



People's Experiences of Pharmaceutical Services in North Tyneside

- As part of the process of revision of the PNA the Health and Wellbeing Board are required by statute to consult with local Healthwatch.
- Healthwatch North Tyneside have gathered local people's experience of using local Pharmacy services to support them to amplify local people's views and put these at the centre of the discussions on local pharmacy need.



What we did

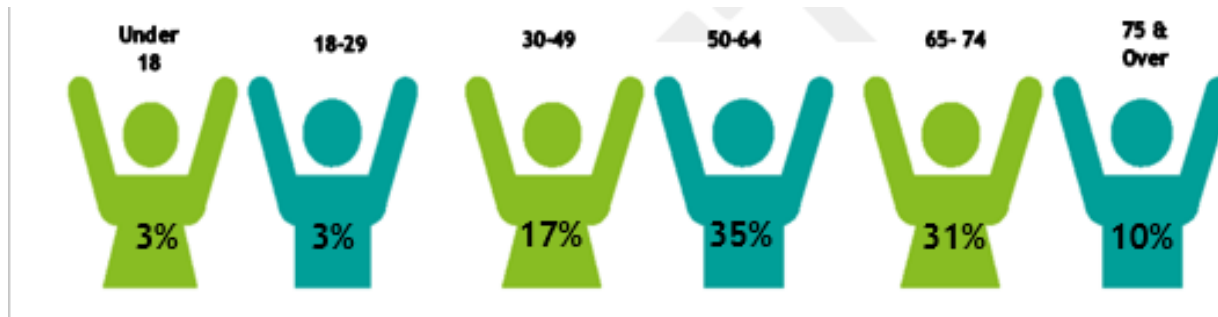
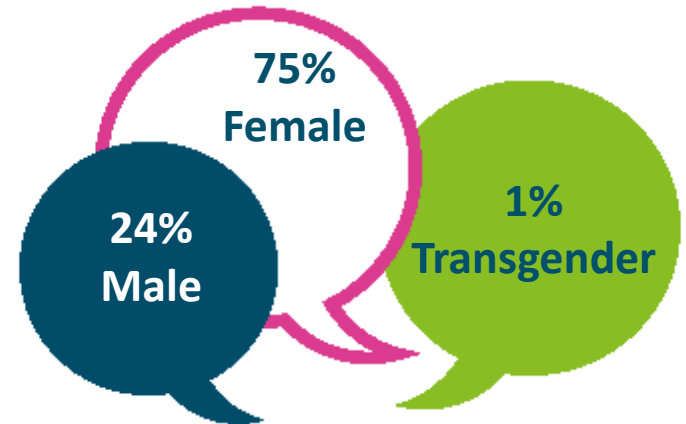
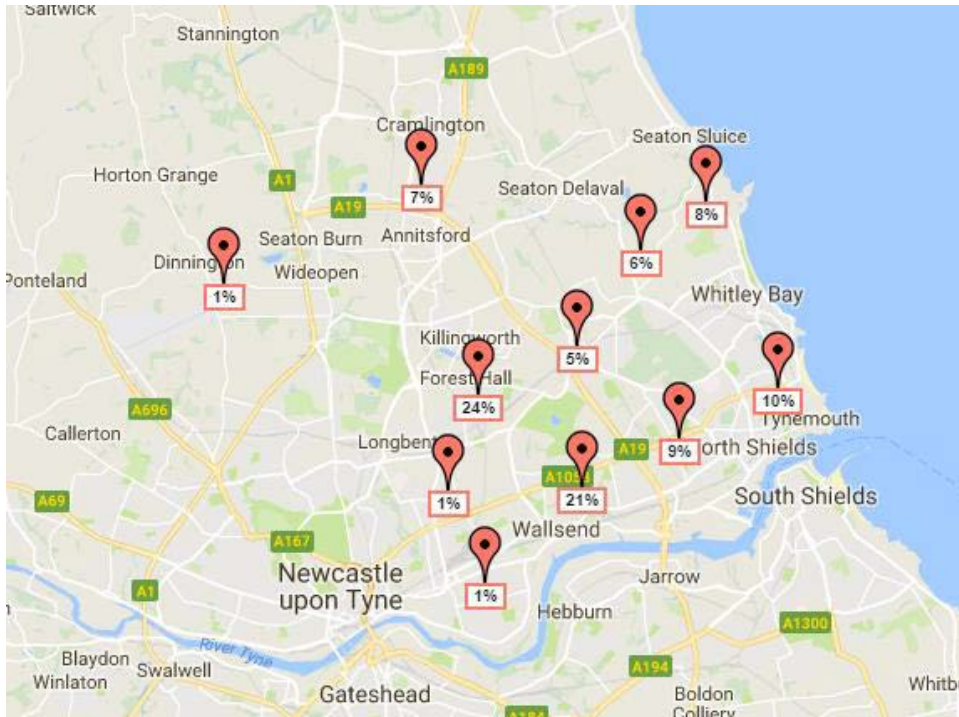
We gathered people's experiences through:

