

# Appendix Three – Public survey results - Bury

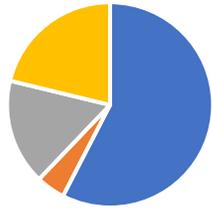
Survey ran 4<sup>th</sup> February 2025 to 21<sup>st</sup> March 2025.

There were 71 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?



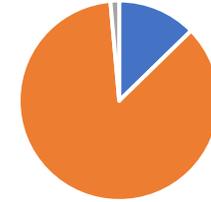
- Once a month
- More than once a week
- Less often
- Once every couple of weeks

#### Q5. How often do you use a pharmacy?



- Once a month
- More than once a week
- Less often
- Once every couple of weeks
- Once a week

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



- More than one pharmacy
- One pharmacy
- Not applicable

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



- No
- Yes

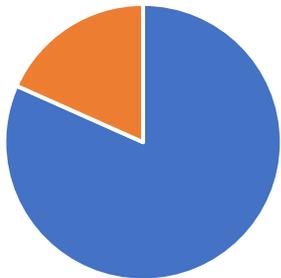
#### Q8. If you answered 'yes' to Q7, please explain why:

- Disabled mobility issues
- Mobility problems
- None within walking distance
- Parking issues due to new development in Prestwich
- Due to car park being closed in prestwich for redevelopment and other car park is full with people using the Met

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

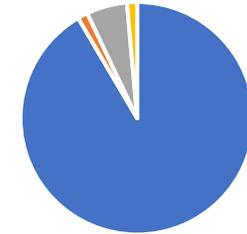
- When you pop there at lunch time but they close for one hour over lunch time or no pharmacist available 1-2pm.
- Not all open weekends
- I work Monday to Friday full time so weekends access work's better for me
- Local pharmacy not open on weekends
- Shut at weekends when best time to visit
- The pharmacy I use does not open at weekends, so i need to go in my lunch hour from work.
- Like them to be open longer hours. Order off the app so not sure how long it takes to arrive
- They are closed on a weekend
- Working
- I HAVE ISSUES GETTING MY MEDICATION AS THEY RUN OUT AT DIFFERENT DATES THEREFORE I AM BACK AND FORTH. AND NOW THEY DONT OPEN ON SATURDAYS.
- Not open on Sundays
- I only use a pharmacy that has good opening hours
- They open 9-6pm no out of hours service

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



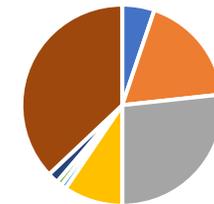
- No
- Yes

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



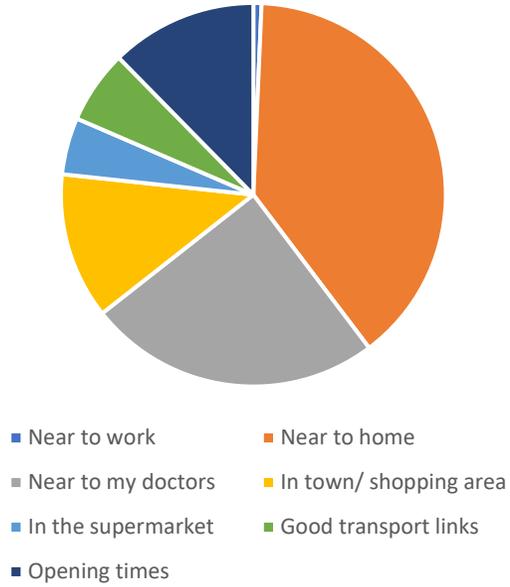
- No
- Other
- Yes, I have mobility issues
- Yes, I'm housebound

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



- Go without medication
- Wait until the pharmacy is open
- Wait for them to order the stock I need
- Get a relative / friend to collect for me
- No problems
- Not applicable
- Go to A&E or a walk-in centre
- Find another pharmacy

