

Appendix 8:

Results of Wirral Public Survey of Pharmacy Access (November to December 2024)

Public Consultation for Wirral PNA 2025 – 2028

During November and December 2024, Wirral residents were asked for their views in relation to their use and experience of Wirral's Community Pharmacy venues and services. The survey was circulated as an electronic online survey, shared far and wide across Wirral partners and communities with the option, to improve access, to request alternate formats and/or paper versions. In that period 52 paper copies were provided and no requests for an alternate format. A total of 736 responses were received during this period.

Headline Demographics

- The 2024 survey was completed by 736 Wirral residents. Of these, 72% female, 26% male, other 2% made up of those who identify as non-binary and those who preferred not to say.
- All age bands were represented (16+ years). However, 40% of respondents were aged 70+ years; in fact, almost 83% were aged 50+ years, 15% were 16-49 years and 2% declined to state their age.
- One in five respondents identified themselves as Carers.
- The number of respondents who identified with at least one condition/impairment was 421, which is almost six in ten of the overall cohort (736). Long term illness affecting daily activities followed by physical impairments were the most commonly reported. Of the 421 respondents who listed at least one condition, just under two fifths (39%) considered themselves to be disabled (164 of 421 respondents).
- 6% of respondents identified as ethnically diverse (i.e. not White British) which is a slight underrepresentation when compared to the Census 2021 figure of 7.4%; however, White British respondents are also underrepresented compared to the Census 2021 figure (90.6% vs 92.4%).
- Nearly half of respondents (48%) stated that they had a religion or belief (40% did not and 12% declined to answer).
- The majority of those who stated that they had a religion/belief identified their religion as a branch of Christianity; this reflects the Census 2021 figures, which also shows Christianity is the most common religion/belief.
- The LGBTQIA+ population is over-represented with 4.5% of respondents identify as non-heterosexual, compared to 2.9% in Census 2021.
- Over 95% of respondents stated that they live in the same gender they were assigned at birth: almost 5% stated they lived in a different gender from birth or declined to answer.

Full demographic tables can be found in the [Demographic Section](#) of this document. To see a blank Public Survey questions, please see Appendix 7.

Question 1 in the public survey relates to the individual's Local Authority.

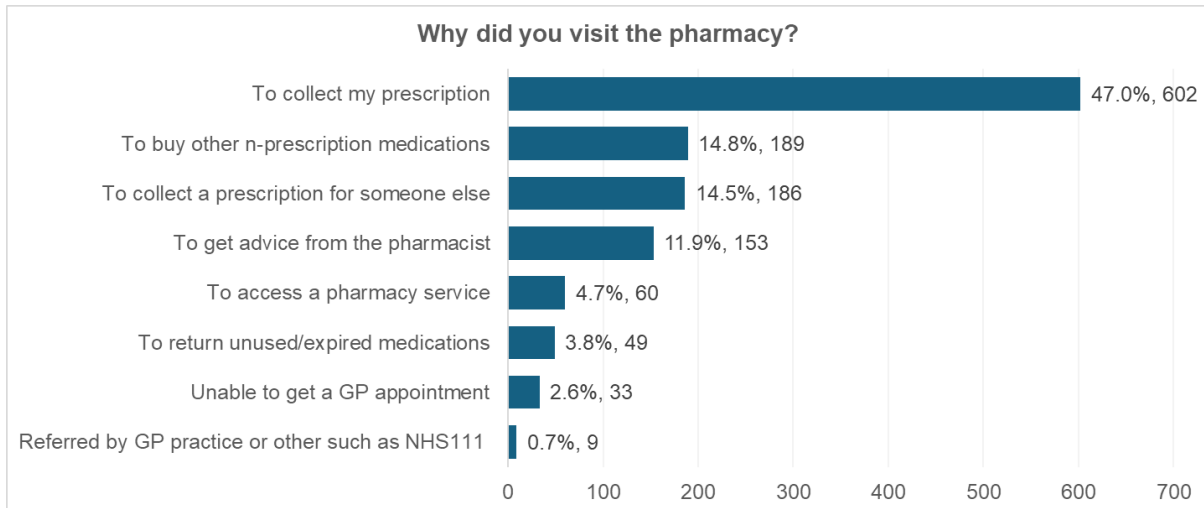
Q2 What is your post code?

Ward	Respondents
Greasby, Frankby and Irby Ward	106
Eastham Ward	73
Hoylake and Meols Ward	40
Clatterbridge Ward	38
Oxton Ward	35
New Brighton Ward	30
Bromborough Ward	27
Claughton Ward	25
Prenton Ward	22
Bebington Ward	22
Rock Ferry Ward	21
West Kirby and Thurstaston Ward	21
Pensby and Thingwall Ward	21
Heswall Ward	21
Liscard Ward	21
Upton Ward	20
Moreton West and Saughall Massie Ward	18
Leasowe and Moreton East Ward	16
Wallasey Ward	15
Seacombe Ward	13
Birkenhead and Tranmere Ward	9
Bidston and St. James Ward	6
<i>No post code or partial only</i>	<i>106</i>
Total	736

Commentary

- Of the 736 respondents, 106 did not provide a full post code; this equates to 14.4% or one in seven.
- Responses by ward ranged from 6 to 106, with an average of 24 responses per ward.

Q3 Why did you visit the pharmacy? (Please tick all that apply)

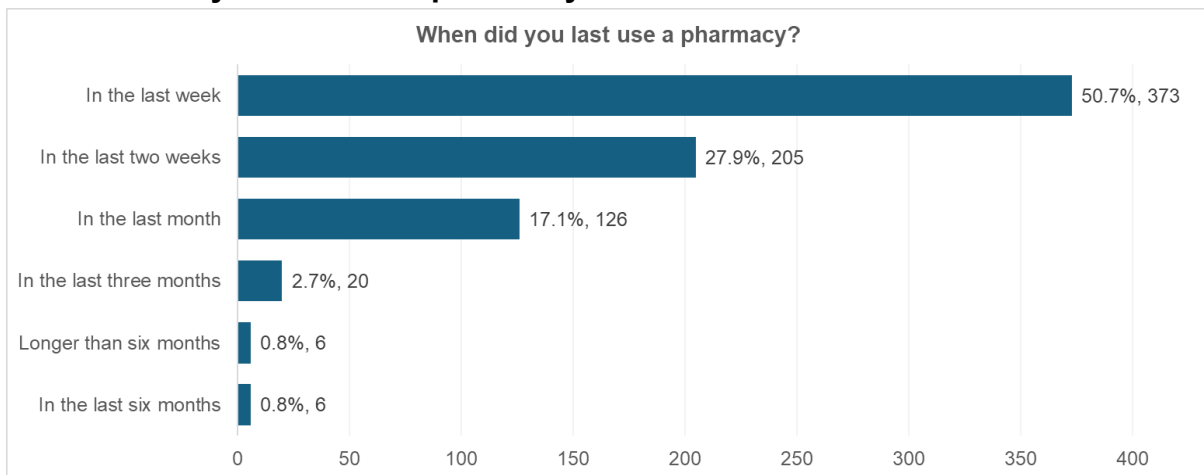


Responses: 736 people provided 1,281 responses that included 38 “Other” answers (respondents could tick more than one answer)

Commentary

- The most common reason for visiting the pharmacy was for the individual to collect their own prescription (47.0%) followed by buying other medication that had not been prescribed (14.8%).
- Other reasons for visiting the pharmacy include vaccinations (Covid-19 and/or flu), buying non-medical items, Blood Pressure service, relating to prescription delivery, Sharps service, work at pharmacy.

Q4 When did you last use a pharmacy?

