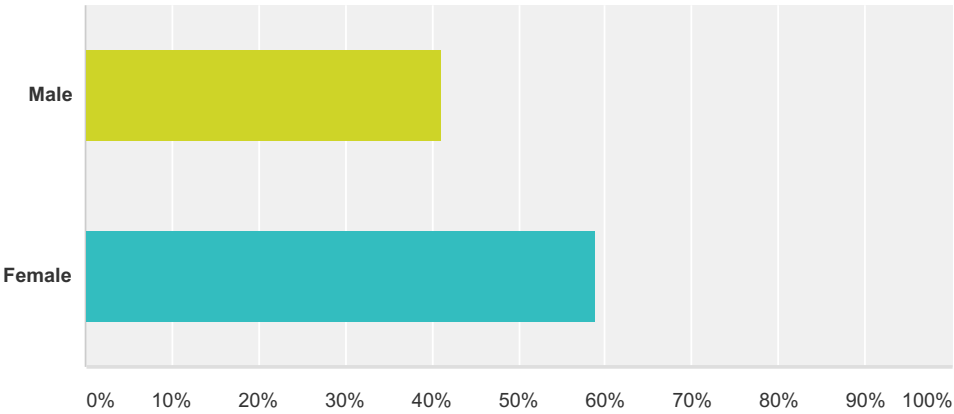
Q16 What is your home postcode?

Answered: 206 Skipped: 11

Answer Choices	Responses	
Name:	0.00%	0
Company:	0.00%	0
Address 1:	0.00%	0
Address 2:	0.00%	0
City/Town:	0.00%	0
State/Province:	0.00%	0
Postcode:	100.00%	206
Country:	0.00%	0
Email Address:	0.00%	0
Phone Number:	0.00%	0

Q17 What is your gender?

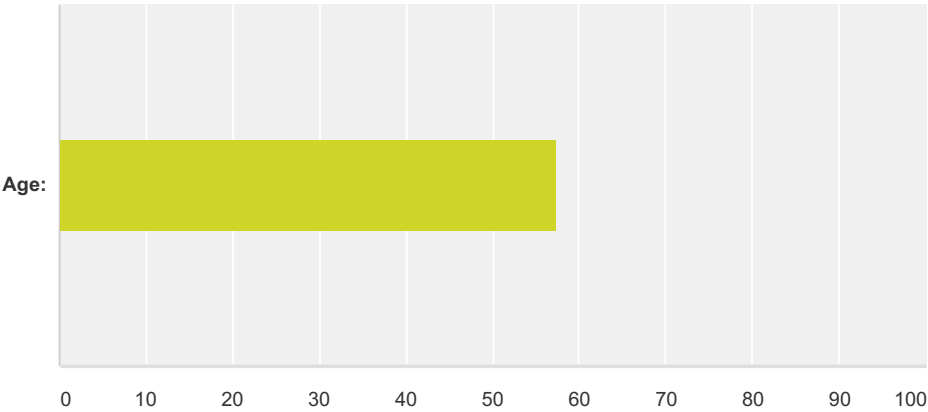
Answered: 207 Skipped: 10



Answer Choices	Responses	
Male	41.06%	85
Female	58.94%	122
Total		207

Q18 What was your age at your last birthday?

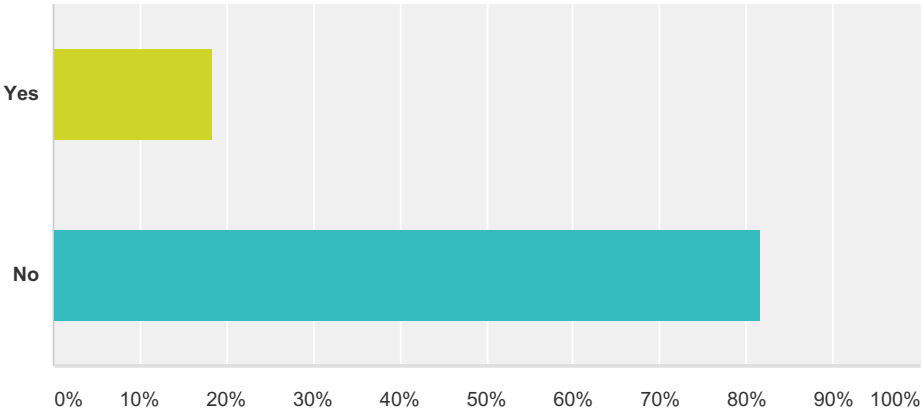
Answered: 203 Skipped: 14



Answer Choices	Average Number	Total Number	Responses
Age:	57	11,671	203
Total Respondents: 203			

Q19 A disabled person is someone who has a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day-to-day activities. Do you consider yourself disabled?