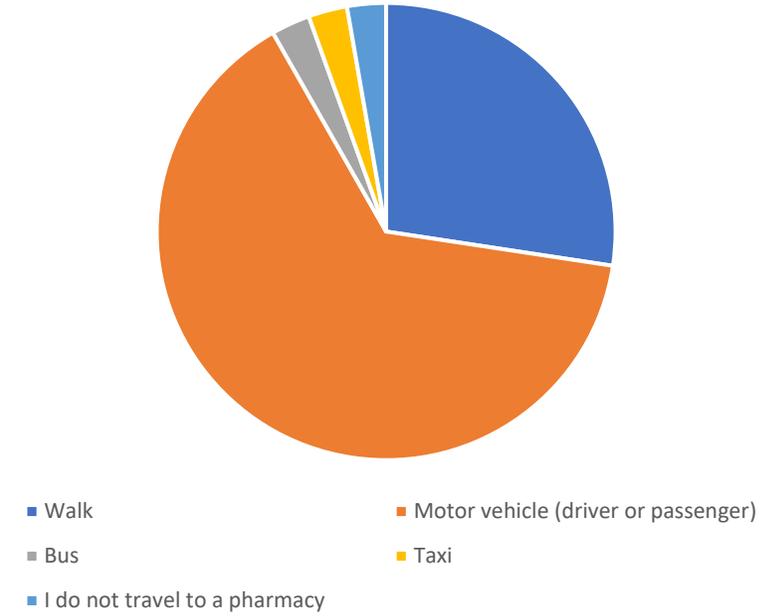
Q13. Thinking of the pharmacy you use most, tick as many of the following reasons for your choice



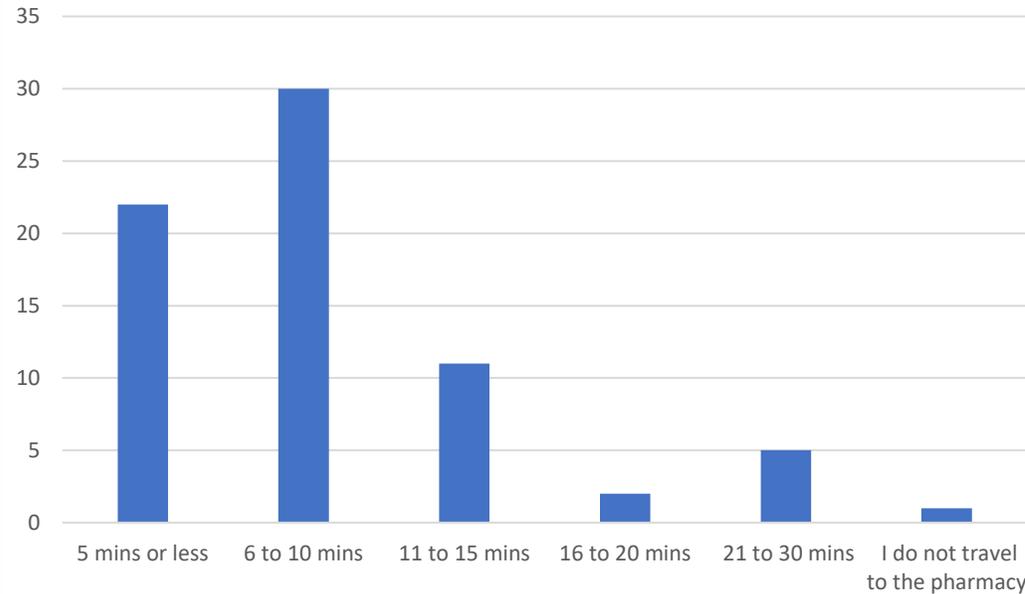
Q14. Thinking of the pharmacy you use most, tick as many of the following reasons for your choice



