

# Appendix 3 – Public survey results - Oldham

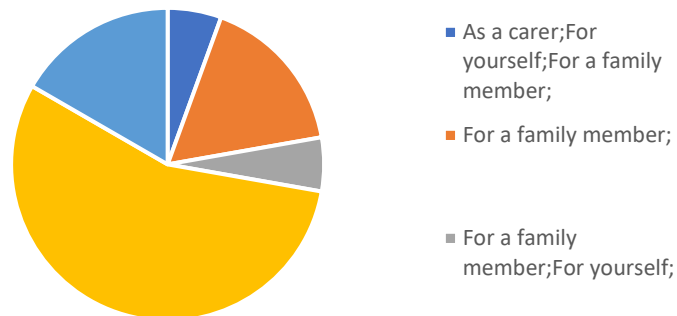
Survey ran 4<sup>th</sup> February 2025 to 21<sup>st</sup> March 2025.

There were 18 responses

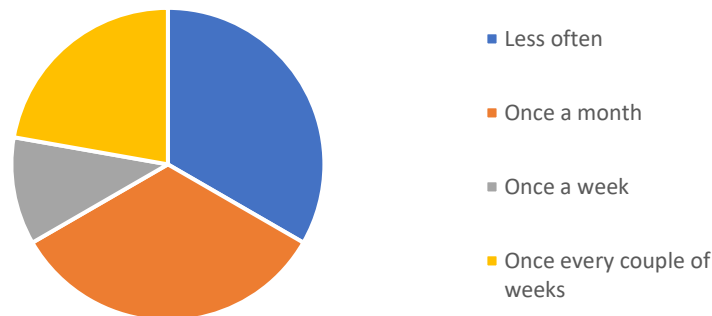
Q1 not included as had 100% yes response

Q2 & Q3 not included as ask postcode and where respondent lives due to use  
of Pan GM survey

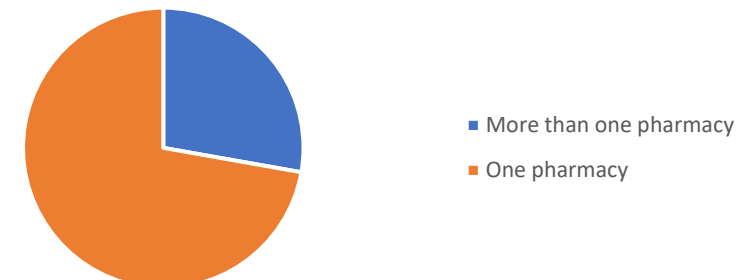
Q4. Why do you use a pharmacy?



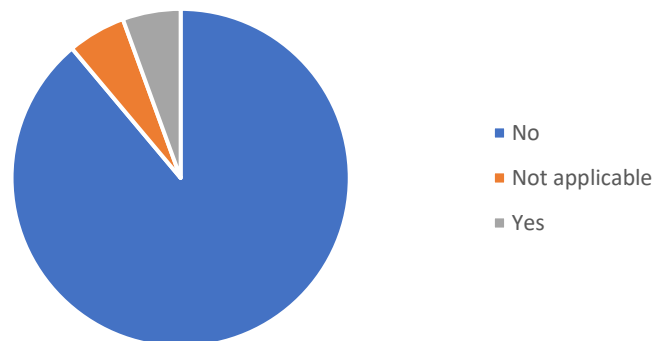
Q5. How often do you use a pharmacy?



Q6. Do you use one pharmacy or a number of pharmacies?



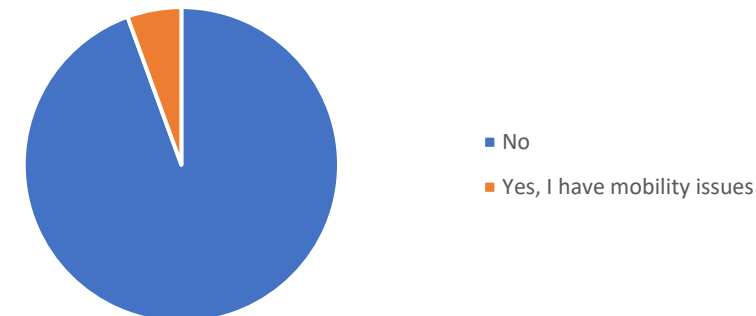
Q7. Do you have problems accessing a pharmacy due to location?