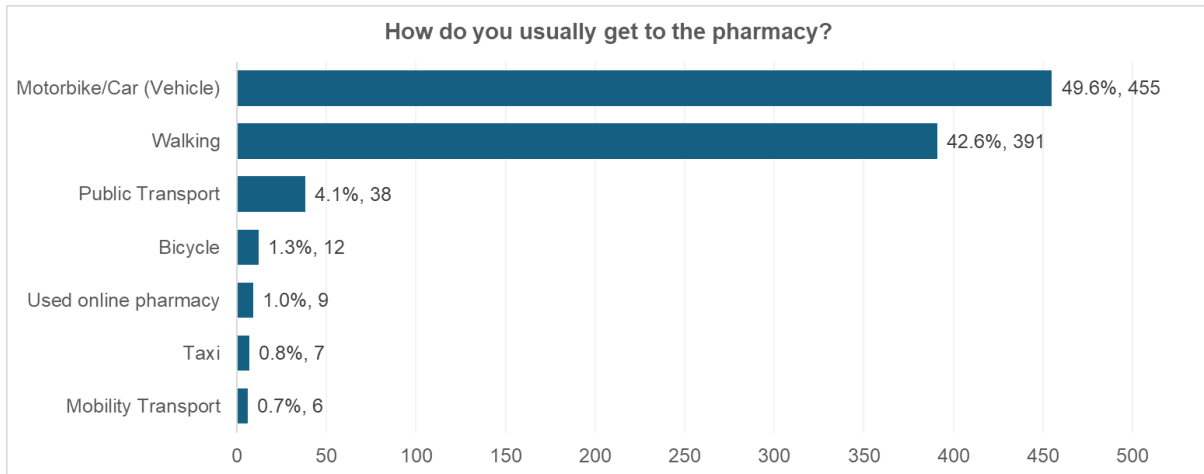


Responses: 736

Commentary

- Most survey respondents (51% or 373) visited a pharmacy within the last week.
- More than 95% of respondents who had visited a pharmacy within last month.

Q5. How do you usually get to the pharmacy? (Please tick all that can apply)

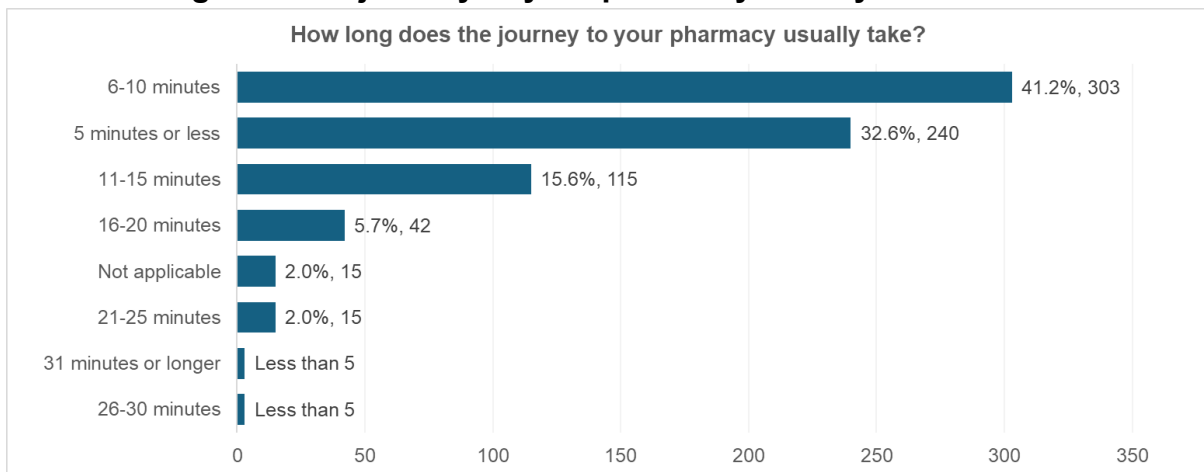


Responses: 736 people provided 918 responses that included 12 “Other” answers (respondents could tick more than one answer)

Commentary

- Driving or walking to the pharmacy were the most common methods of travel.
- Other methods included respondents advising that their prescriptions were delivered.

Q6. How long does the journey to your pharmacy usually take?

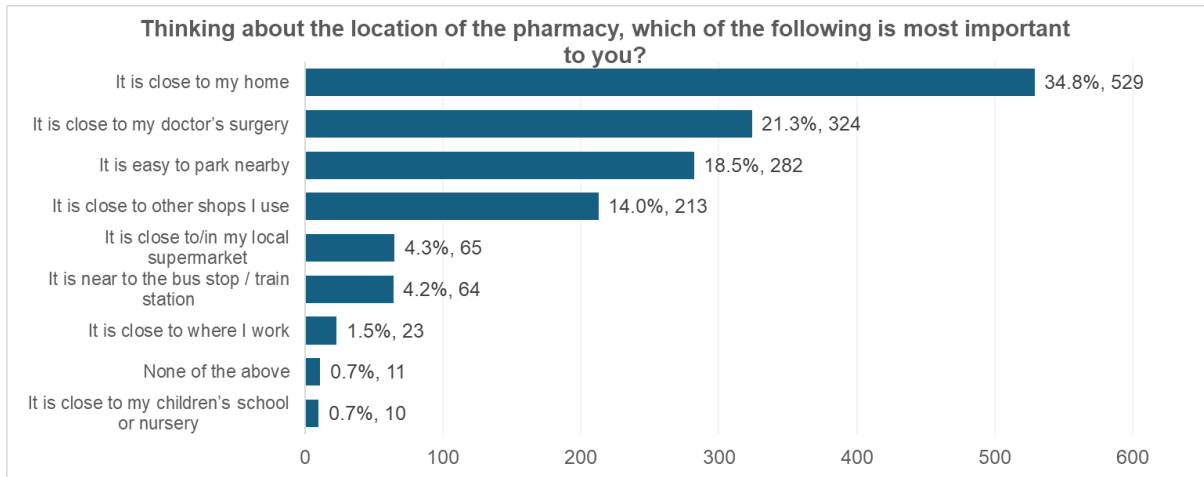


Responses: 736

Commentary

- Nearly 90% of respondents stated that their usual trip to the pharmacy took between 6 and 15 minutes only.
- The largest group (41.7% or 303 respondents) stating that their typical journey takes 6-10 minutes.

Q7. Thinking about the location of the pharmacy, which of the following is most important to you? (Please tick all that apply)

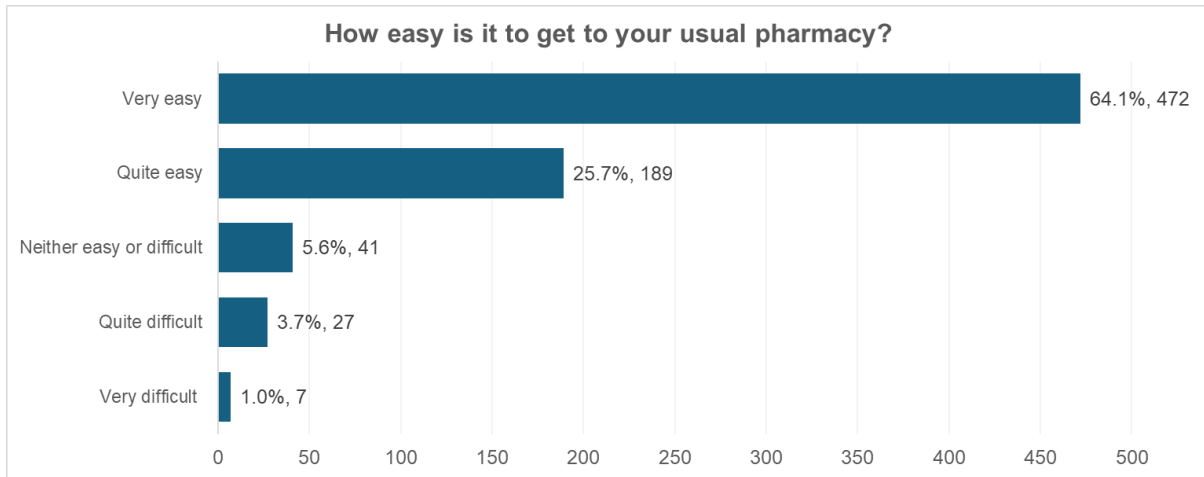


Responses: 736 people provided 1,562 responses that included 41 “Other” answers (respondents could tick more than one answer)