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)	13%	20%	33%	24%	35%	59%	8%
Weekday: During the day	70%	17%	87%	3%	6%	9%	4%
Weekday: Lunchtime	24%	28%	53%	18%	21%	39%	8%
Weekday: Early evening between 6pm and 9pm	17%	37%	54%	15%	24%	39%	7%
Weekday: Late evening after 9pm	4%	25%	29%	23%	37%	60%	11%
Saturday: Early Morning (before 9am)	7%	23%	30%	23%	38%	61%	9%
Saturday: Morning	35%	34%	69%	6%	20%	26%	5%
Saturday: Afternoon	22%	35%	57%	12%	23%	35%	8%
Saturday: Evening after 6pm	7%	25%	32%	24%	32%	56%	12%
Sunday: Early Morning (before 9am)	8%	11%	19%	24%	44%	68%	13%
Sunday: Morning	13%	35%	48%	14%	28%	42%	10%
Sunday: Afternoon	11%	28%	39%	14%	37%	51%	10%
Sunday: Evening after 6pm	4%	15%	19%	23%	45%	68%	13%
Bank Holidays: Early Morning (before 9am)	7%	20%	27%	24%	40%	64%	9%
Bank Holidays: Morning	11%	31%	42%	20%	28%	48%	10%
Bank Holidays: Afternoon	8%	30%	38%	20%	32%	52%	9%
Bank Holidays: Evening after 6pm	4%	18%	22%	28%	37%	65%	13%

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

	Essential	Fairly Important	Unimportant	Not necessary	Not sure
Convenient location	51	14	2	0	4
Parking	36	18	5	8	4
Friendly staff	41	16	5	6	3
Short waiting times	35	26	4	4	2
Private area to speak to the pharmacist	35	21	4	7	4
Seeing my regular pharmacist if I want to	18	22	15	11	5
Providing clear advice on my prescription and over the counter medicines	35	25	1	8	2
Being able to use it in an emergency	34	24	2	7	4

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	30	29	5	2	5
Location	44	21	1	1	4
Parking facilities	26	22	7	1	15
Knowledge of staff	38	19	2	1	11
Staff attitude	42	16	2	3	8
Waiting times	29	26	3	3	10
Private consultation areas	30	20	5	0	16
The pharmacist / pharmacy staff taking time to talk to you	29	22	3	1	16
The pharmacy having the things you need	30	25	4	1	11
The pharmacist offers advice when need	36	20	1	1	13
Overall pharmacy service	37	20	2	2	10
Physical access into the building	34	21	2	1	13
Being able to use it in an emergency	21	20	8	3	19

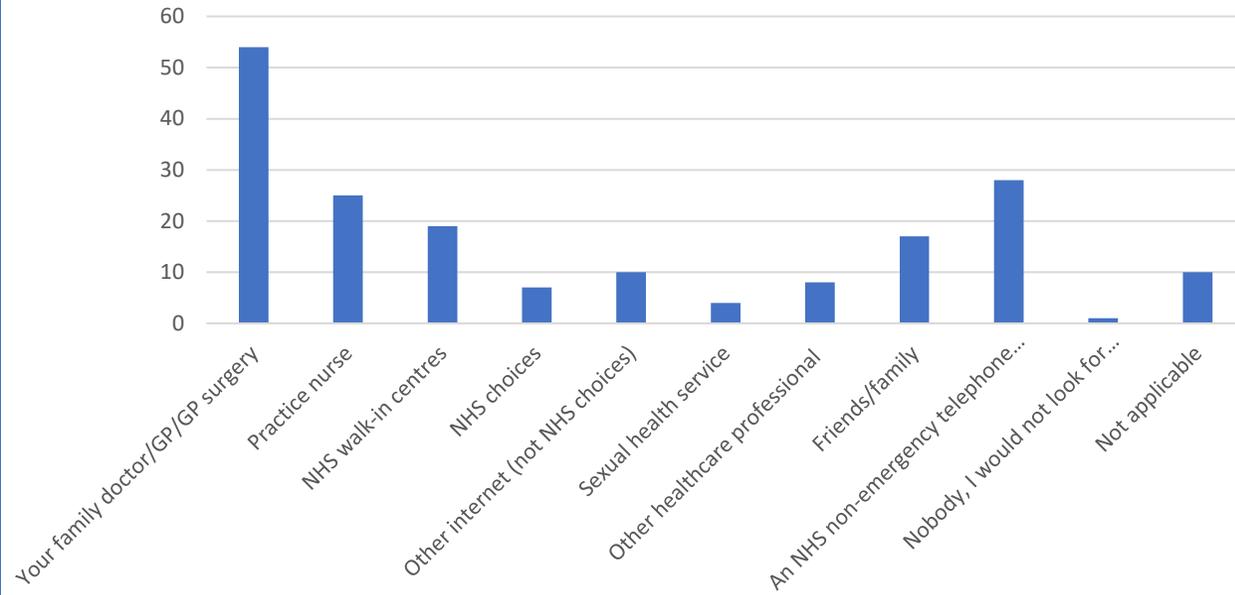
Q20. How often do you use any of the following services available from your pharmacy?

