

# Appendix Three – Public survey results - Rochdale

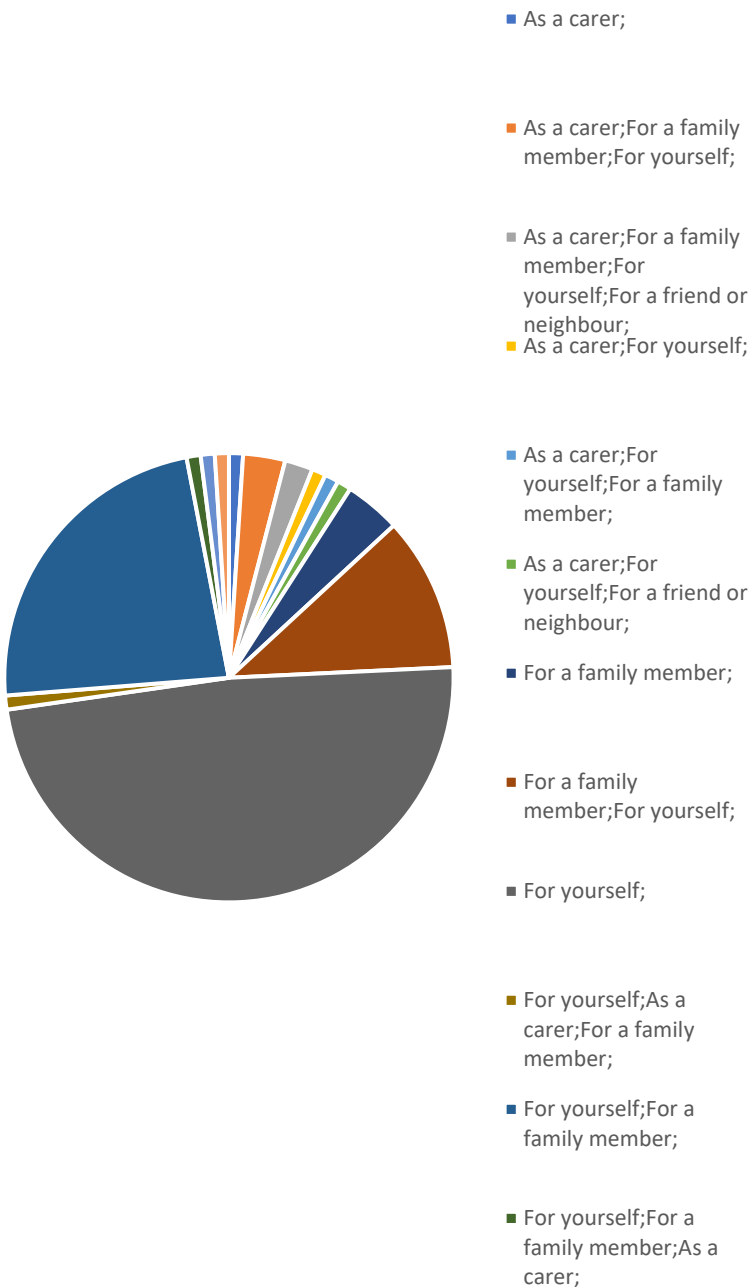
Survey ran 4<sup>th</sup> February 2025 to 21<sup>st</sup> March 2025.

There were 98 responses

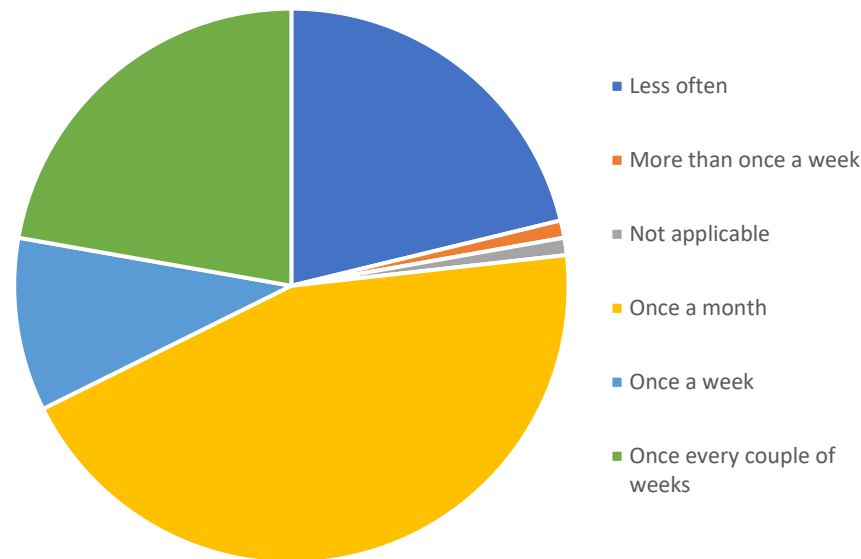
Q1 not included as had 100% yes response

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

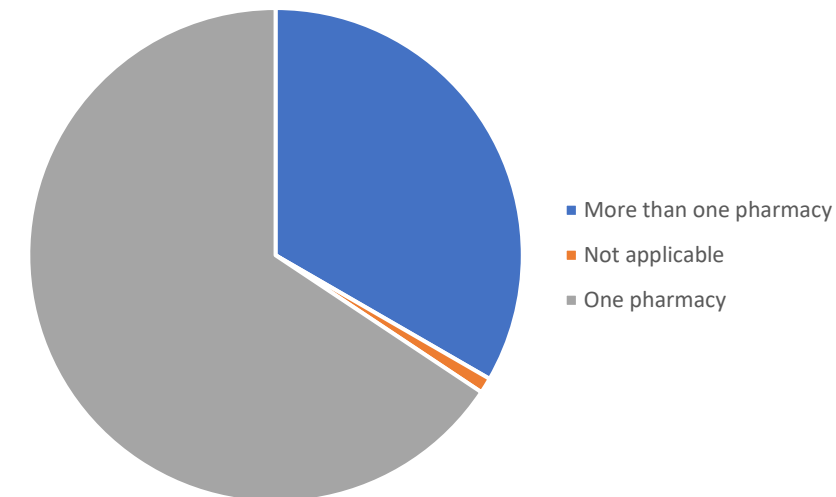
Q4. Why do you use a pharmacy?



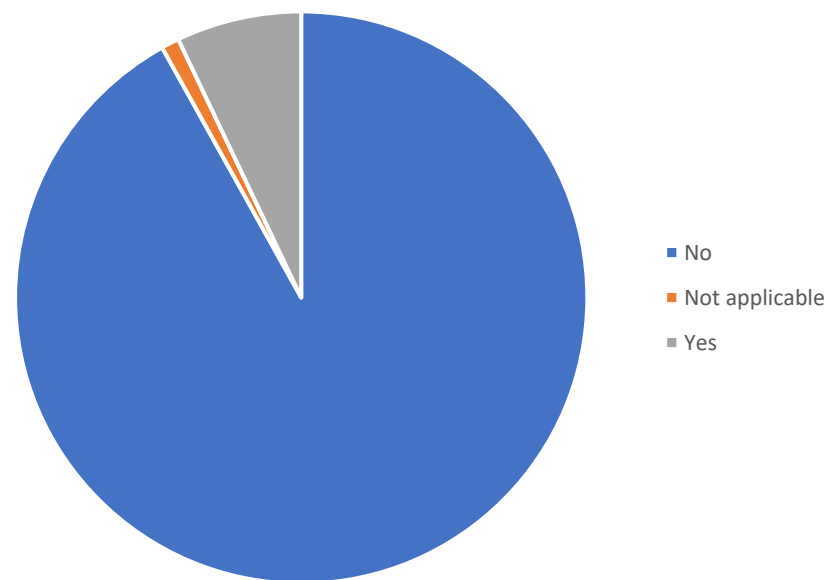
Q5. How often do you use a pharmacy?