Commentary

- We received 1,562 responses to this survey question (from 736 completed surveys) (respondents were able to add multiple responses (“tick all that apply”))
- The reason stated to be the most important in terms of pharmacy location was that it was close to the individual’s home (34.8% or 529 responses).
- In addition to the above, 41 “Other” reasons were cited, which included that the location was convenient because it was on their route to/from work or the home of a friend/relative (10), opening/delivery times were convenient (4).
- Other reasons related to things other than location; confidence in staff (15), automatic dispenser (4), did not like local pharmacy (6), accessibility (1) and blister pack availability (1).

Q8. How easy is it to get to your usual pharmacy?

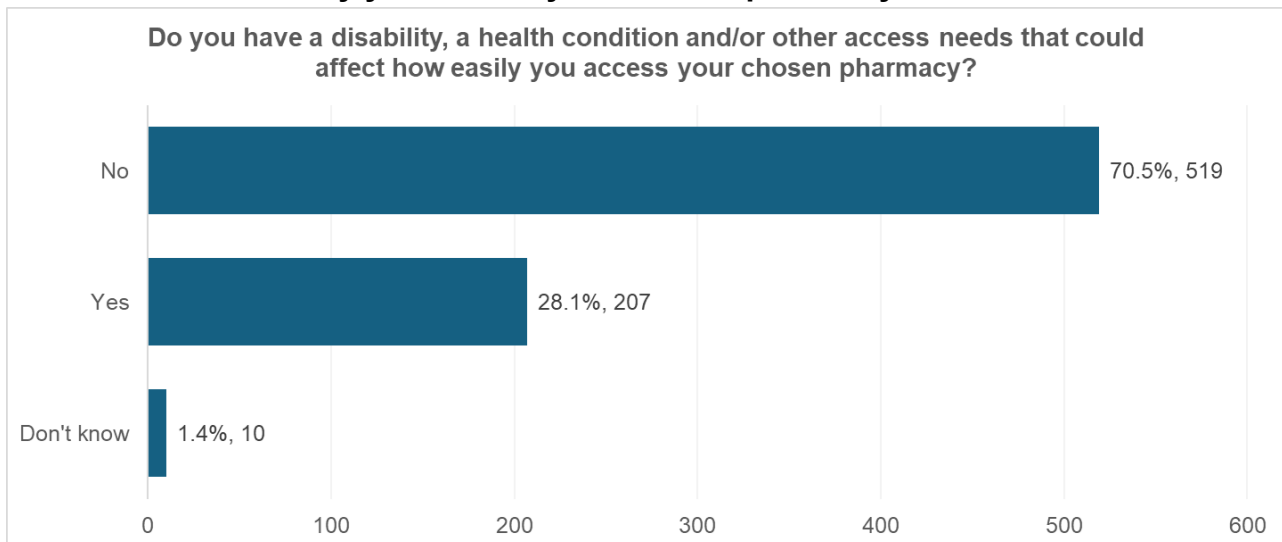


Responses: 736

Commentary

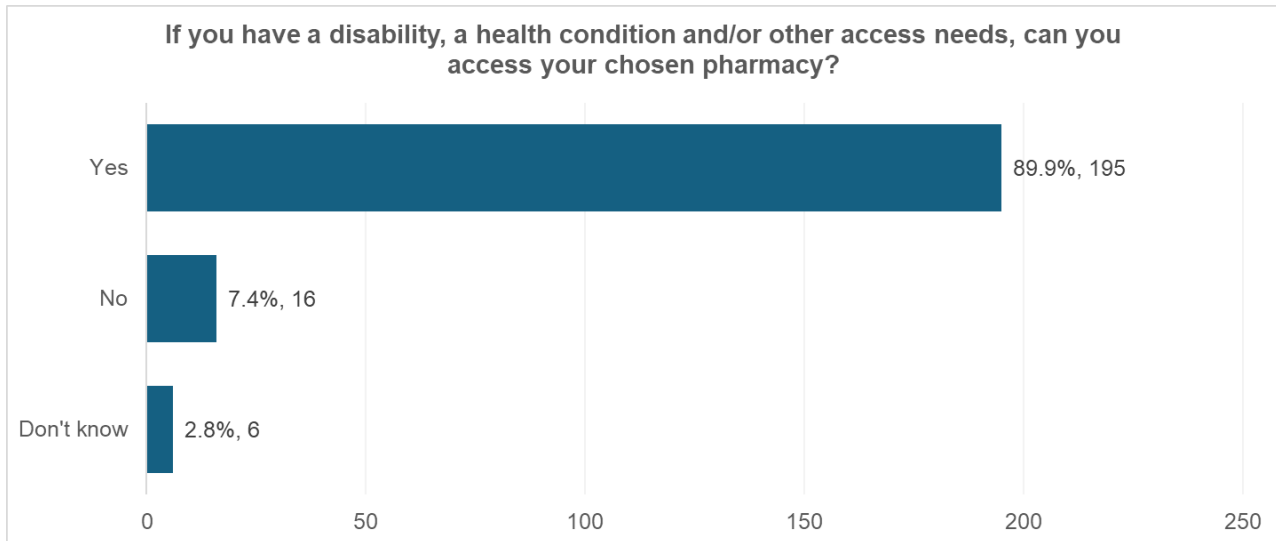
- Most respondents stated that their typical journey to the pharmacy was “very easy” (64.1%) and overall, 89.8% (661) of respondents said it was “easy” or “quite easy” to get to their usual pharmacy.
- Those who experienced difficulty in their journey stated reasons around inaccessibility of the pharmacy, parking issues and issues with public transport routes.

Q9. Do you have a disability, a health condition and/or other access needs that could affect how easily you access your chosen pharmacy?



Responses: 736

Q10. If you have a disability, a health condition and/or other access needs, can you access your chosen pharmacy?