	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	14	2	13	37	5
Purchased Over the Counter medicines	39	19	3	8	2
Electronic Repeat Dispensing	44	1	2	18	6
Collection of regular prescription medicines	55	1	1	11	3
Collection of occasional prescription medicines	39	12	4	13	3
NHS Urgent medicine supply	15	8	13	25	10
Dispose of unwanted medication	5	7	19	35	5
Emergency Hormonal Contraception (morning after pill)	1	0	5	61	4
Chlamydia testing or treatment	0	0	4	63	4
Condom distribution service	0	0	6	61	4
Contraception	2	0	6	59	4
Pharmacy First Service	3	5	16	26	21
Minor Ailment Scheme (Access to certain free over the counter medicines to avoid a GP visit when eligible)	11	7	13	26	14
Stop Smoking Service	2	1	4	59	5
Substance Misuse Service e.g. Observed Consumption of Medication, needle exchange service	0	0	4	61	6
Early morning opening (before 9am)	5	6	13	44	3
Late night opening (after 7pm)	6	9	18	34	4
Saturday opening	26	16	11	16	2
Sunday opening	9	7	18	32	5
Bank Holiday opening	5	8	19	35	4

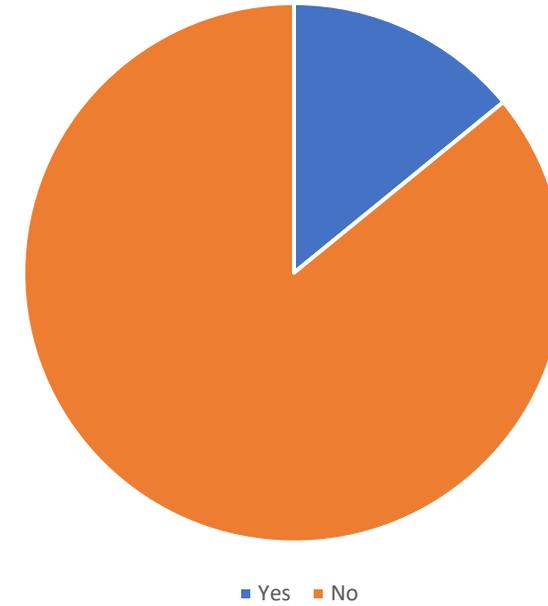
Q21. How often do you use any of the following services available from your pharmacy

	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	5	8	28	29	1
Lateral Flow Device (NHS Service)	0	4	16	47	4
Flu Vaccine	7	15	18	30	1
COVID Vaccine	8	12	19	31	1
New Medicine Service	4	2	14	30	21
Diabetes Screening	1	0	23	43	4
Healthy Weight advice	1	0	19	48	3
Health Tests, e.g. cholesterol	1	0	28	38	4
Long term condition advice	4	1	23	39	4
Sharps Bin Disposal	1	0	9	58	3
Palliative Care Medicines	0	1	11	57	2
Referral from NHS 111	1	3	18	45	4
Other	0	1	12	45	13