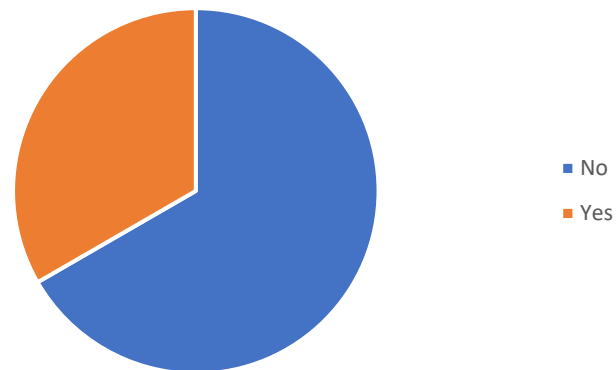
Q8. If you answered 'yes' to Q7, please explain why:

- I have to drive to it and I'm 91

Q11. Do you have any difficulties accessing a pharmacy of your choice?



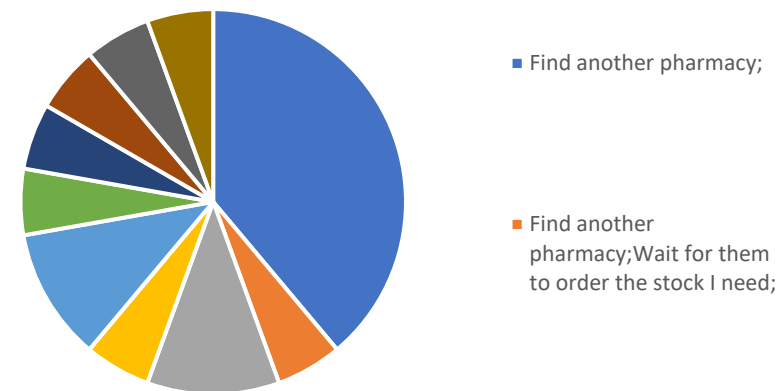
Q9. Do you have problems accessing a pharmacy due to opening hours?



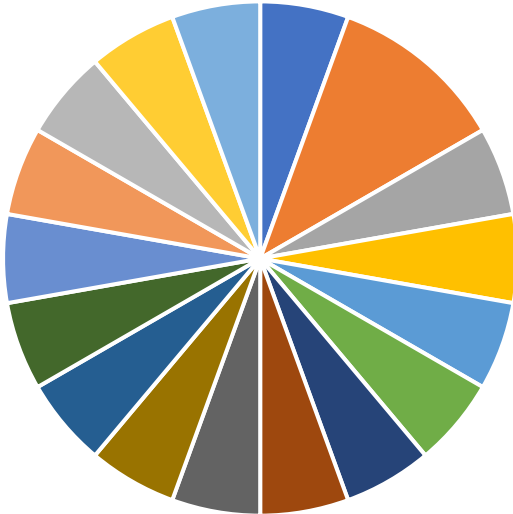
Q10. If you answered 'yes' to Q9, please explain why:

- I work until 4:45pm
- Not usually open evenings or weekends
- Only open during working hours, when I'm in work
- Pharmacy does not open for long enough, my local does not open on weekends
- Rarely open on a weekend
- Step into the shop

Q12. If you were unable to access your regular pharmacy, or they didn't have the things you need, what would you do