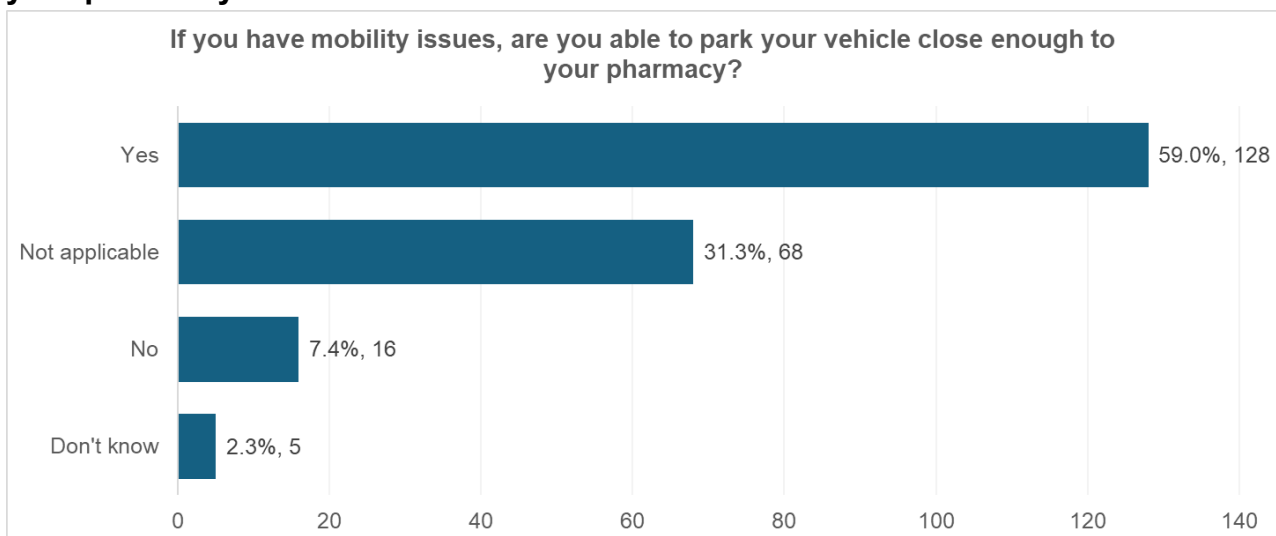


Responses: 217

Commentary

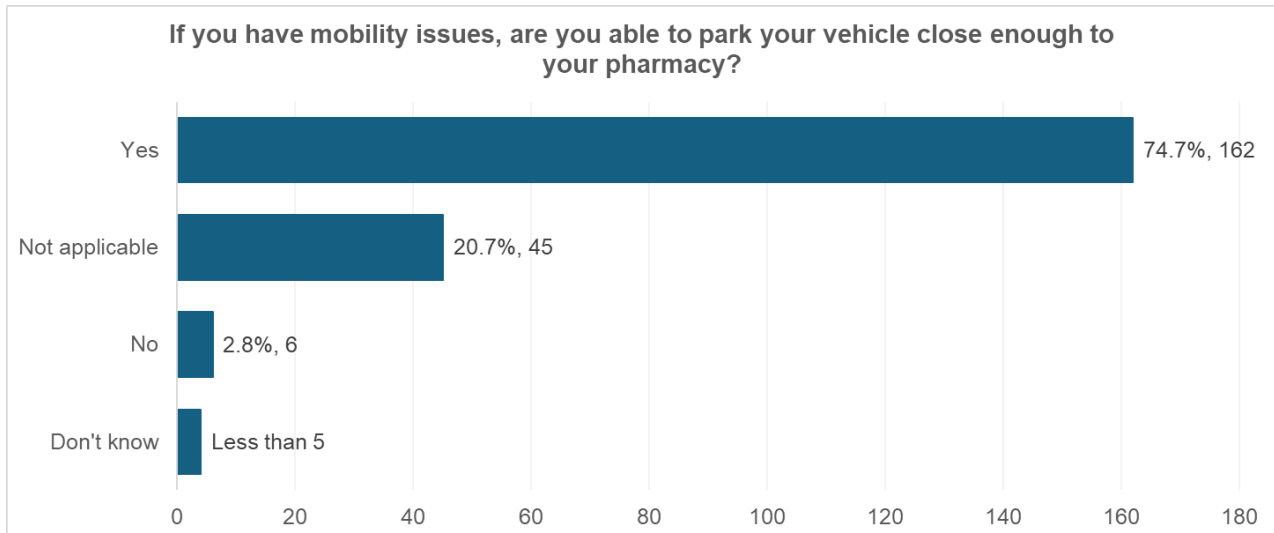
- Questions 9 and 10 are linked.
- Of the 736 respondents, 207 (or 28.1%) stated that they had a disability, health condition and/or other access needs.
- Of these 207 respondents, 16 (or 7.4%) stated that this meant that they could not or could not easily access their chosen pharmacy. This represents less than 3.0% of 736 respondents.
- Reasons stated were as follows: Health/Mobility too poor, lack of parking hinders ability, journey too far/strenuous and premises is not accessible, for example the setting has steps.

Q11. If you have mobility issues, are you able to park your vehicle close enough to your pharmacy?



Responses: 217

Q12. If you have mobility issues, are you able to access your chosen pharmacy?

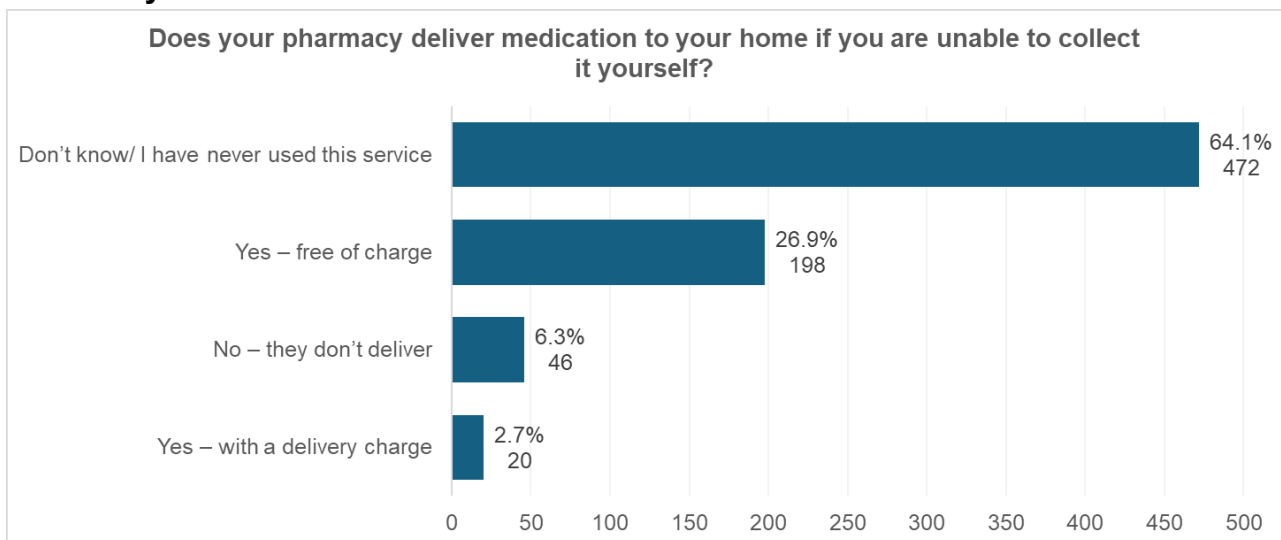


Responses: 217

Commentary

- Questions 11 and 12 are linked.
- Most people with mobility issues felt that they were able to park close enough to their pharmacy (128 of 217, or 59.0%), and were able to access their pharmacy (162 of 217, or 74.7%).

Q13. Does your pharmacy deliver medication to your home if you are unable to collect it yourself?