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:

- Opening times too short
- I have mobility issues and, although the pharmacy is on a bus route, the bus doesn't go past or near my house and I am often unable to walk to the nearest bus stop.
- Pharmacy that agreed to support is not the nearest, limited want to do pr packed dosset boxed meds
- LOCAL PHARMACIES are shutting down and some only open during the week and some don't open until late
- distance from home
- some pharmacy do not open past 10pm, this is no good is you have been to urgent care or out of hours, i have travelled as far as Warrington to try and get a late night pharmacy, we need a 24hr one
- They are both over a mile away and one is 3 miles away.

- No
- Yes

- No
- Other

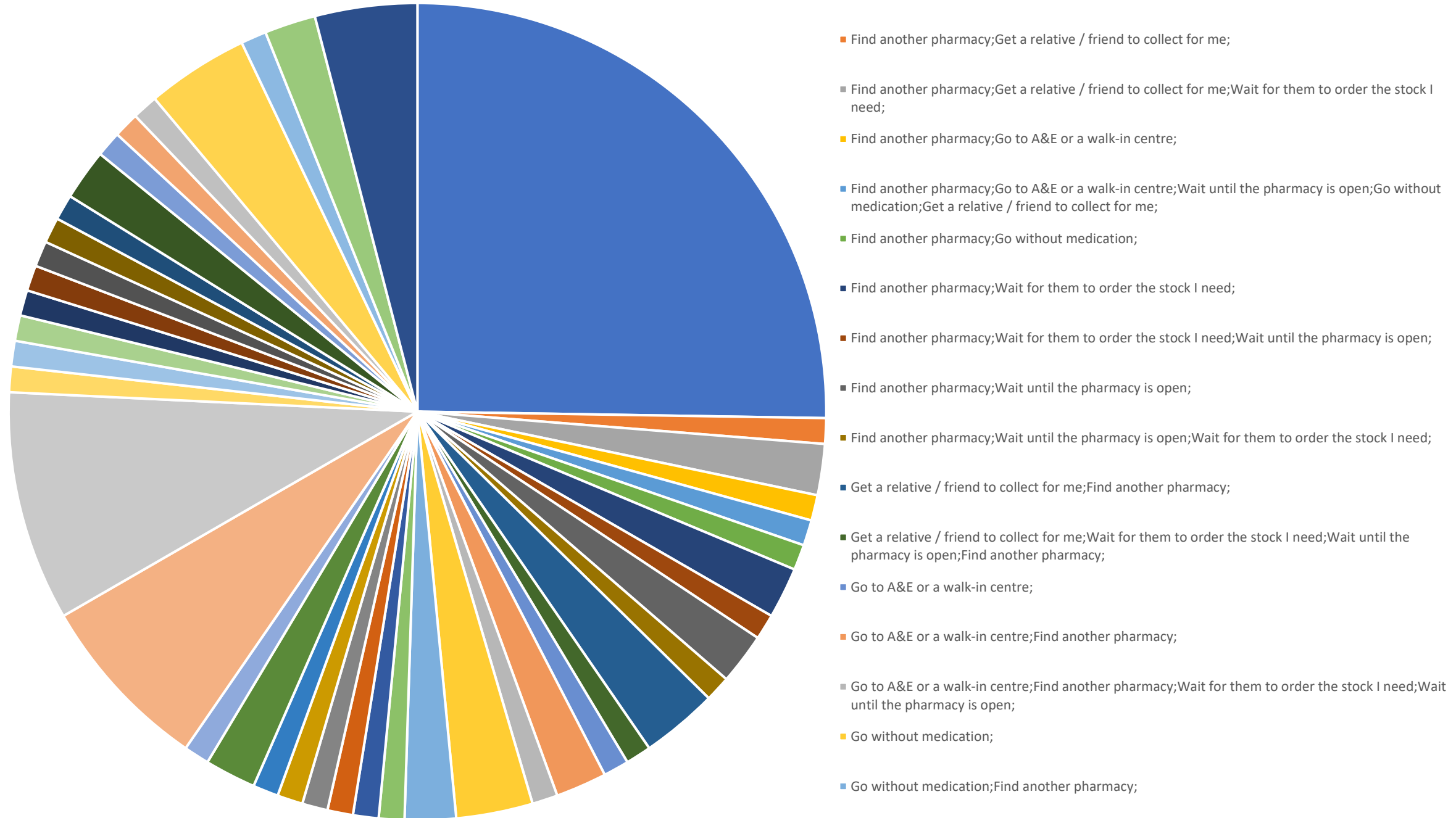
- Bus
- I do not travel to a pharmacy
- I only use an internet pharmacy
- Motor vehicle (driver or passenger)
- Walk

- Pharmacy is not open Saturday pm and all day Sunday
- Most pharmacies close at 5/5.30 usually still at work
- Would be better if opened 06:30/7am so I can go on the way to work. Granted it does open late however after a full day in work, usually a lengthy drive home due to traffic and then family needs I am unable to get there in an evening. First thing in the morning would be much better
- Working full-time, reduces my ability to be able to call in to pick up medicines from any pharmacy. I work in Rochdale town centre and have even tried to use Boots the Chemist and this usually involves at least 2 if not 3 visits due to them not having the medicine available on initial visit. Also, I can't always wait for the Pharmacist to be free if I need a consult on an issue, again, due to my working hours. Waiting times for service are an issue at all the pharmacies I use. They all appear to be under-staffed. The staff appear to be stretched and stressed by their workload.
- Would need to use different pharmacies as my local one does not offer extended hours
- Due to my own working hours
- Only open office hours 9-6 and if you work it is hard although I do have to say it is far easier to see the Pharmacist than to see anyone at your GP's.
- I work full time and my local pharmacy is closed by the time I get there, I do opt to collect my prescriptions from my GP myself due to previous issues of medication being delayed when prescriptions were sent through to the chemist.
- My GP is open until 6:30pm but the pharmacy is closed.
- As I use the NHS app to request my repeat prescriptions, the opening times, certainly at weekends can affect when I get my medication
- I work full time therefore sometimes struggle to get my medication due to pharmacy opening hours, I have to ask a family member to go.
- Closed for 1 hr at lunch and not open weekends
- some only open during the week and some don't open until late
- If illness occurs out of hours I have to travel some distance to find one that opens late.
- due to working full time 8-5pm
- some pharmacy do not open past 10pm, this is no good as you have been to urgent care or out of hours, I have travelled as far as Warrington to try and get a late night pharmacy, we need a 24hr one
- Limited opening hours on a Saturday and I work all week
- Not always able to get to the pharmacy during working day (9-5) due to own work commitments. Weekend access is sometimes restricted.
- Most pharmacies open 9am-5.30pm but I work and have to use public transport so cannot get there in these hours so have to go Saturday morning or take time off work
- Would be helpful if the Pharmacy was open weekends especially Saturday and extended evenings
- There used to be a local pharmacy near to me that stayed open until 9 p.m. This was very, very convenient if you worked and desperately needed medication but due to the large number of pharmacies in the area as a whole. It was not profitable or viable for them to stay open until late in the evening.
- They are 9 to 5 weekdays which doesn't work for people that work.
- Not open 7 days per week
- Not open at weekends can be a problem.
- NOT OPEN ON SATURDAY OR SUNDAY EARLY - BEFORE 9 AM OR LATE - AFTER 6 PM
- Shutting earlier than previously
- They are open in office hours so if you work those hours you can't get in.
- not open early or late and weekends
- Not open Sundays or evening
- Only opens Monday to Friday not open weekends