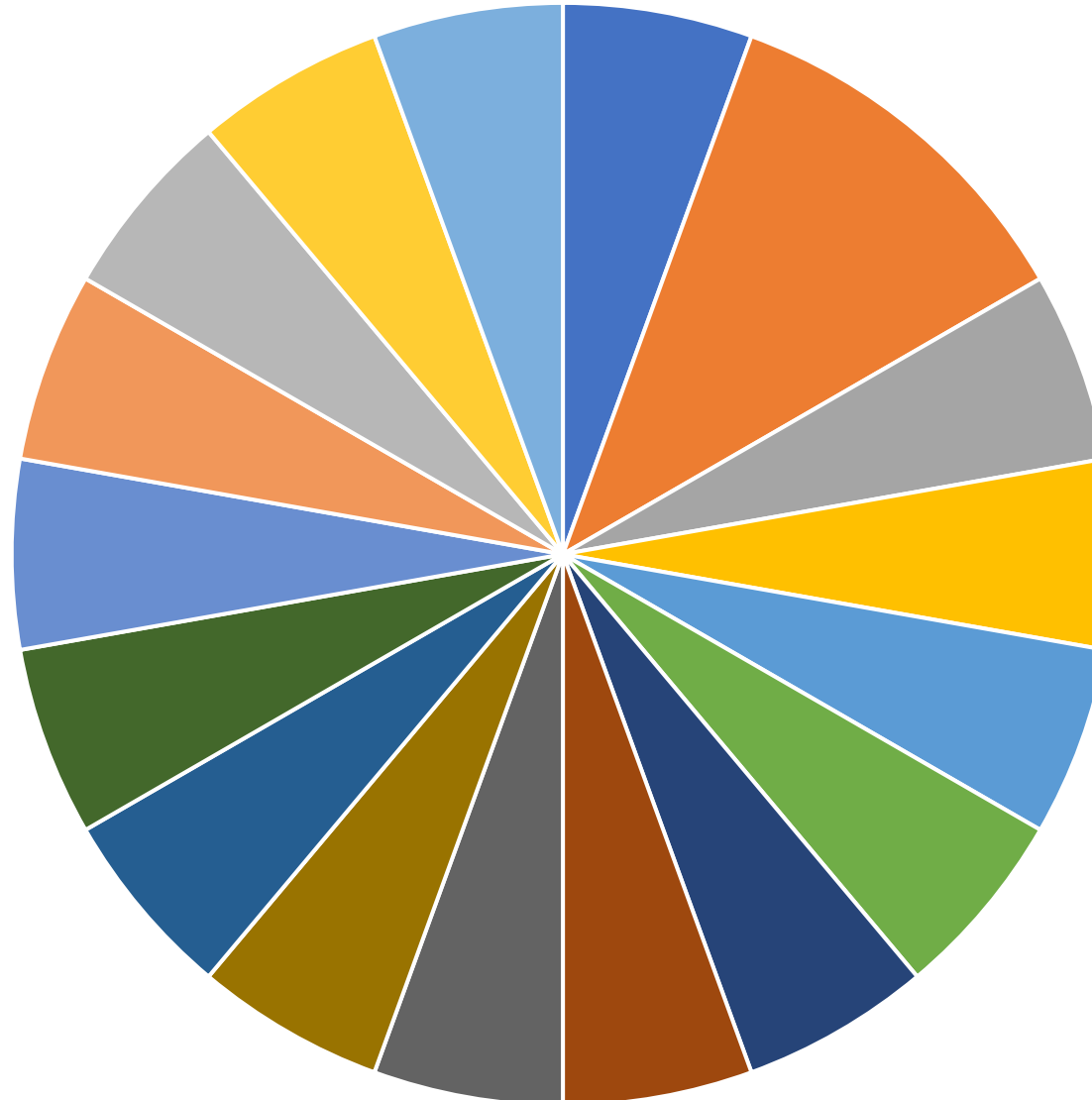


Q13. Thinking of the pharmacy you use most, tick as many of the following reasons for your choice



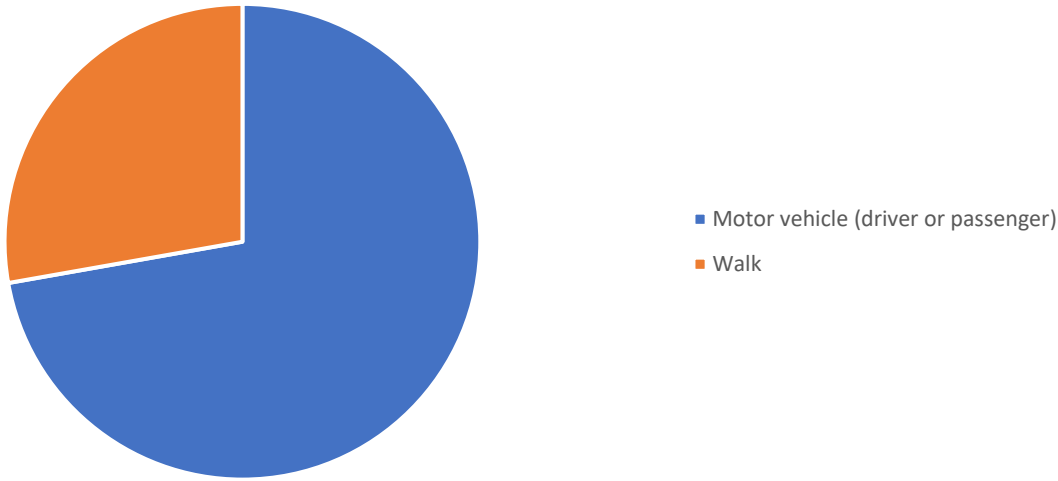
- Convenient ;
- I do not have to wait long for a walk-in service;
- I do not have to wait long for a walk-in service;The staff are friendly;The staff respect my privacy;
- I do not have to wait long for a walk-in service;The staff respect my privacy;The staff are friendly;The staff are knowledgeable;They offer a collection service;
- I do not have to wait long for a walk-in service;They offer a collection service;
- I don't agree with any of these statements;
- The staff are friendly;
- The staff are friendly;The staff are knowledgeable;I do not have to wait long for a walk-in service;
- The staff are friendly;The staff are knowledgeable;The staff speak my first language Please state your first language below;;