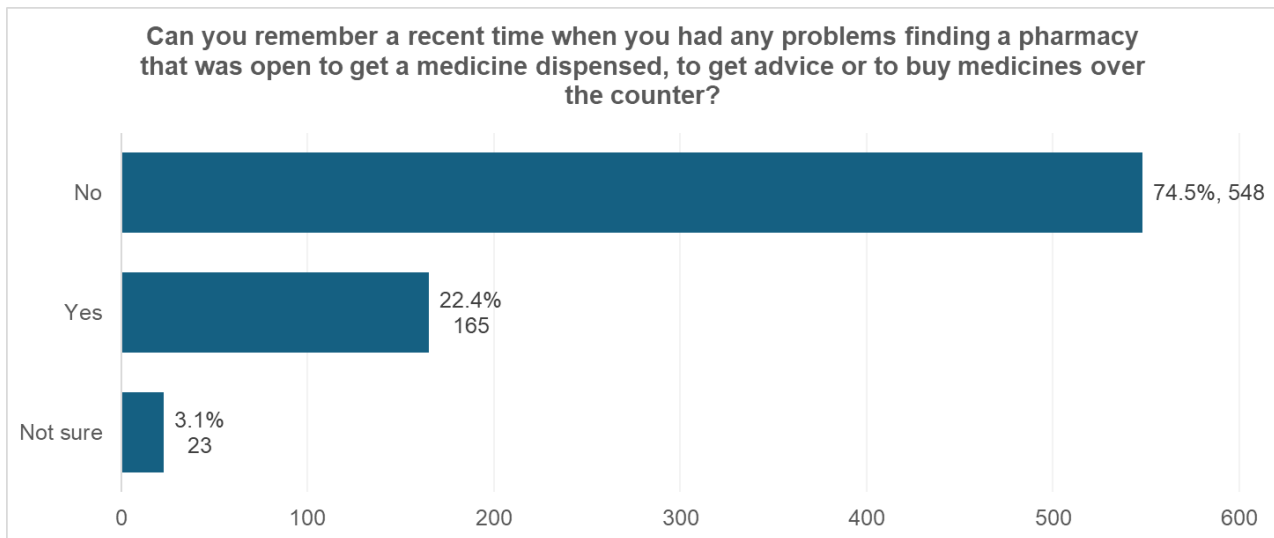


Responses: 736

Commentary

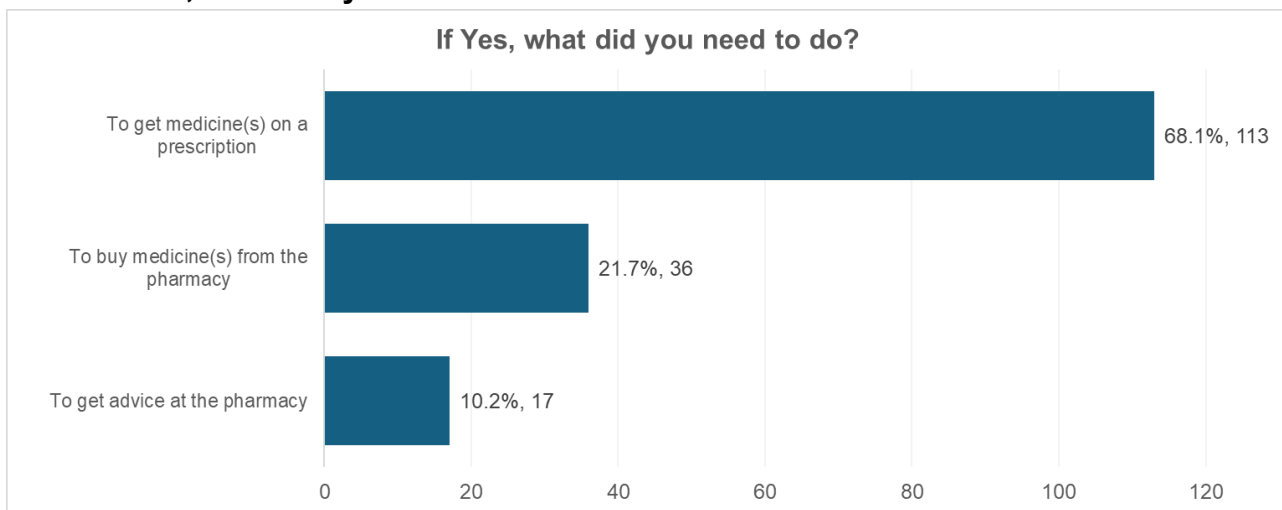
- Most respondents were unsure if this service was provided by their pharmacy or had not needed to use it.

Q14. Can you remember a recent time when you had any problems finding a pharmacy that was open to get a medicine dispensed, to get advice or to buy medicines over the counter?



Responses: 736

Q15. If 'Yes', what did you need to do?

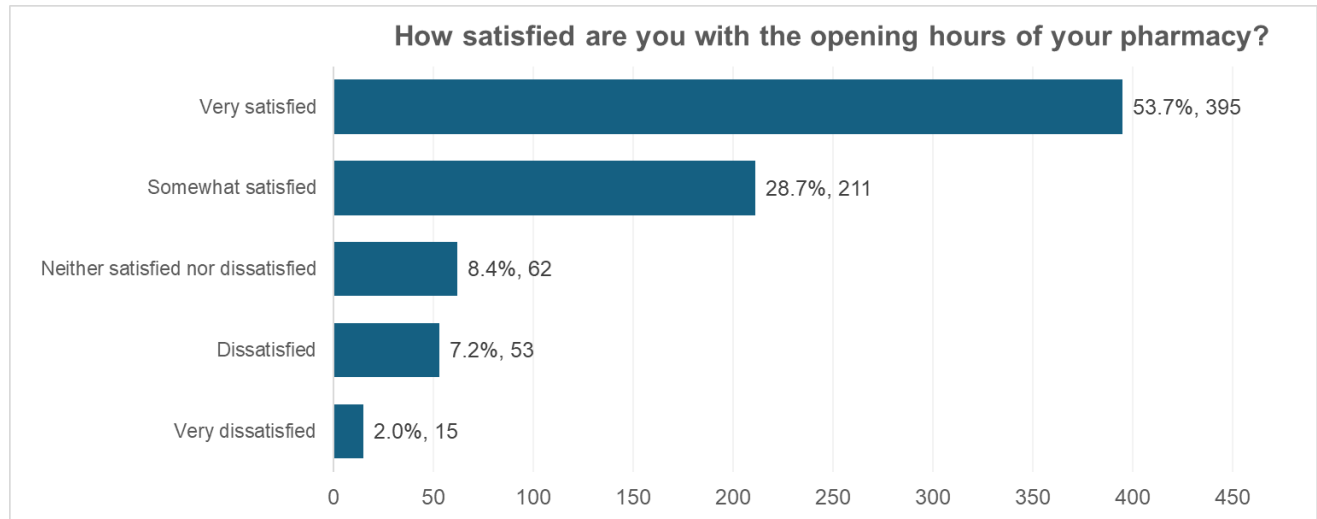


Responses: 165

Commentary

- Questions 14 and 15 are linked.
- Three in four respondents had not any problems finding a pharmacy.
- Of those that did encounter problems, over half identified their need as being “to get medicine(s) on a prescription” (68.1% or 113 of 166).

Q16. How satisfied are you with the opening hours of your pharmacy?