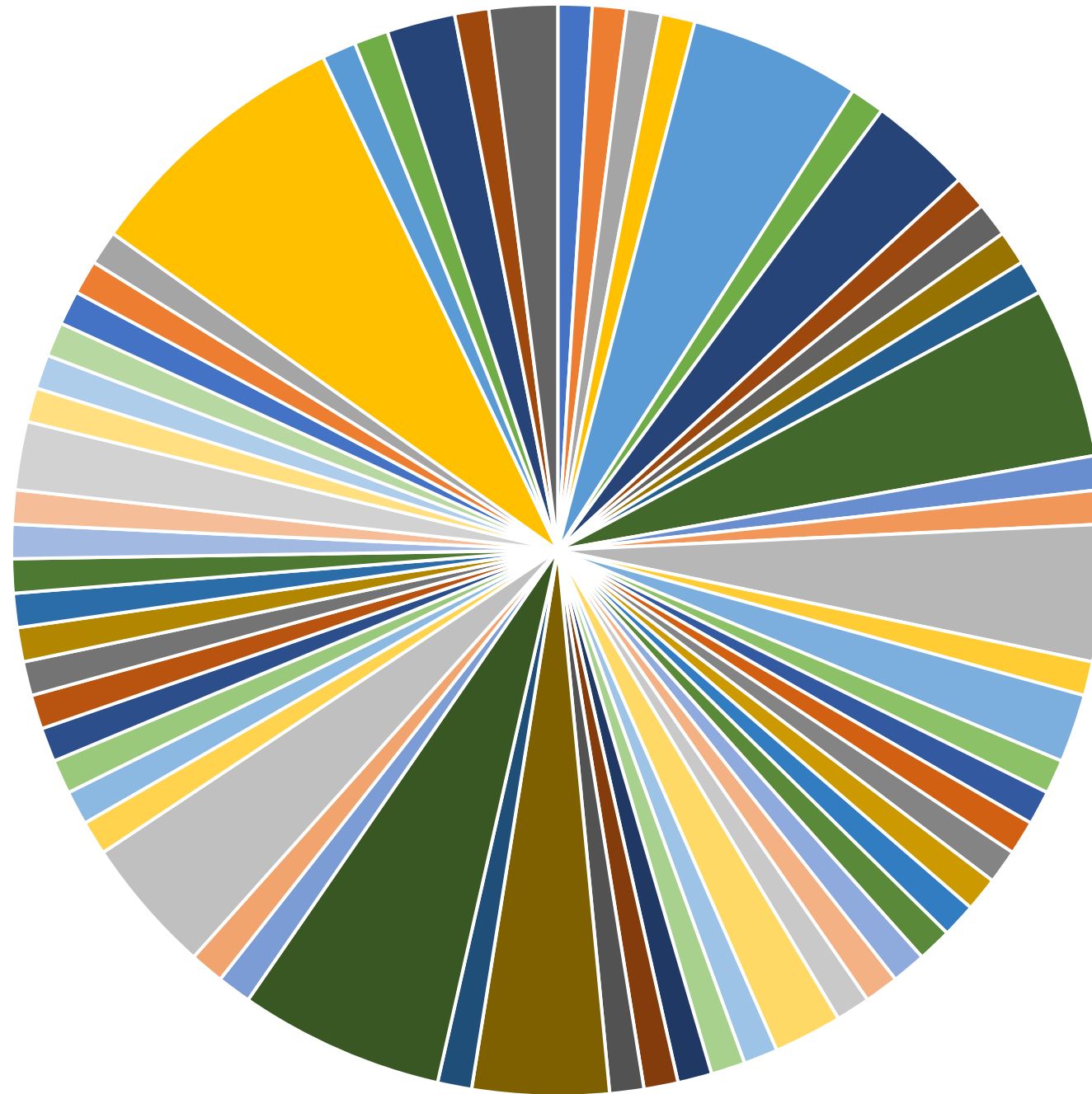
Location and Time	Number of Respondents
In the supermarket; Opening times	4
In town/ shopping area; Opening times	1
In town/ shopping area; Near to home	3
Near to home; Opening times	19
Near to home; Near to my doctors	1
Near to home; In the supermarket; Opening times	2
Near to home; In town/ shopping area; Opening times	2
Near to home; In town/ shopping area; Near to my doctors	1
Near to home; In town/ shopping area; Near to my doctors	1
Near to home; Near to my doctors; Opening times	17
Near to home; Near to my doctors; Near to my doctors	1
Near to home; Near to my doctors; In town/ shopping area	1
Near to home; Near to my doctors; In town/ shopping area; Opening times	1
Near to home; Near to my doctors; Opening times	3
Near to home; Opening times	1
Near to home; Opening times	4
Near to my doctors; Opening times	8
Near to my doctors; In the supermarket; Opening times	1
Near to my doctors; In the supermarket; Near to my doctors	1
Near to my doctors; In the supermarket; Opening times	1
Near to my doctors; Near to home	1
Near to my doctors; Near to my doctors	1
Near to my doctors; Opening times	3
Near to my doctors; Opening times	5
Near to work; In town/ shopping area; Opening times	1
Near to work; In town/ shopping area; Near to home	1
Near to work; Near to home	1
Near to work; Near to home	1
Near to work; Near to home; Near to my doctors	2
Near to work; Near to home; Near to my doctors	1
Near to work; Near to my doctors; Opening times	1
Near to work; Near to my doctors; Opening times	1
Near to work; Near to my doctors; Opening times	1
Near to work; Near to my doctors; Opening times	1

■ Total

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



■ Close to home ;

■ Convenience ;

■ Doctors sends my prescription electronically to this pharmacy.;

■ GO WHERE I AM AT THE TIME;

■ 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;

■ I do not have to wait long for a walk-in service;The staff are friendly;The staff are knowledgeable;

■ I do not have to wait long for a walk-in service;The staff are friendly;They offer a collection service;They offer a delivery service;

■ I do not have to wait long for a walk-in service;The staff are friendly;They offer a collection service;They offer another service which I use;

■ I do not have to wait long for a walk-in service;The staff are knowledgeable;

■ I do not have to wait long for a walk-in service;The staff are knowledgeable;The staff are friendly;

■ 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;

■ 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;The staff speak my first language Please state your first language below;;

■ 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;The staff speak my first language Please state your first language below;;English;