Q14. Thinking of the pharmacy you use most, tick as many of the following reasons for your choice

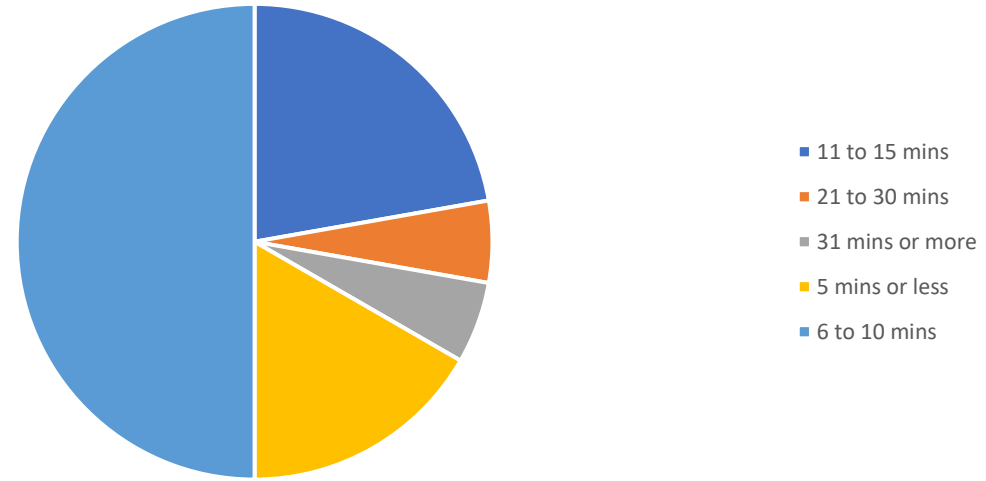


- Convenient ;
- I do not have to wait long for a walk-in service;
- I do not have to wait long for a walk-in service;The staff are friendly;The staff respect my privacy;
- I do not have to wait long for a walk-in service;The staff respect my privacy;The staff are friendly;The staff are knowledgeable;They offer a collection service;
- I do not have to wait long for a walk-in service;They offer a collection service;
- I don't agree with any of these statements;
- The staff are friendly;
- The staff are friendly;The staff are knowledgeable;I do not have to wait long for a walk-in service;
- The staff are friendly;The staff are knowledgeable;The staff speak my first language Please state your first language below;;
- The staff are friendly;The staff are knowledgeable;They offer a collection service;
- The staff are friendly;The staff respect my privacy;
- The staff are friendly;They offer a collection service;The staff speak my first language Please state your first language below;;English;

Q15. What is your usual method of travel when you visit a pharmacy?



Q16. On average, how long does it normally take you to get to your pharmacy?



Q17. When thinking about the time a pharmacy is open, please tell us which of the following are important to you.

	Essential	Fairly Important	Total of Essential and Fairly Important	Unimportant	Not necessary	Total of Unimportant and Not necessary	Not sure
Weekday: Early Morning (before 9am)	11%	39%	50%	28%	22%	50%	0%
Weekday: During the day	50%	28%	78%	11%	11%	22%	0%
Weekday: Lunchtime	28%	33%	61%	22%	17%	39%	0%
Weekday: Early evening between 6pm and 9pm	39%	50%	89%	11%	0%	11%	0%
Weekday: Late evening after 9pm	6%	61%	67%	17%	16%	33%	0%
Saturday: Early Morning (before 9am)	11%	28%	39%	28%	33%	61%	0%
Saturday: Morning	22%	61%	83%	17%	0%	17%	0%
Saturday: Afternoon	22%	61%	83%	11%	6%	17%	0%
Saturday: Evening after 6pm	11%	44%	55%	28%	17%	45%	0%

Sunday: Early Morning (before 9am)	11%	22%	33%	50%	17%	67%	0%
Sunday: Morning	22%	44%	66%	28%	6%	34%	0%
Sunday: Afternoon	22%	56%	78%	16%	6%	22%	0%
Sunday: Evening after 6pm	11%	33%	44%	45%	11%	56%	0%
Bank Holidays: Early Morning (before 9am)	11%	22%	33%	39%	28%	67%	0%
Bank Holidays: Morning	22%	33%	55%	28%	17%	45%	0%
Bank Holidays: Afternoon	17%	44%	61%	28%	11%	39%	0%
Bank Holidays: Evening after 6pm	11%	33%	44%	33%	17%	50%	6%

Q18. Please tell us which of the following are important to you

	Essential	Fairly Important	Unimportant	Not necessary	Not sure
Convenient location	9	7	2	0	0
Parking	8	6	1	3	0
Friendly staff	10	7	1	0	0
Short waiting times	8	10	0	0	0
Private area to speak to the pharmacist	10	6	1	1	0
Seeing my regular pharmacist if I want to	3	6	6	3	0
Providing clear advice on my prescription and over the counter medicines	7	9	1	1	0
Being able to use it in an emergency	9	7	2	0	0

Q19. How satisfied are you with each of the following aspects of service at your regular pharmacy, from very satisfied to very unsatisfied?