Q22. If you don't go to a pharmacy for any services, who or which organisation, if any, would you contact if you wished to get information:



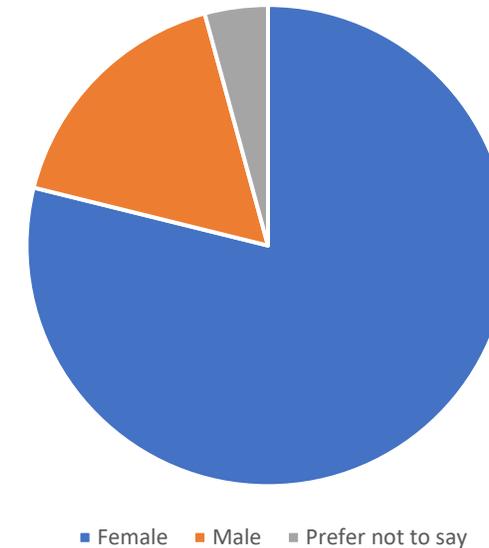
Q23. Are there any other services you would like your pharmacy to offer?



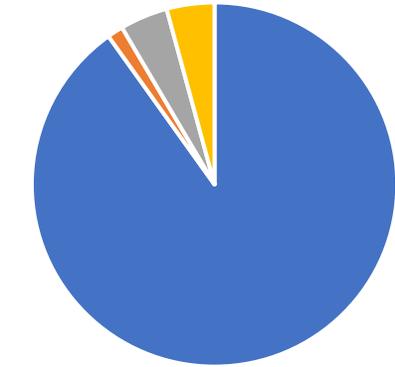
Q24. If Yes to Q23, please explain

- Minor skin conditions. They say they do but just refer you to GP.
- Weekend opening
- Basically be there to help as the GP never has appointments or the out of hours since they shut them
- Open on a Saturday
- I would like to know exactly what services they can provide. Perhaps some leaflets or posters in the pharmacy.
- Blood tests
- Pharmacy stopped delivery service but this was useful when working
- Products for Stoma
- It has been brought to my attention that our pharmacies across Bury are going to be unable to process repeat prescription orders. I think this is a real shame as my elderly parents rely on this service and it is not going to make getting their regular prescriptions very easy for either them or for myself to order them for them. It was a good service and such a shame that Bury GPs are stopping this.
- Advise when medication is not available

Q25. Gender

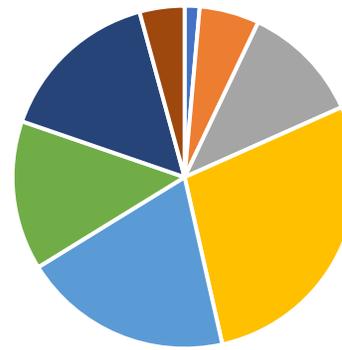


Q26. Do you identify with the sex you were assigned at birth? (e.g. Male or Female)