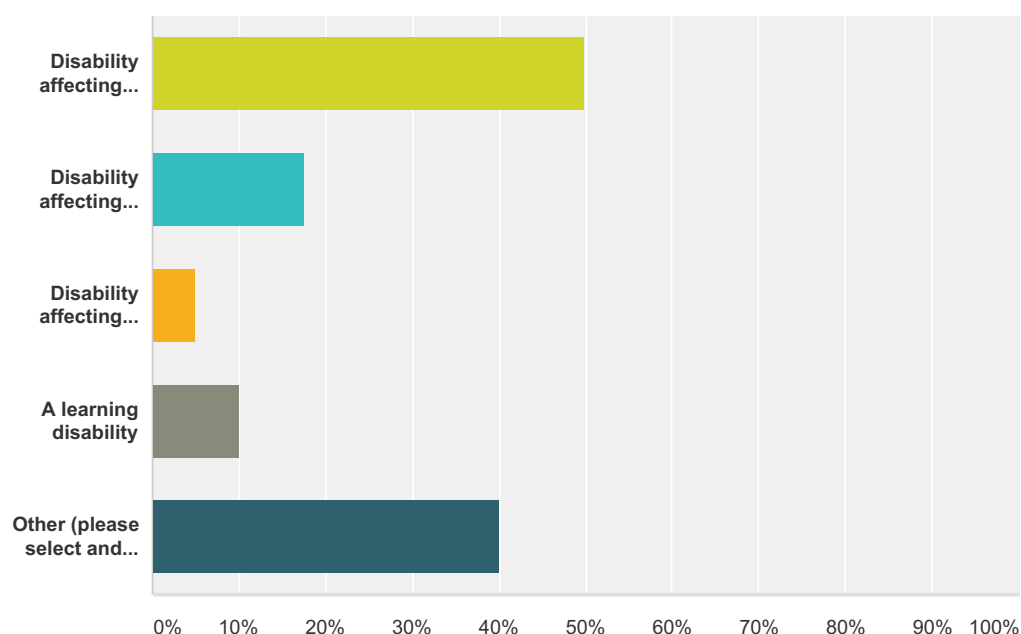
Answered: 202 Skipped: 15



Answer Choices	Responses	
Yes	18.32%	37
No	81.68%	165
Total		202

Q20 If you have a disability what type of disability do you have? (Please select all that apply)

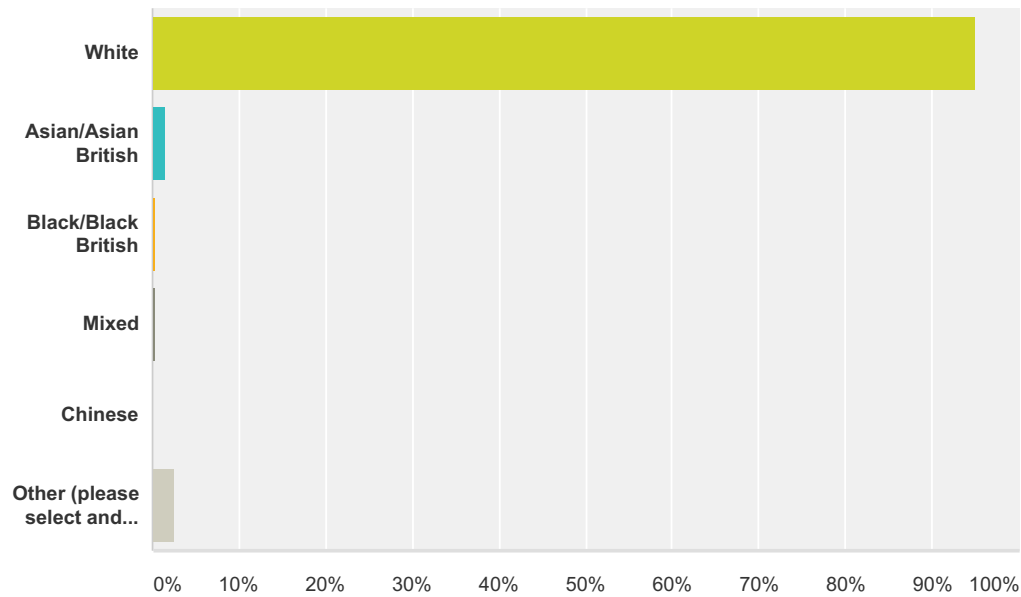
Answered: 40 Skipped: 177



Answer Choices	Responses	
Disability affecting mobility	50.00%	20
Disability affecting hearing	17.50%	7
Disability affecting vision	5.00%	2
A learning disability	10.00%	4
Other (please select and specify)	40.00%	16
Total Respondents: 40		

Q21 What is your ethnic group?