	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	N/A
Being open when you need it	3	19	3	1	1
Location	9	7	1	0	1
Parking facilities	4	9	1	2	2
Knowledge of staff	6	10	0	1	1
Staff attitude	6	10	1	0	1
Waiting times	5	10	1	1	1
Private consultation areas	8	2	0	1	7
The pharmacist / pharmacy staff taking time to talk to you	4	8	2	2	2
The pharmacy having the things you need	3	10	2	2	1
The pharmacist offers advice when need	4	8	1	1	4
Overall pharmacy service	3	11	2	1	1
Physical access into the building	6	8	1	1	2
Being able to use it in an emergency	1	8	3	1	5

Q20. How often do you use any of the following services available from your pharmacy?

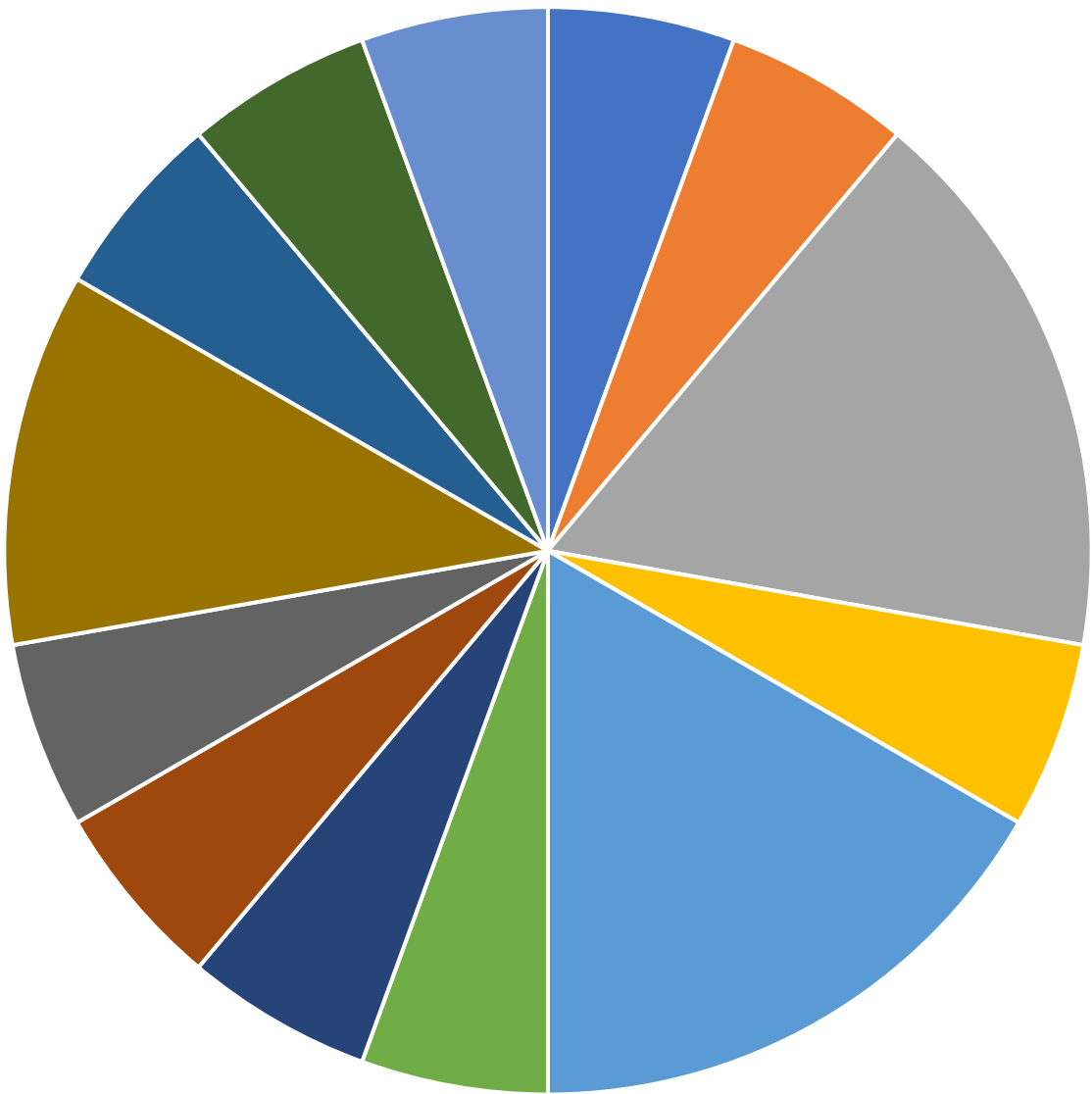
	Used in the last three months	Used in the last year	Not used in the last year but may need to use in the future	Not used in the last year and not relevant to my needs	I don't know what this is
Delivery of medicines to my home	3	0	5	9	1
Purchased Over the Counter medicines	5	7	4	2	0
Electronic Repeat Dispensing	8	2	3	4	1
Collection of regular prescription medicines	13	2	2	1	0
Collection of occasional prescription medicines	9	8	0	1	0
NHS Urgent medicine supply	2	1	7	7	1
Dispose of unwanted medication	1	1	6	9	1
Emergency Hormonal Contraception (morning after pill)	1	0	2	14	1
Chlamydia testing or treatment	0	0	4	13	1
Condom distribution service	0	0	3	14	1
Contraception	0	3	3	11	1
Pharmacy First Service	2	0	4	4	8
Minor Ailment Scheme (Access to certain free over the counter medicines to avoid a GP visit when eligible)	0	0	7	4	7
Stop Smoking Service	0	0	1	16	1
Substance Misuse Service e.g. Observed Consumption of Medication, needle exchange service	0	0	1	16	1
Early morning opening (before 9am)	1	1	8	7	1
Late night opening (after 7pm)	0	6	7	4	1
Saturday opening	1	7	6	3	1
Sunday opening	1	4	8	4	1
Bank Holiday opening	1	3	8	5	1