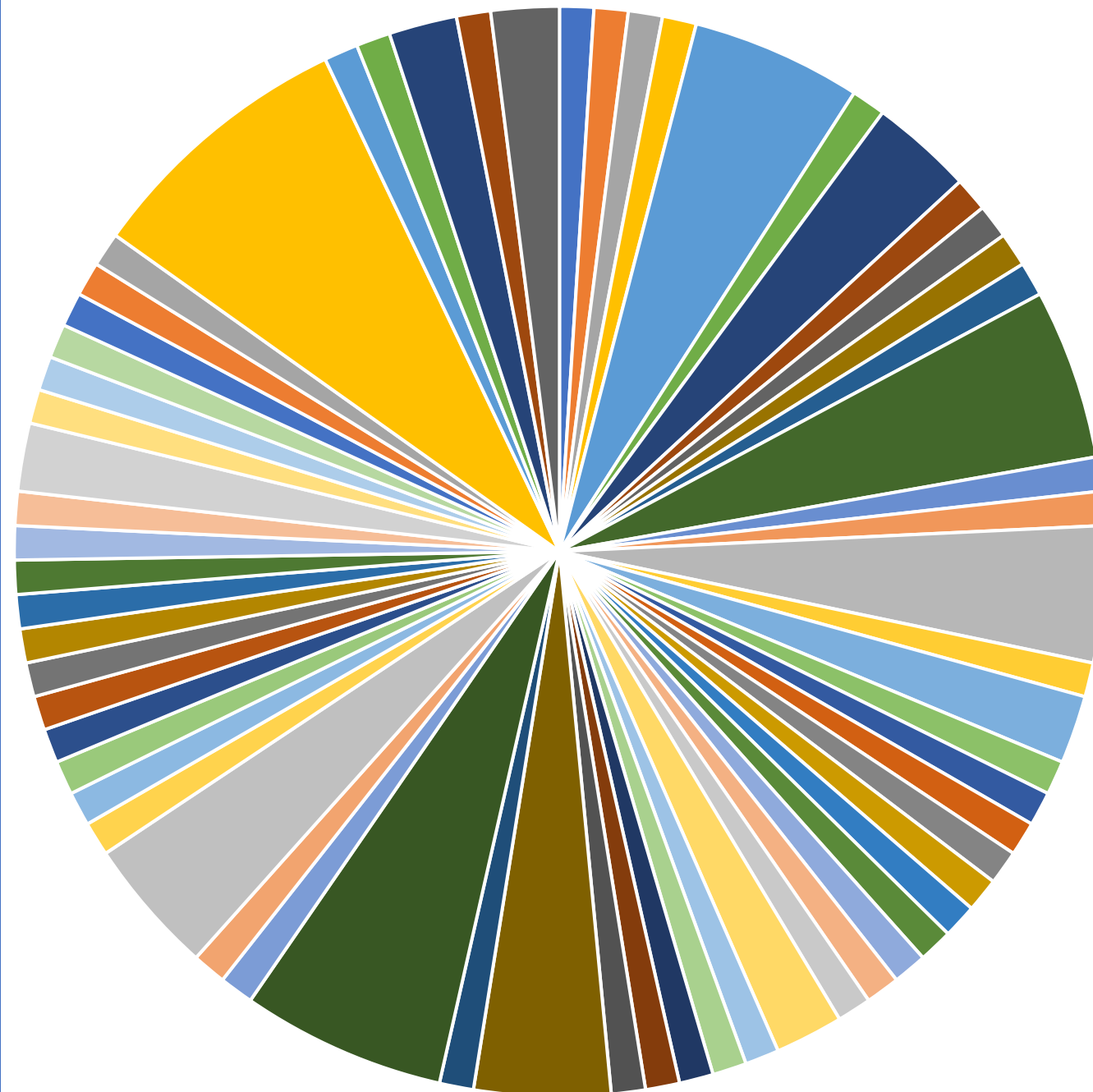
■ I do not have to wait long for a walk-in service;The staff respect my privacy;The staff are friendly;The staff are knowledgeable;They offer a collection service;

■ I do not have to wait long for a walk-in service;The staff respect my privacy;The staff are friendly;The staff are knowledgeable;They offer a collection service;They offer a delivery service;

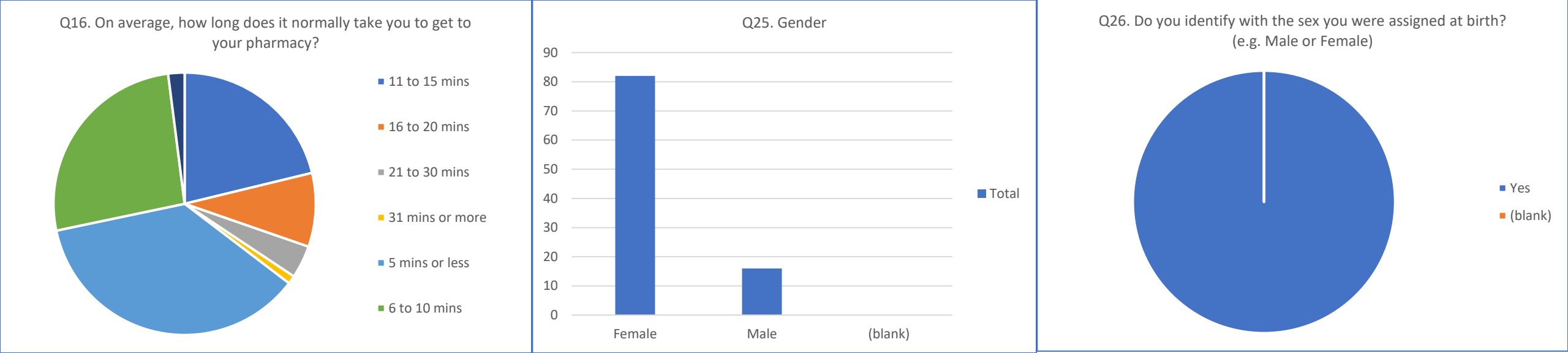
■ I do not have to wait long for a walk-in service;The staff respect my privacy;The staff are friendly;The staff are knowledgeable;They offer a collection service;They offer a delivery service;The staff speak my first language Please state your first language below;;

■ 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;They offer a delivery service;They offer another service which I use;

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



- Close to home ;
- Convenience ;
- Doctors sends my prescription electronically to this pharmacy.;
- GO WHERE I AM AT THE TIME;
- 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;
- I do not have to wait long for a walk-in service;The staff are friendly;The staff are knowledgeable;
- I do not have to wait long for a walk-in service;The staff are friendly;They offer a collection service;They offer a delivery service;
- I do not have to wait long for a walk-in service;The staff are friendly;They offer a collection service;They offer another service which I use;
- I do not have to wait long for a walk-in service;The staff are knowledgeable;
- I do not have to wait long for a walk-in service;The staff are knowledgeable;The staff are friendly;
- 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;
- 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;The staff speak my first language Please state your first language below;;
- 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;The staff speak my first language Please state your first language below;;English;
- 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;The staff respect my privacy;The staff are friendly;The staff are knowledgeable;They offer a collection service;They offer a delivery service;
- 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;They offer a delivery service;The staff speak my first language Please state your first language below;
- 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;They offer a delivery service;They offer another service which I use;



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)	18%	33%	51%	21%	28%	49%	0%
Weekday: During the day	68%	23%	91%	7%	2%	9%	0%
Weekday: Lunchtime	49%	22%	71%	20%	9%	29%	0%
Weekday: Early evening between 6pm and 9pm	42%	29%	71%	16%	11%	27%	2%
Weekday: Late evening after 9pm	15%	26%	41%	24%	26%	50%	9%
Saturday: Early Morning (before 9am)	18%	16%	34%	35%	26%	61%	5%
Saturday: Morning	46%	40%	86%	7%	6%	13%	1%
Saturday: Afternoon	39%	32%	71%	15%	10%	25%	4%
Saturday: Evening after 6pm	18%	19%	37%	30%	28%	58%	5%