- An online and printed survey which ran from 30 June to 18 August 2017
- Data obtained from the past 12 months of NHS choices reviews
- Existing feedback HWNT had received relating to pharmacies through our engagement events and online feedback centre

Data Source	Response/Feedback
Online Survey	271
Printed Survey	80
General Engagement	17
Online Feedback Centre	2
NHS Choices Data	19
	Total feedback: 389



Who we talked to



What people told us

Pharmacy Usage in North Tyneside:

- 61% of people told us that they used a pharmacy at least every month.
- 48% of people agreed that they would always use the same pharmacy with 37% stating that they would usually use the same pharmacy.
- People used the pharmacy throughout the day but most commonly between 12-5pm. However, it is important to note that this may reflect pharmacy opening hours and not necessarily indicate when people would prefer to use their pharmacy.



Pharmacy Usage in North Tyneside:

- Almost half of the respondents said that they used a high street pharmacy.
- Just under 20% stated that they used a health centre pharmacy and the remainder chose a supermarket, retail park or other type of pharmacy.
- 50% of respondents stated they travel to their pharmacy by foot and 49% stated that they travel by car, with only 10% of people travelling by public transport.



Pharmacy usage by service:

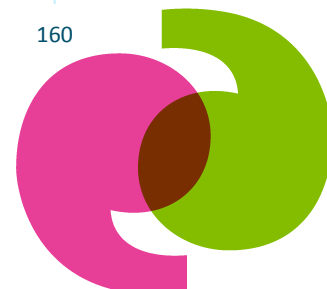
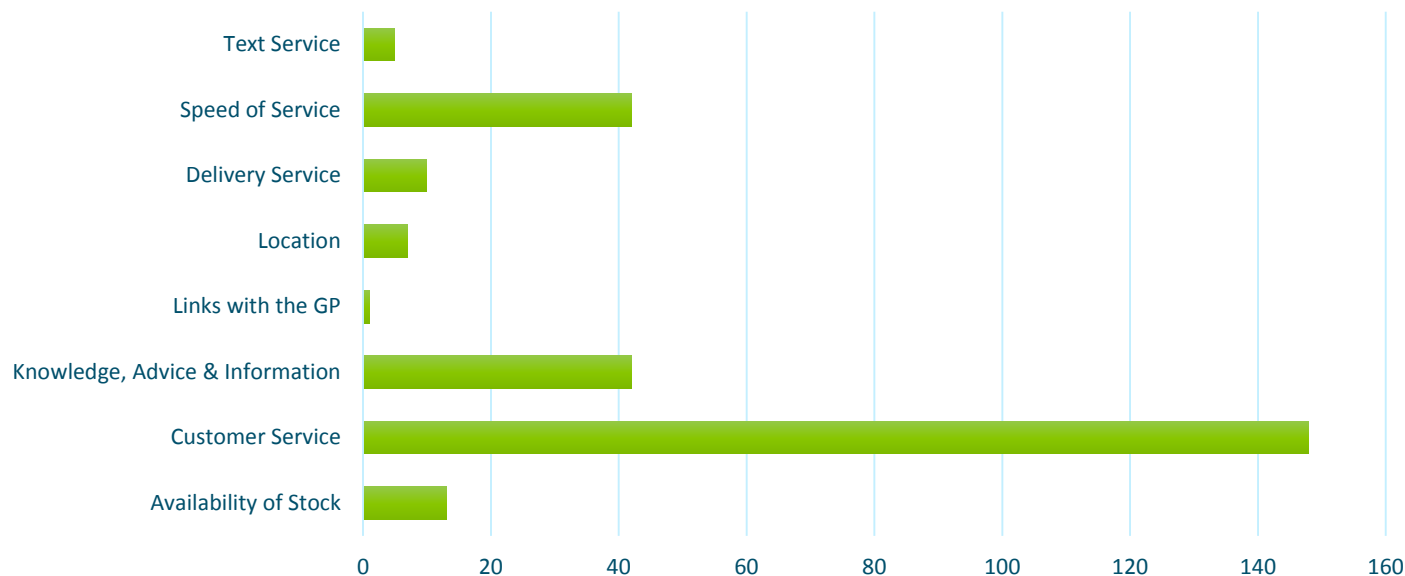
Services which are well used	Services which people are aware of but have not used	Services where awareness is low
Dispensing of Medicines	Delivery service	Sexual Health Testing
Electronic repeat dispensing	Adult Flu vaccination	Asthma management
General advice about medicine	Promotion of Healthy Lifestyles	Support over the telephone
Disposing of old/ unwanted medication	Information about self-care	
Medication review	Signposting for further advice and support	
	Stop Smoking Advice or Services	
	Emergency Contraceptive	