Q21. How often do you use any of the following services available from your pharmacy

	Used in the last three months	Used in the last year	Not used in the last year but may need to use in the future	Not used in the last year and not relevant to my needs	I don't know what this is
Blood Pressure Check	1	0	9	8	0
Lateral Flow Device (NHS Service)	1	1	5	8	3
Flu Vaccine	2	3	3	10	0
COVID Vaccine	2	2	3	11	0
New Medicine Service	0	0	5	9	4
Diabetes Screening	0	0	5	13	0
Healthy Weight advice	0	1	5	12	0
Health Tests, e.g. cholesterol	0	0	6	12	0
Long term condition advice	0	0	6	10	2
Sharps Bin Disposal	0	0	3	15	0
Palliative Care Medicines	0	0	3	15	0
Referral from NHS 111	0	2	6	10	0
Other	0	0	4	12	2

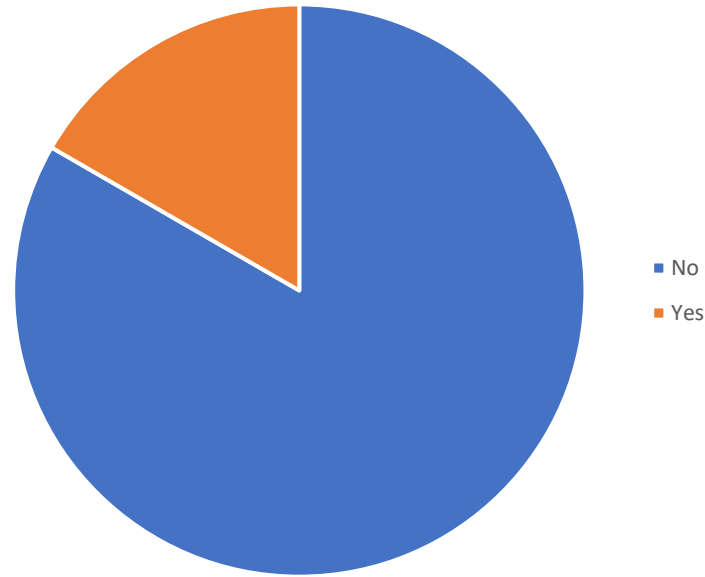


Q22. Which organisation, if any, would you contact if you wished to get information?