Sunday: Early Morning (before 9am)	13%	11%	24%	42%	28%	70%	6%
Sunday: Morning	26%	31%	57%	20%	17%	37%	6%
Sunday: Afternoon	20%	29%	49%	24%	20%	44%	7%
Sunday: Evening after 6pm	15%	12%	27%	38%	26%	64%	9%
Bank Holidays: Early Morning (before 9am)	18%	15%	33%	37%	24%	61%	6%
Bank Holidays: Morning	33%	30%	63%	18%	14%	32%	5%
Bank Holidays: Afternoon	30%	24%	54%	24%	16%	40%	6%
Bank Holidays: Evening after 6pm	20%	12%	32%	38%	24%	62%	6%

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

	Essential	Fairly Important	Unimportant	Not necessary	Not sure
Convenient location	69	24	3	2	1
Parking	45	30	13	2	9
Friendly staff	60	2	9	3	0
Short waiting times	58	37	3	1	0
Private area to speak to the pharmacist	60	30	7	1	1
Seeing my regular pharmacist if I want to	19	34	29	10	7
Providing clear advice on my prescription and over the counter medicines	63	28	5	1	2
Being able to use it in an emergency	58	28	7	3	3



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	34	42	16	5	2
Location	59	33	4	1	2
Parking facilities	33	33	13	4	16
Knowledge of staff	37	48	6	1	7
Staff attitude	38	46	9	3	3
Waiting times	31	43	16	6	3
Private consultation areas	30	40	5	2	22
The pharmacist / pharmacy staff taking time to talk to you	28	42	11	3	15
The pharmacy having the things you need	37	45	9	6	2
The pharmacist offers advice when need	34	48	4	3	10
Overall pharmacy service	39	46	6	5	3
Physical access into the building	43	46	4	3	3
Being able to use it in an emergency	15	34	16	7	27

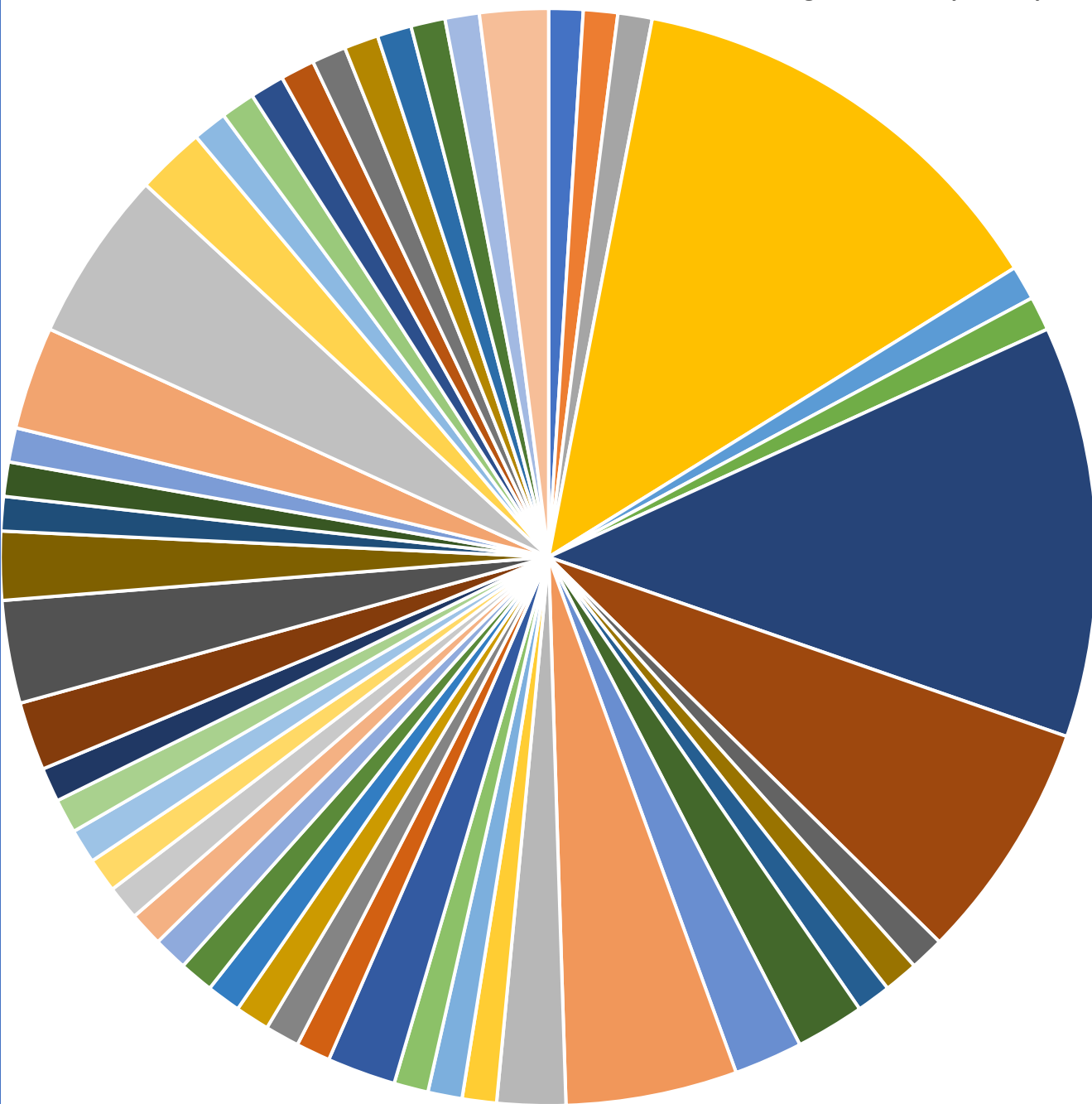
Q20. How often do you use any of the following services available from your pharmacy?

	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	20	0	23	54	2
Purchased Over the Counter medicines	49	36	6	8	0
Electronic Repeat Dispensing	60	5	15	14	5
Collection of regular prescription medicines	80	10	1	8	0
Collection of occasional prescription medicines	42	35	14	8	0
NHS Urgent medicine supply	18	11	25	33	12
Dispose of unwanted medication	8	10	36	39	6
Emergency Hormonal Contraception (morning after pill)	1	1	5	87	5
Chlamydia testing or treatment	0	0	6	88	5
Condom distribution service	0	0	7	86	6
Contraception	1	3	4	87	4
Pharmacy First Service	5	2	15	39	38
Minor Ailment Scheme (Access to certain free over the counter medicines to avoid a GP visit when eligible)	11	8	29	29	22
Stop Smoking Service	1	1	2	89	6
Substance Misuse Service e.g. Observed Consumption of Medication, needle exchange service	1	0	1	91	6
Early morning opening (before 9am)	8	3	34	46	8
Late night opening (after 7pm)	10	13	37	31	8
Saturday opening	27	23	27	18	4
Sunday opening	11	9	37	34	8
Bank Holiday opening	9	8	40	35	7