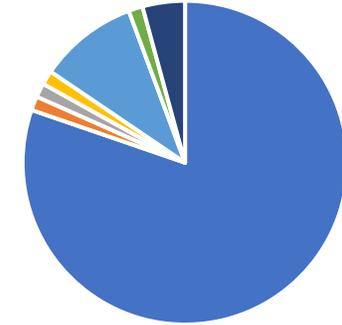
■ Yes ■ No ■ Prefer not to say ■ Blank

Q27. Age



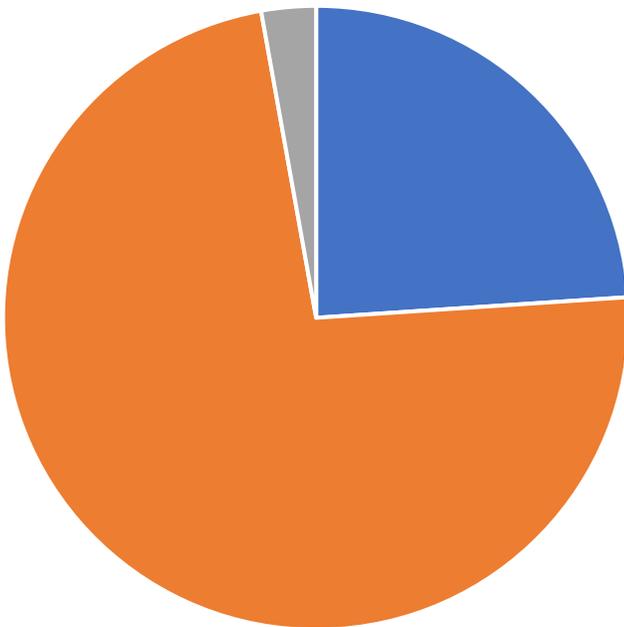
■ 18-24 years ■ 25-34 years ■ 35-44 years ■ 45-54 years  
 ■ 55-64 years ■ 65-74 years ■ 75+ years ■ Prefer not to say

Q28. Ethnic origin



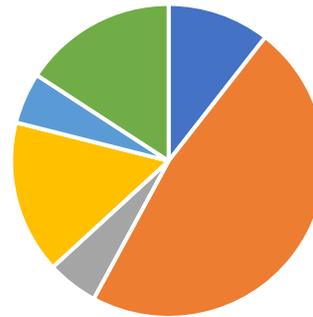
■ White: British  
 ■ White: Irish  
 ■ White: Other White  
 ■ Mixed or Multiple ethnic groups: White and Black African  
 ■ Asian, Asian British: Pakistani  
 ■ Black, Black British: Other Black  
 ■ Prefer not to say

Q29. Do you consider yourself to be disabled?