- Friends/family;Your family doctor/GP/GP surgery;
- Nobody, I would not look for information about this issue;
- Not applicable;
- Practice nurse;Your family doctor/GP/GP surgery;
- Your family doctor/GP/GP surgery;
- Your family doctor/GP/GP surgery;An NHS non-emergency telephone helpline, such as NHS 111;
- Your family doctor/GP/GP surgery;Friends/family;
- Your family doctor/GP/GP surgery;Friends/family;An NHS non-emergency telephone helpline, such as NHS 111;
- Your family doctor/GP/GP surgery;NHS choices;
- Your family doctor/GP/GP surgery;NHS walk-in centres;An NHS non-emergency telephone helpline, such as NHS 111;
- Your family doctor/GP/GP surgery;NHS walk-in centres;Friends/family;An NHS non-emergency telephone helpline, such as NHS 111;
- Your family doctor/GP/GP surgery;NHS walk-in centres;Other internet (not NHS choices);Friends/family;
- Your family doctor/GP/GP surgery;Practice nurse;NHS walk-in centres;Sexual health service;Other healthcare professional ;An NHS non-emergency telephone helpline, such as NHS 111;

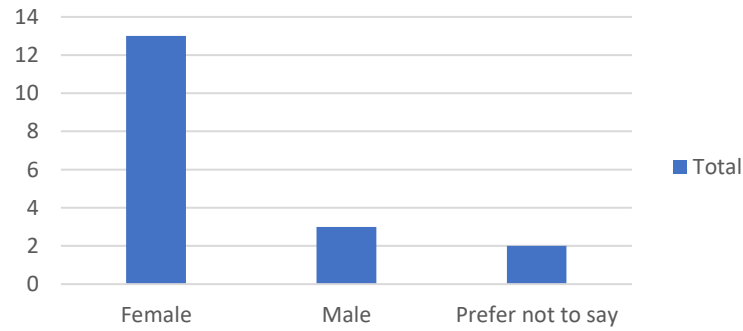
Q23. Are there any other services you would like your pharmacy to offer?



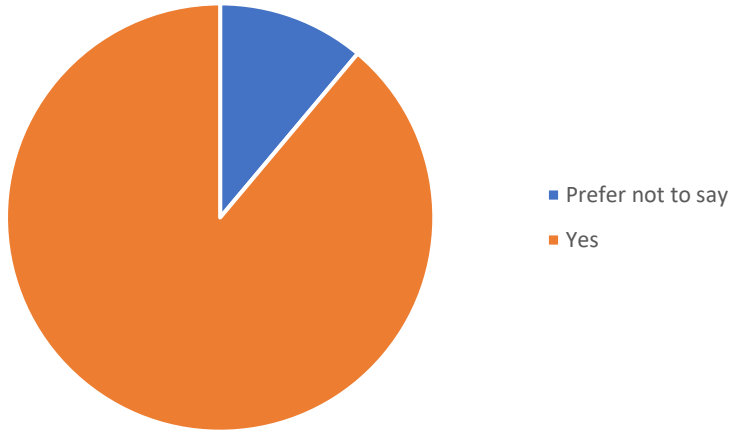
Q24. If Yes Please explain why.

- Reissue of prescriptions. I have had serval occasions where I have been without medication due to this. The pharmacy has given part of my prescription then can't get medicine in. I am then unbale to take it to another pharmacy without going back to the doctor. Time wasted for all involved.
- Contraception
- Send a text when a delivery of repeat medication is due