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

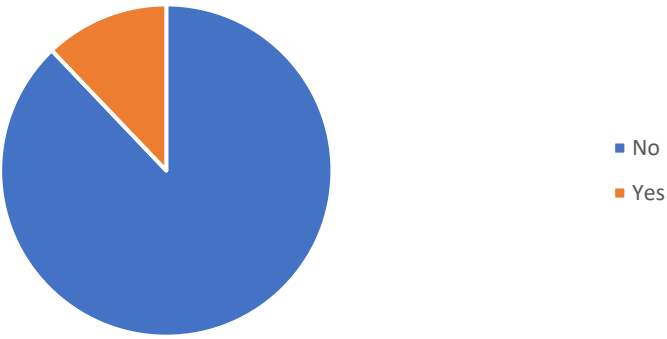
	Used in the last three months	Used in the last year	Not used in the last year but may need to use in the future	Not used in the last year and not relevant to my needs	I don't know what this is
Blood Pressure Check	7	6	42	40	4
Lateral Flow Device (NHS Service)	3	2	24	56	14
Flu Vaccine	11	14	32	39	3
COVID Vaccine	7	11	33	45	3
New Medicine Service	7	4	23	39	26
Diabetes Screening	1	3	29	58	8
Healthy Weight advice	0	0	33	60	6
Health Tests, e.g. cholesterol	1	1	36	53	8
Long term condition advice	2	1	32	52	12
Sharps Bin Disposal	0	1	21	70	7
Palliative Care Medicines	0	1	19	71	8
Referral from NHS 111	3	8	28	52	8
Other	3	2	15	55	24

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

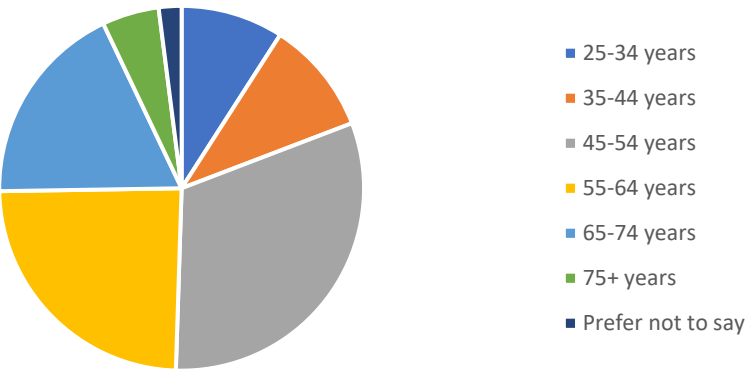


- NHS choices;Sexual health service;Your family doctor/GP/GP surgery;Practice nurse;
- NHS walk-in centres;
- Nobody, I would not look for information about this issue;
- Not applicable;
- Other internet (not NHS choices);
- Practice nurse;Your family doctor/GP/GP surgery;Friends/family;An NHS non-emergency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

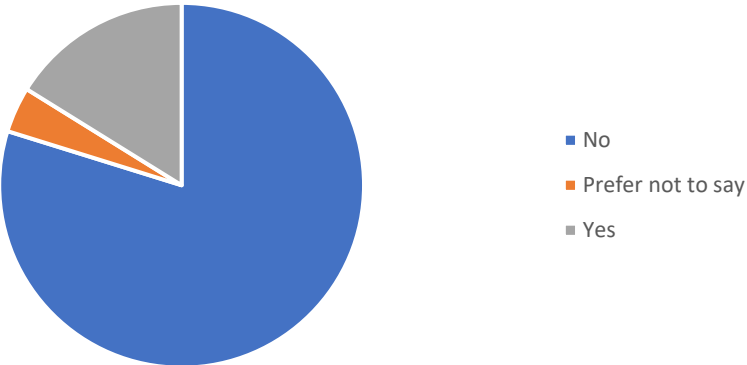
Q23. Are there any other services you would like your pharmacy to offer?



Q27. Age



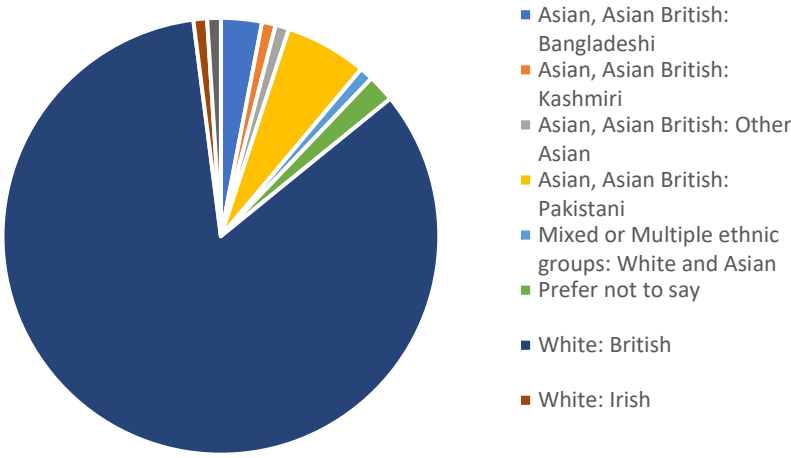
Q29. Do you consider yourself to be disabled?



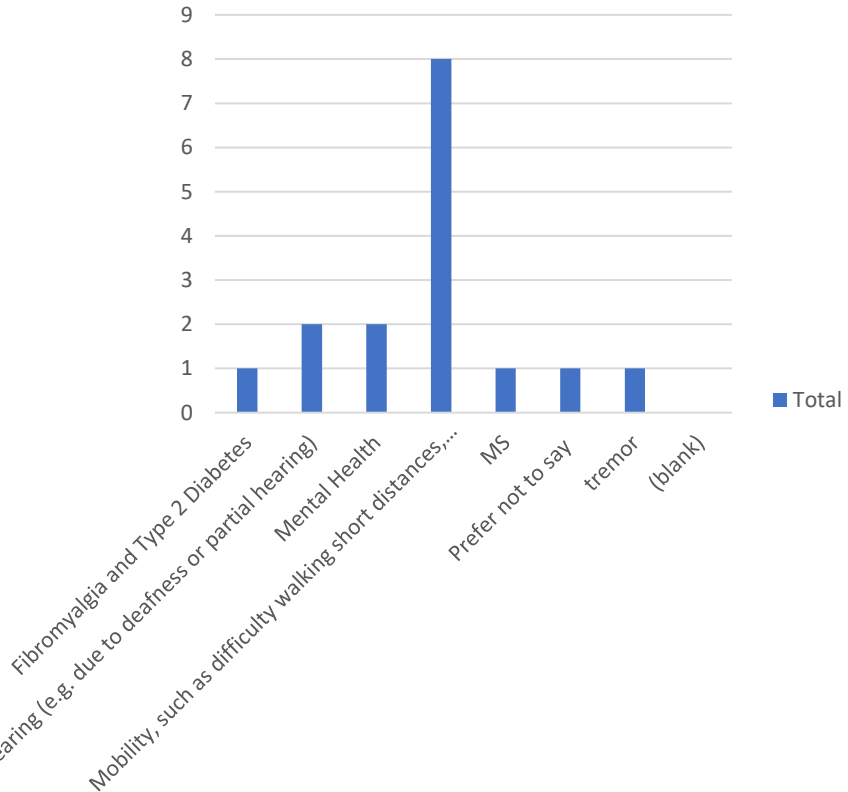
Q24. If Yes Please explain why.