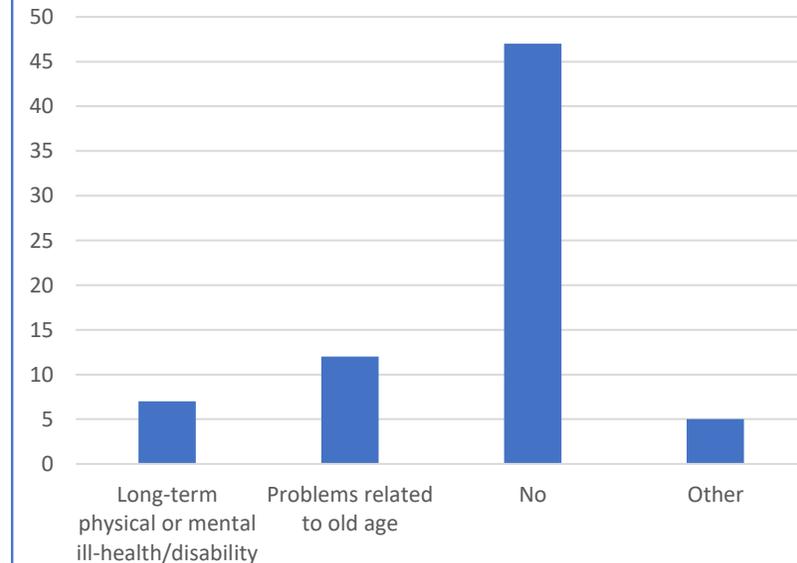
■ Yes ■ No ■ Prefer not to say

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

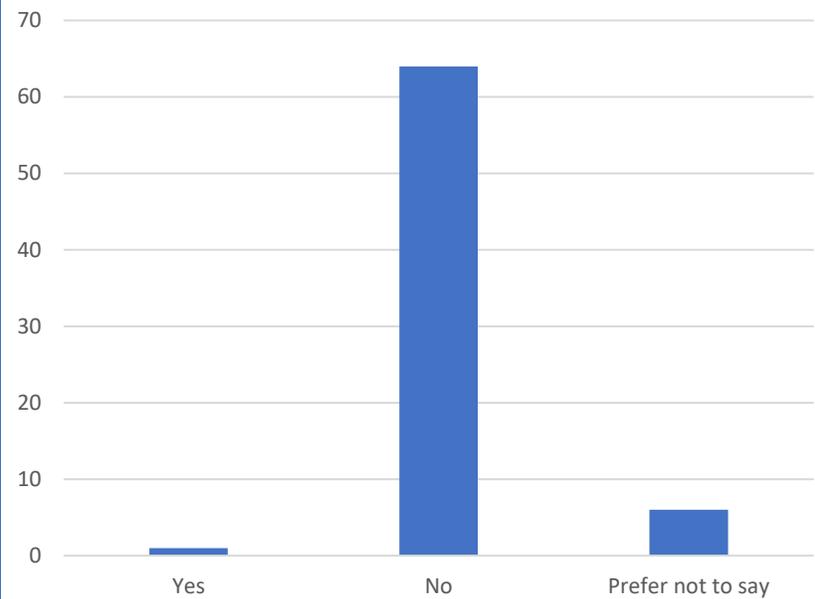


■ Hearing (e.g. due to deafness or partial hearing)  
 ■ Mobility, such as difficulty walking short distances, climbing stairs, lifting and carrying objects  
 ■ Learning or concentrating or remembering  
 ■ Mental Health  
 ■ Prefer not to say  
 ■ Other

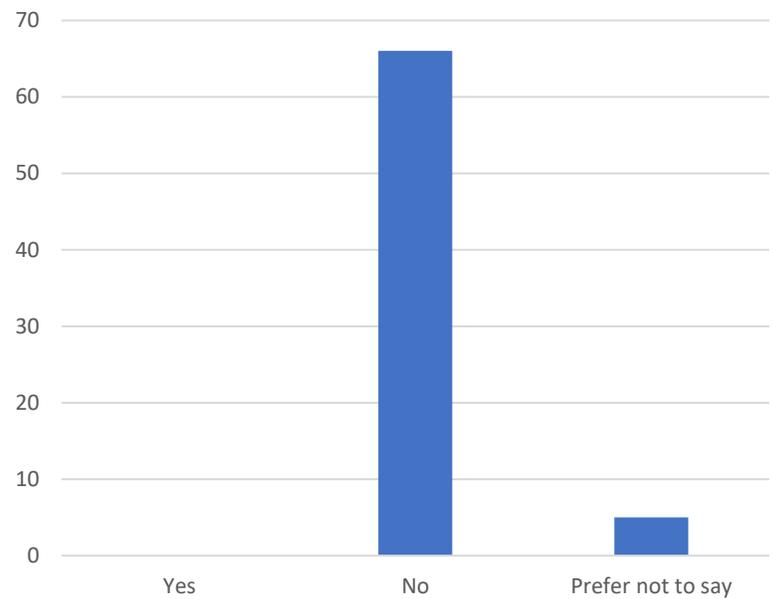
Q31. Do you look after, or give any help or support to family members, friends, neighbours or others?