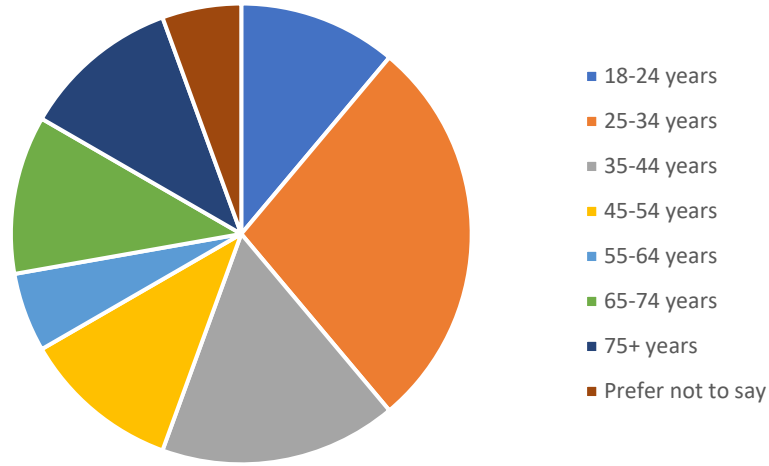
Q25. Gender



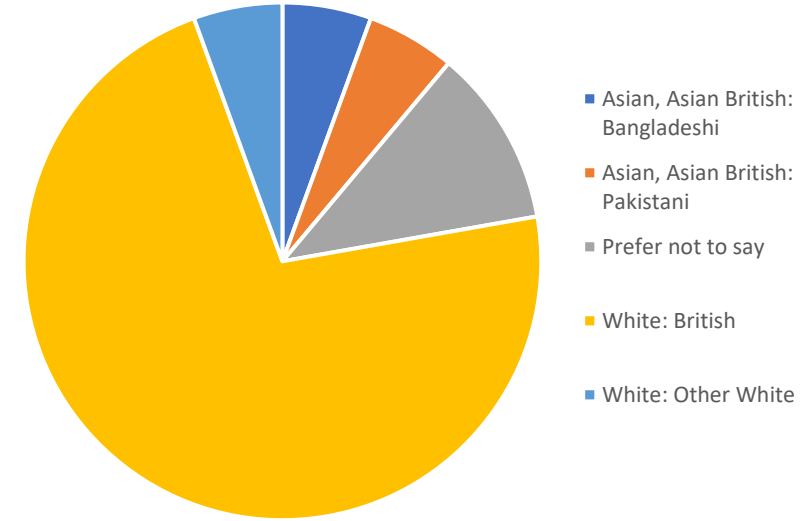
Q26. Do you identify with the sex you were assigned at birth? (e.g. Male or Female)



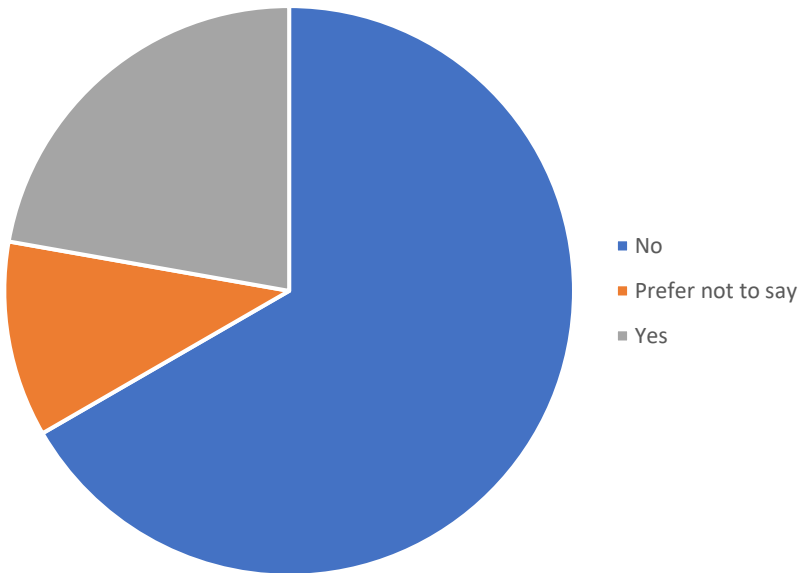
Q27. Age



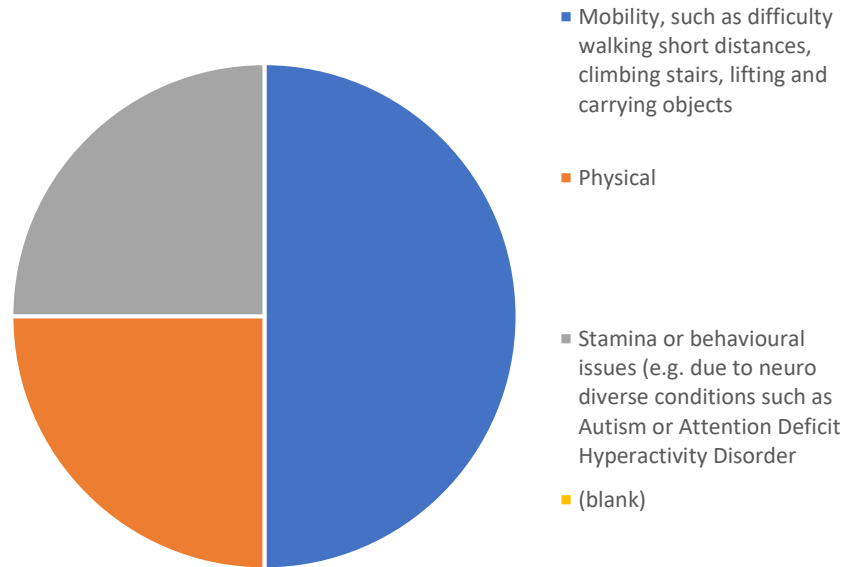
Q28. Ethnic origin



Q29. Do you consider yourself to be disabled?



Q30. Please indicate your disability and/or long-lasting illness



Q31. Do you look after, or give any help or support to family members, friends, neighbours or others?