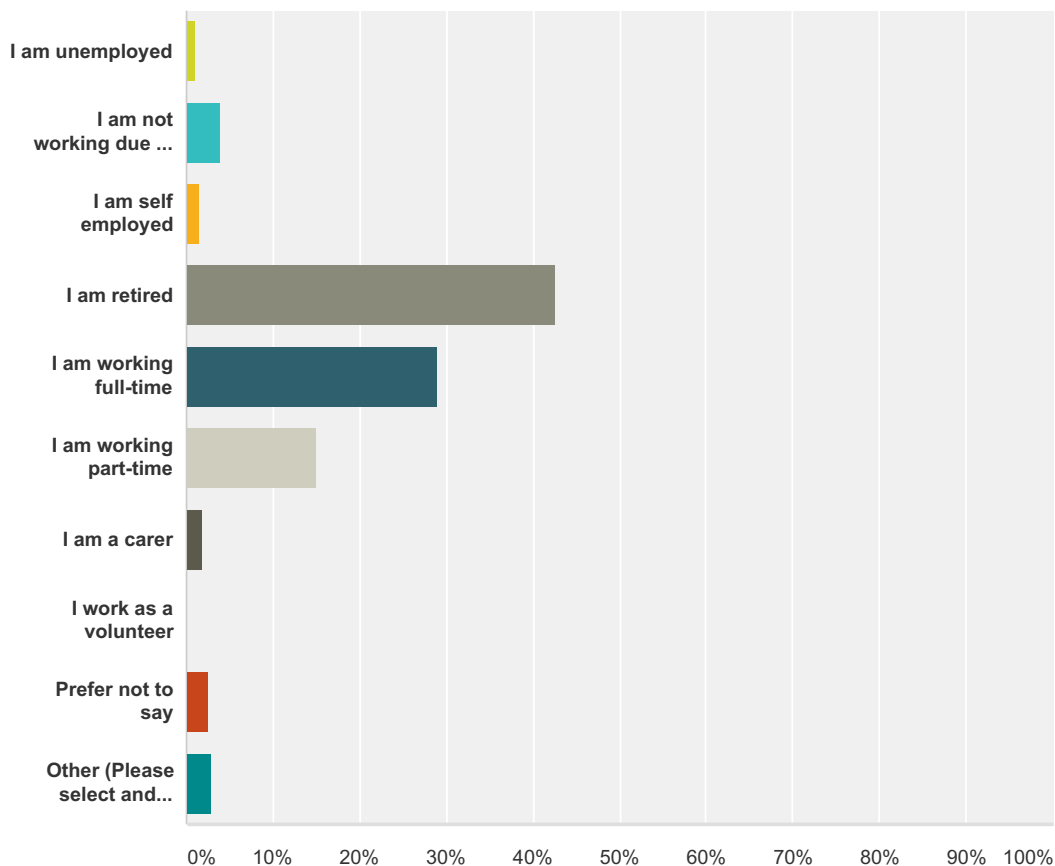
Answered: 203 Skipped: 14



Answer Choices	Responses	
White	95.07%	193
Asian/Asian British	1.48%	3
Black/Black British	0.49%	1
Mixed	0.49%	1
Chinese	0.00%	0
Other (please select and specify)	2.46%	5
Total		203

Q22 Which of the following best describes your working situation?

Answered: 207 Skipped: 10



Answer Choices	Responses	
I am unemployed	0.97%	2
I am not working due to sickness or disability	3.86%	8
I am self employed	1.45%	3
I am retired	42.51%	88
I am working full-time	28.99%	60
I am working part-time	14.98%	31
I am a carer	1.93%	4
I work as a volunteer	0.00%	0
Prefer not to say	2.42%	5
Other (Please select and specify)	2.90%	6
Total		207