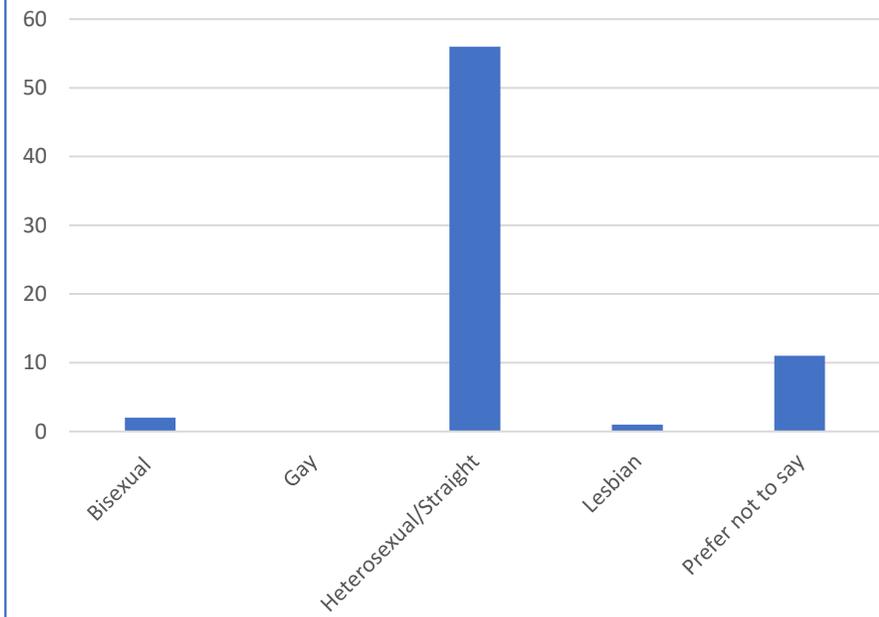
Q32. Are you pregnant or have you given birth within the last 12 months?



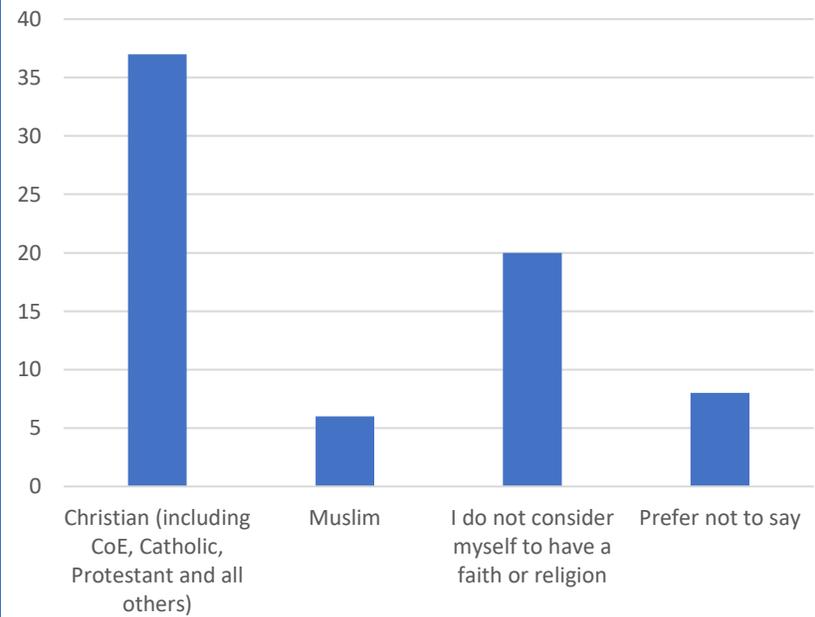
Q33. Have you undergone or are you going through gender reassignment?



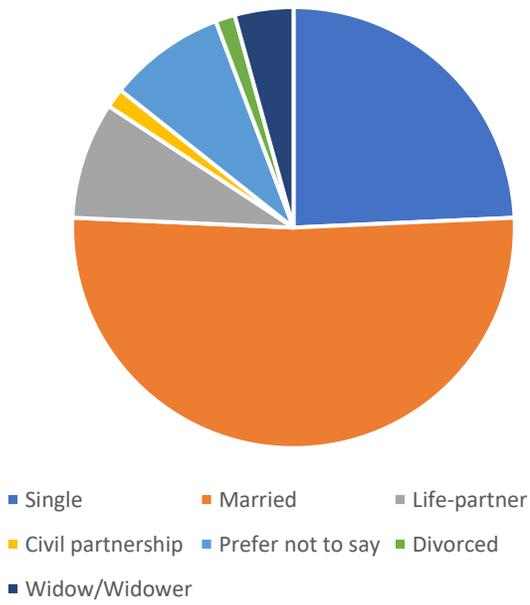
Q34. Sexuality



Q35. Faith or religion.



Q36. Marital status



Q37. Current working situation