People's experiences of accessing their pharmacy:

**“Local, well-stocked
and efficient!”**

**“Speaking personally there is nothing further
this particular pharmacy could do to improve
what already is first class”**

Positive Experiences



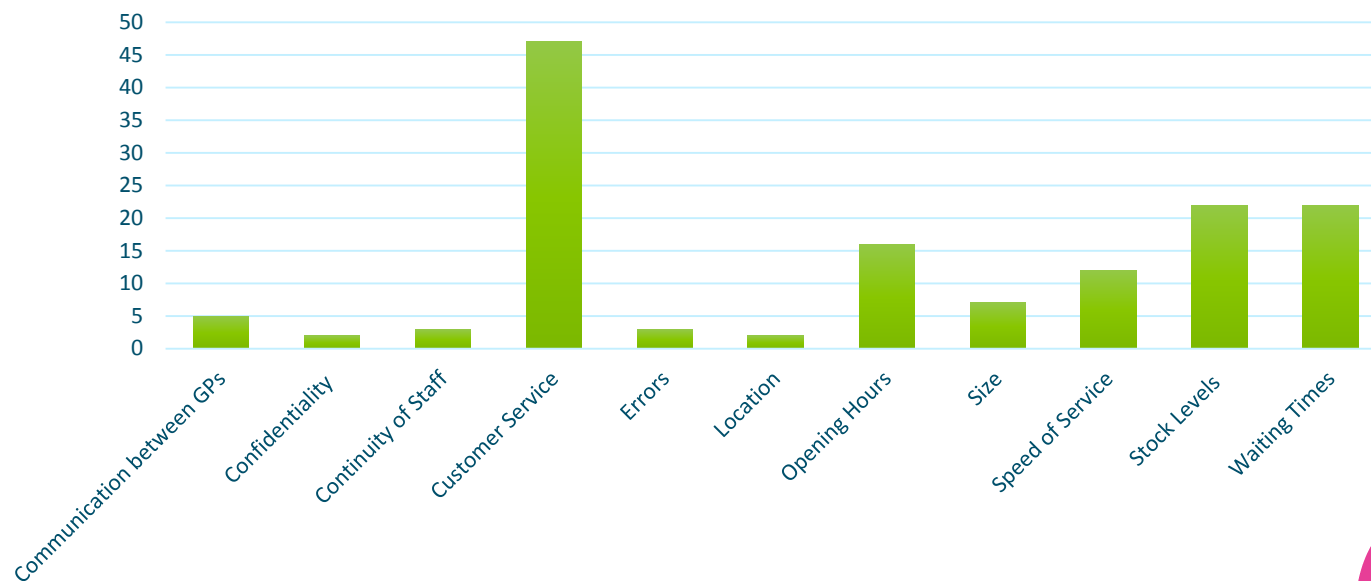
People's experiences of accessing their pharmacy:

“Often stood a long time waiting”

“Closing times are a bit tight when I have to collect prescription and I work until 6pm”

“Staff need more time”

Areas for Improvement



Conclusions

Whilst it is acknowledged that there is a **high level of satisfaction** about the service received from pharmacy in North Tyneside, there are a number of areas which HWNT has identified where improved or better access to pharmaceutical services can be achieved:

- Where awareness of a commissioned service is low, the PNA Steering should consider how to improve access to these services. In particular focus should be given to: **Support over the telephone, Asthma management & Sexual health testing.**
- For those commissioned services where awareness of services is high, but uptake low it is important for the PNA Steering Group to understand if the findings of the survey are borne out in the accounts from pharmacies and consider if they are delivering on the outcomes expected.



Conclusions

- The PNA should address **how pharmacy quality is monitored and improved** across North Tyneside including indicators relating to patient experience and how local people will be engaged in this process on an on-going basis.
- In particular this should focus on **stock levels** and **waiting times**.
- The PNA steering group should give consideration to **the opening hours** of pharmacies, especially in relation to pharmacists' availability over the lunchtime period, evenings and weekend opening hours.