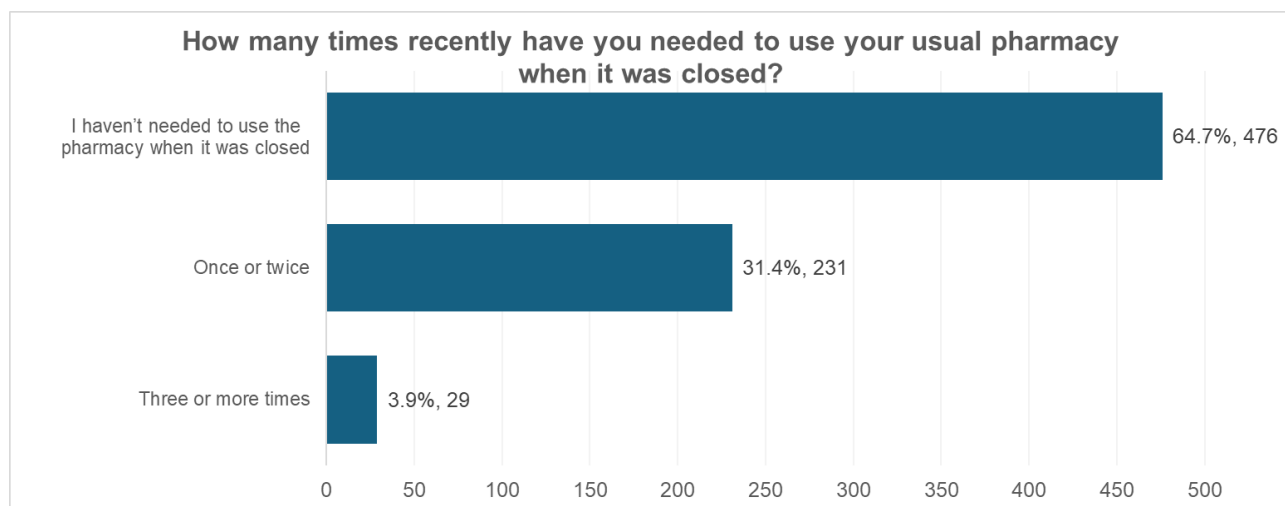


Responses: 736 plus 341 responses providing reasons for the answer

Commentary

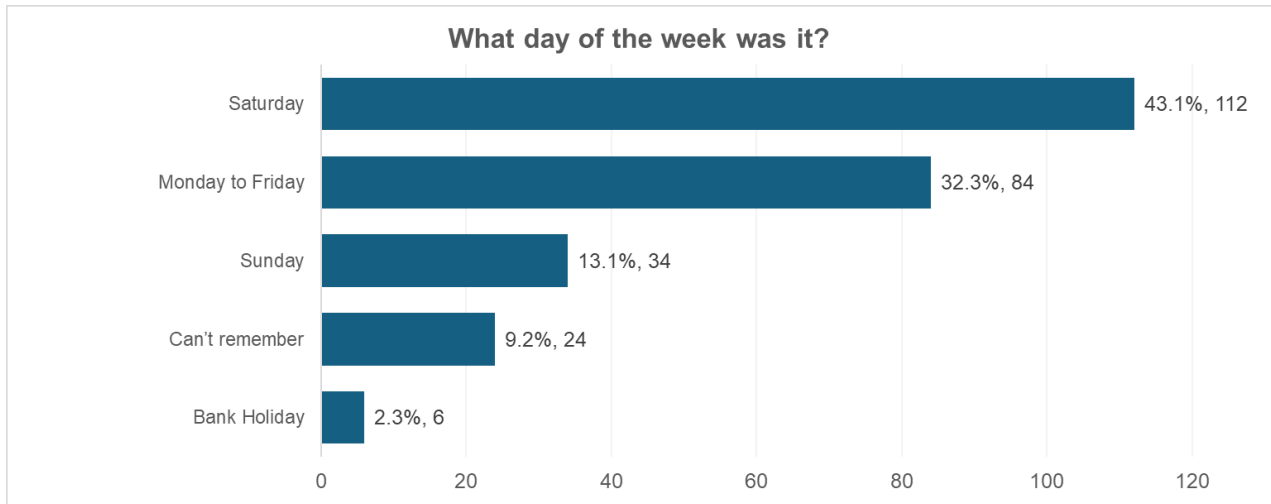
- Of 736 respondents, 90.8% (or 606) were satisfied, very satisfied or neither/satisfied nor dissatisfied with the opening hours of their pharmacy.
- Reasons for this consisted of individuals not having encountered any issues in access.
- One in every eleven, or 9.2% (68 of 736), respondents were dissatisfied or very dissatisfied with the opening hours of their pharmacy.
- Reasons for this consisted of opening hours being the same as typical working day hours, with no late night(s) or weekend opening hours.

Q17. How many times recently have you needed to use your usual pharmacy when it was closed?



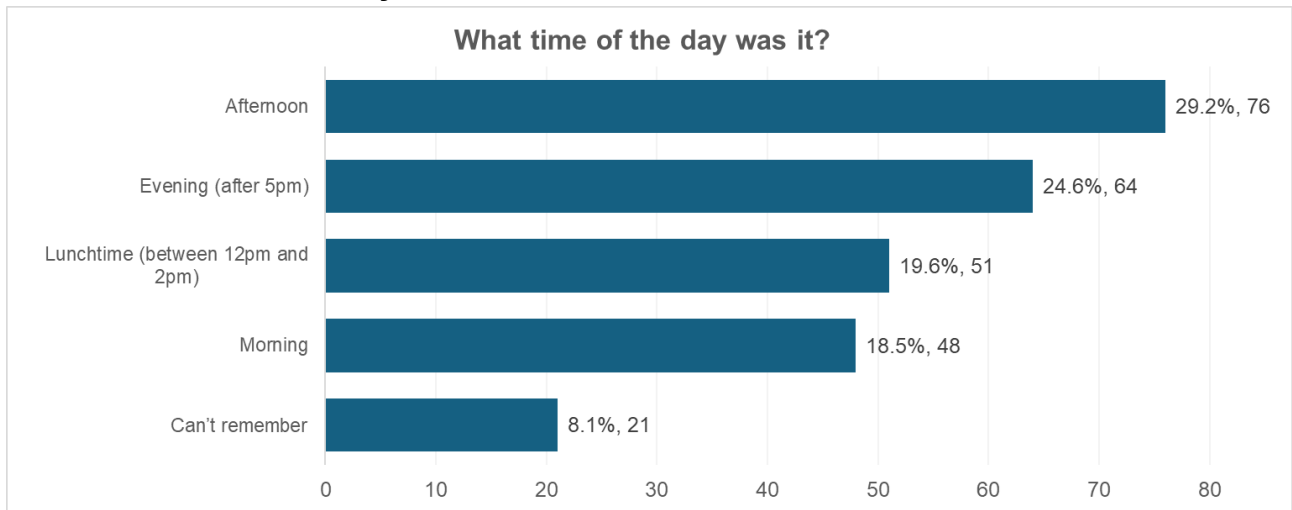
Responses: 736

Q18. What day of the week was it?



Responses: 260

Q19. What time of the day was it?

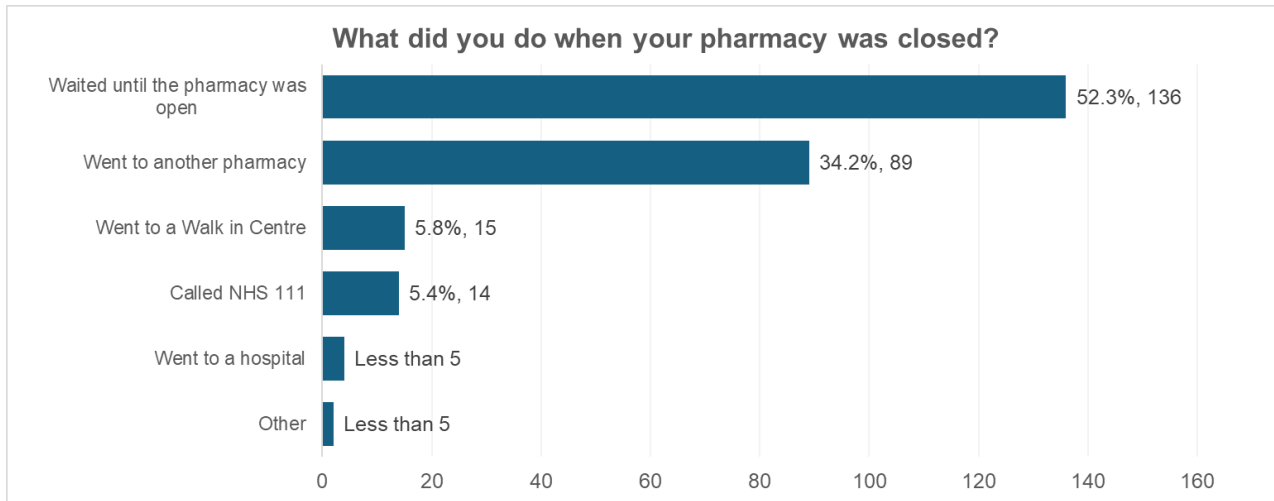


Responses: 260

Commentary

- Questions 17-20 are linked.
- Additional analysis (not included in the above) combining Questions 18 and 19 showed that Saturday mornings and afternoons were the most common day/time combination (19.2% and 13.9%) followed but it was lunchtimes evenings for weekdays (13.1% and 14.2%).