- A more private consulting area.
- More than one Pharmacist to be available during opening hours. One for consultations + one for dispensing. Both can dispense if not needed for consultations. This would reduce waiting times. I know when I'm unwell, waiting around for 30 minutes for my prescription is absolutely not reasonable on two counts - one because of my condition and how I feel and two because of the risk of infection by me to others or by others to me as they wait 30 minutes for their prescription, too.
- A Practice Nurse or two would be invaluable in a Pharmacy - they would be able to advise on flu, ENT, sprains, mental health issues, administer vaccines and refer on to other NHS services if needed.
- A Health Visitor being available for baby and child advice. This would free up GP appointments.
- If waiting times cannot be reduced - better waiting facilities - warmer, less public space, somewhere where you can buy a warm drink whilst you wait.
- Would love my pharmacy to have a doctor. My amazing Pharmacist is like a GP and is wonderful. Can access without being questioned and made to feel like you just need to get a grip and put up with things. Also do not have a six week wait to book a "Pre Bookable Appointment"
- When I last attended my GP's he walked in 10 minutes late and then I was the first appointment and waited 30 minutes to see him from the time of my appointment. Honestly I would be lost with my Pharmacist.
- I have difficulty remembering to order my prescriptions, I would like a service where my medication is automatically ordered and sent to a local chemist for me to collect - could they send a text when ready? this may be a service already provided but i don't know how to access it. My health conditions cause pain, fatigue and forgetfulness so I do struggle to manage my medication and repeat prescriptions
- To prescribe medication
- Longer opening hours - open at weekends for emergencies.
- I don't now if my pharmacy provides the services above.
- Antibiotics for conditions you have history for e.g. insect bites infection, skin conditions. Almost impossible to get into the GP and frustrating when you know you definitely need antibiotics from lots of previous experience.
- Actually prescribing the meds
- blood tests and cholesterol test, to check if healthy
- Prescribe antibiotics for chest infections - would ensure timely prescription as GP appointments are difficult to obtain
- To have appointments & prescribe medication for ailments since there seems to be lack of doctors appointments available
- Temperature check

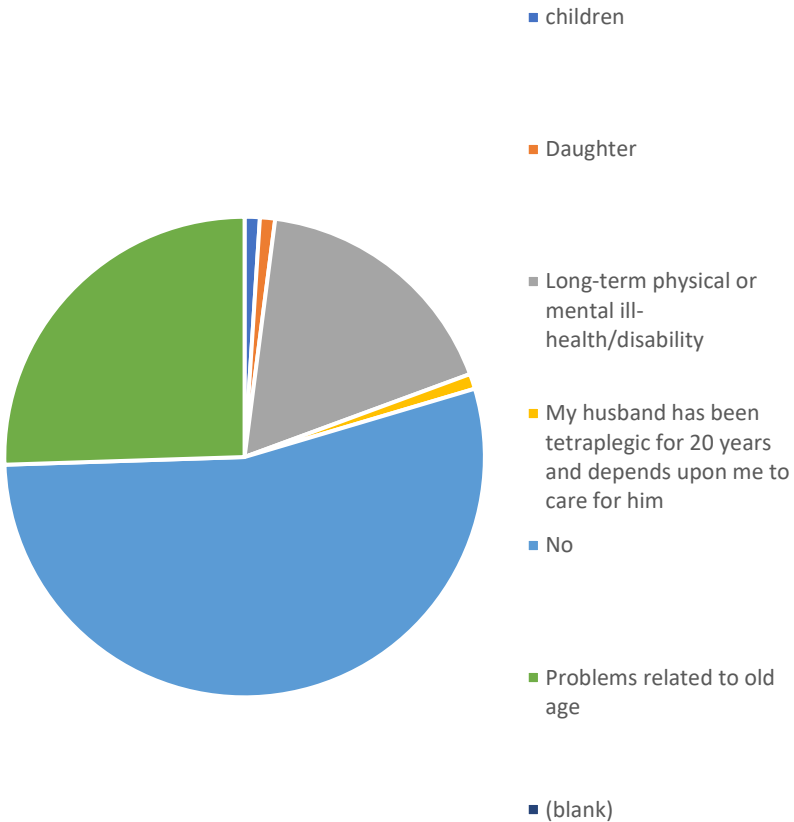
Q28. Ethnic origin



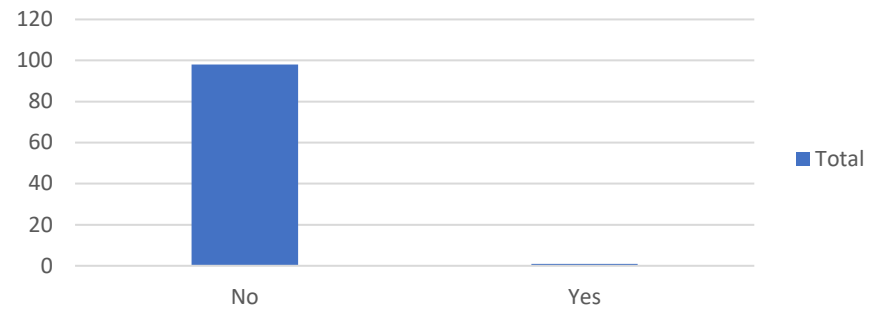
Q30. Please indicate your disability and/or long-lasting illness



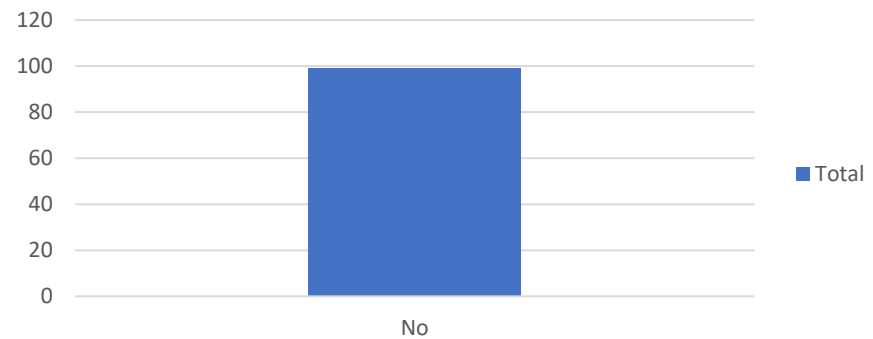
Q31. Do you look after, or give any help or support to family members, friends, neighbours or others?



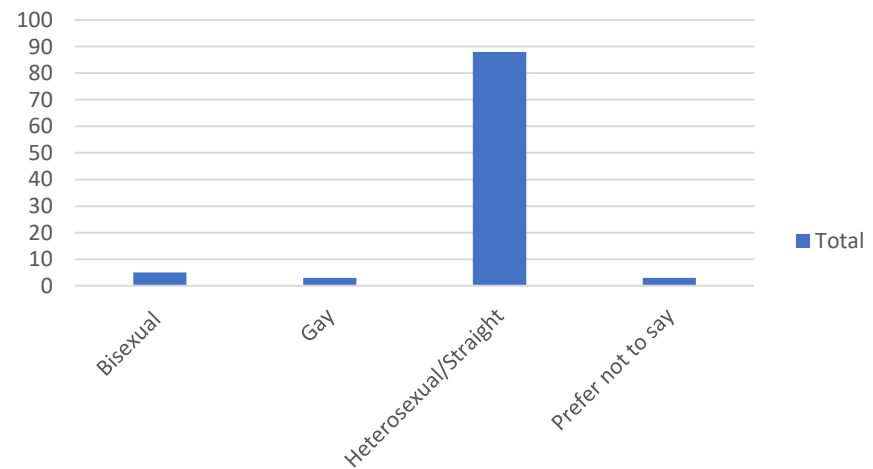
Q32. Are you pregnant or have you given birth within the last 12 months?