Q20. What did you do when your pharmacy was closed?

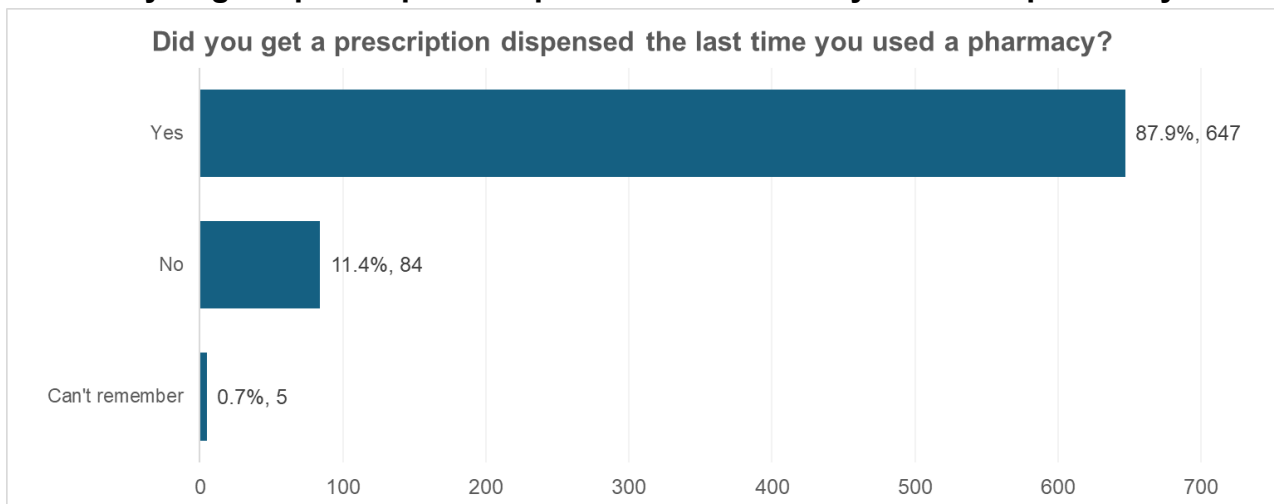


Responses: 260

Commentary

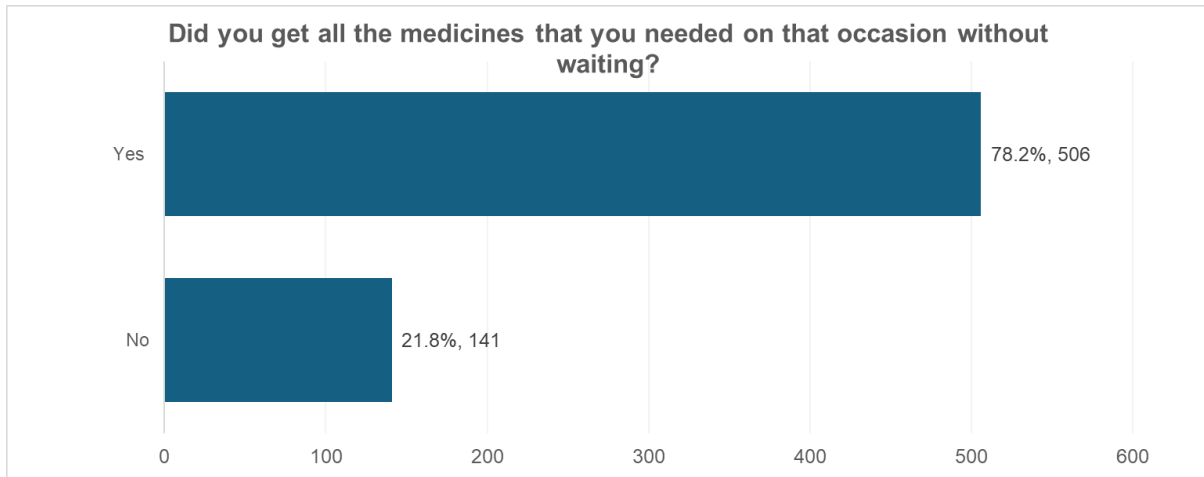
- Question 20 is linked to Questions 17-19.
- Most respondents stated that they waited until the pharmacy was open (52.3%) or went to another pharmacy (34.2%).
- Two respondents answered Other; the specifics being that they were able to use the automatic/robot dispensing machine.

Q21. Did you get a prescription dispensed the last time you used a pharmacy?



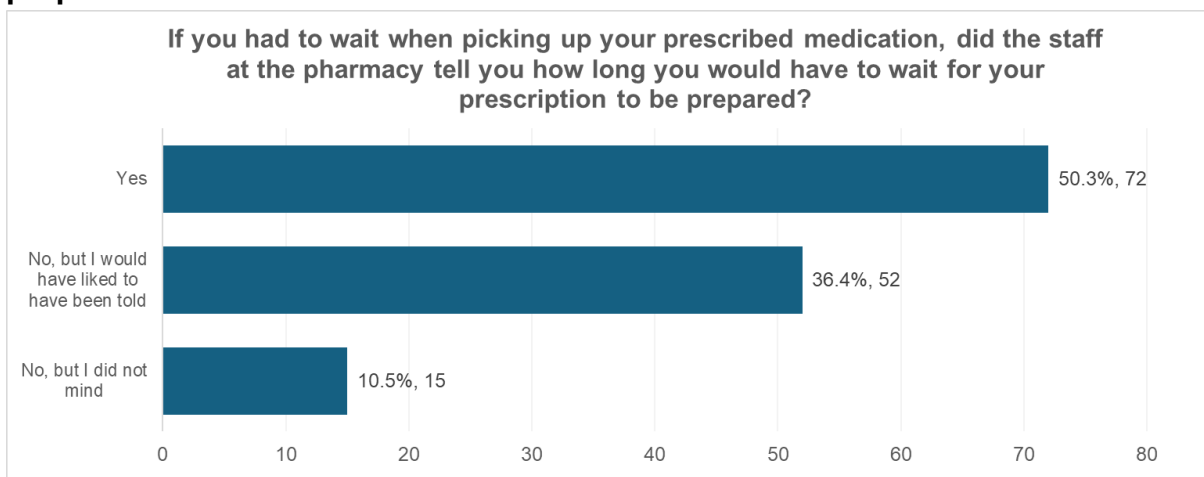
Responses: 736

Q22. Did you get all the medicines that you needed on that occasion without waiting?



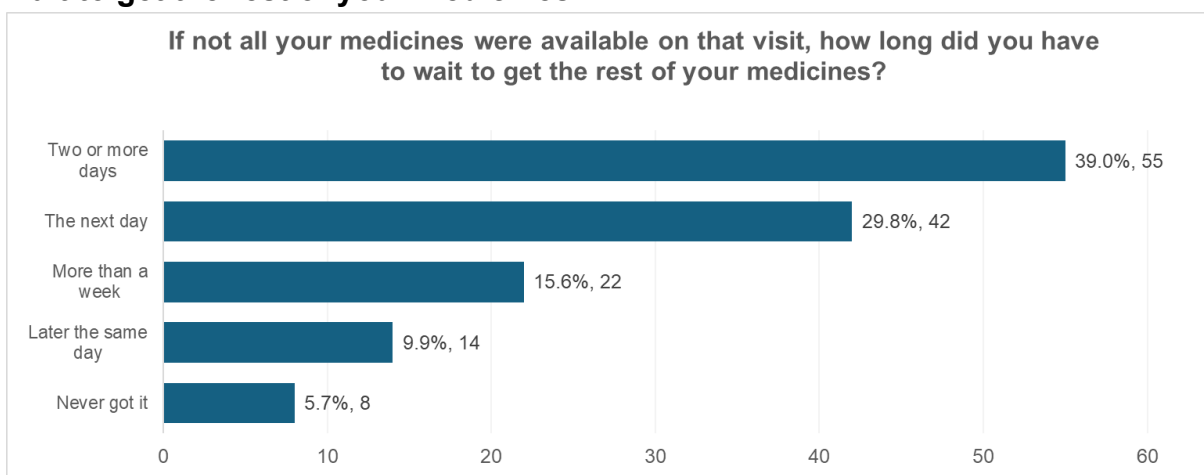
Responses: 647

Q23. If you had to wait when picking up your prescribed medication, did the staff at the pharmacy tell you how long you would have to wait for your prescription to be prepared?