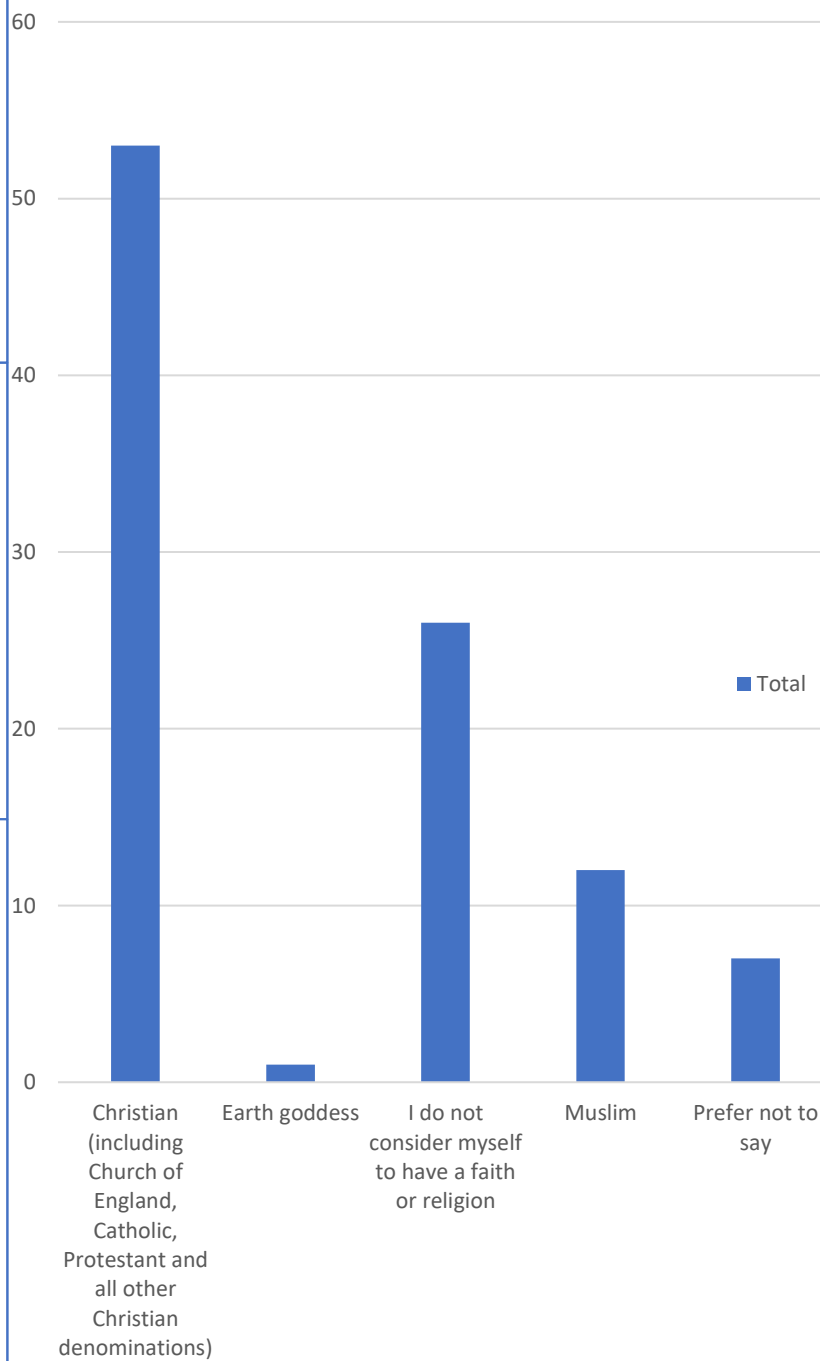
Q33. Have you undergone or are you going through gender reassignment?



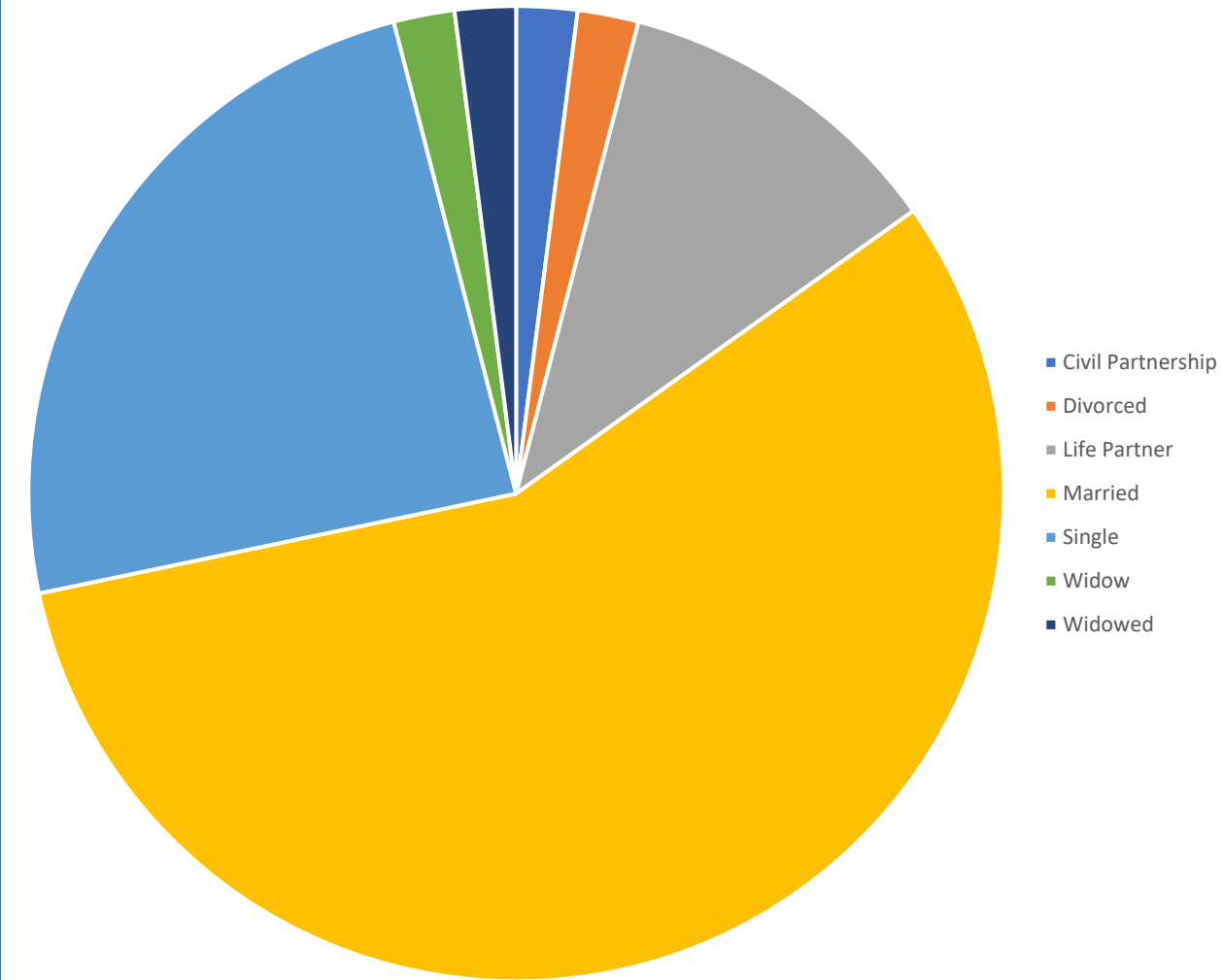
Q34. Sexuality



Q35. Faith or religion



Q36. Marital status



Q37. Current working situation