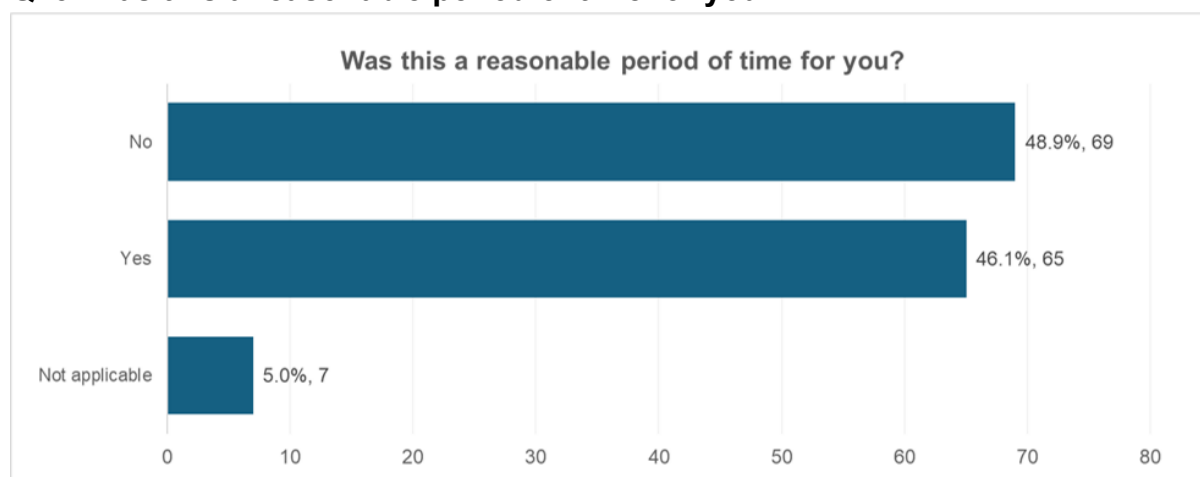
Responses: 143

Q24. If not all your medicines were available on that visit, how long did you have to wait to get the rest of your medicines?



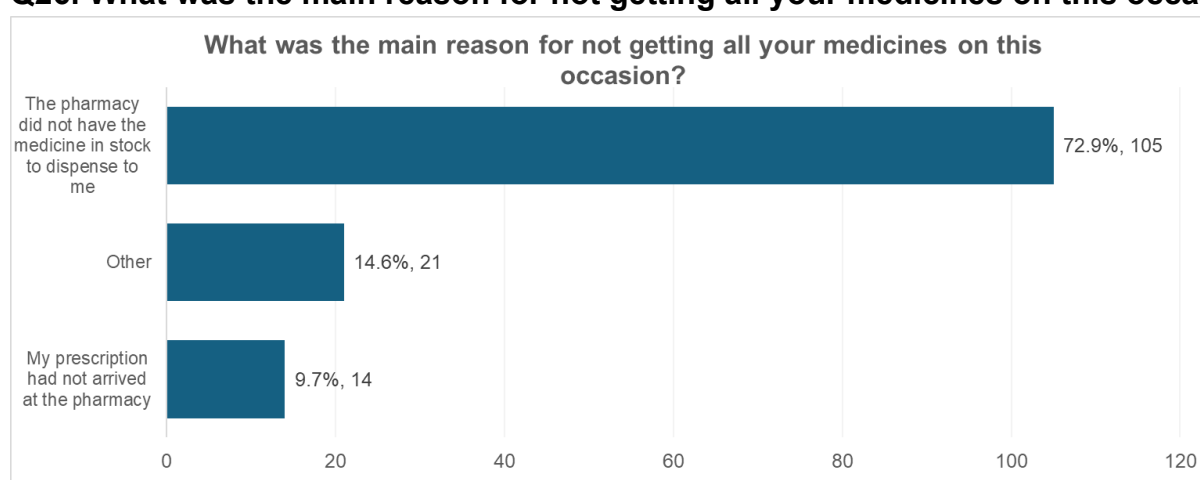
Responses: 141

Q25. Was this a reasonable period of time for you?



Responses: 141

Q26. What was the main reason for not getting all your medicines on this occasion?



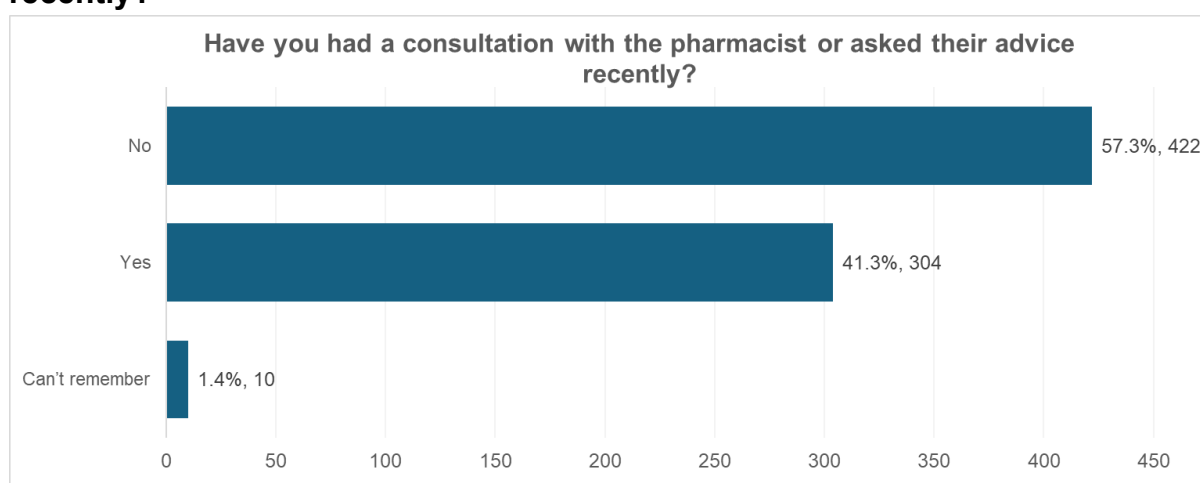
Responses: 140

Commentary

- Questions 21 to 26 are linked.
- Of 736 respondents, 647 (or 87.9%) stated they did get a prescription dispensed last time they used a pharmacy.
- Of these 647 who got a prescription dispensed last time they used the pharmacy, 506 respondents (or 78.2%) stated that they did get all the medicines they needed without waiting.
- There were 21.8% (141) of respondents who had to wait to get any/all their required medications.
 - Over half (50.3%, 72 respondents) stated that staff did inform them how long they would have to wait for their medication.
 - With an almost equal amount (67, 46.9%) were not informed of any wait and either did not mind the delay or in most case would have preferred to have been told
- In terms of delays
 - The next day for medications being available was experienced by 29.8% (42) respondents
 - Most delays were two or more days (39.0%, 55)
 - With only 9.9% (14) of delayed medications being available later the same day.

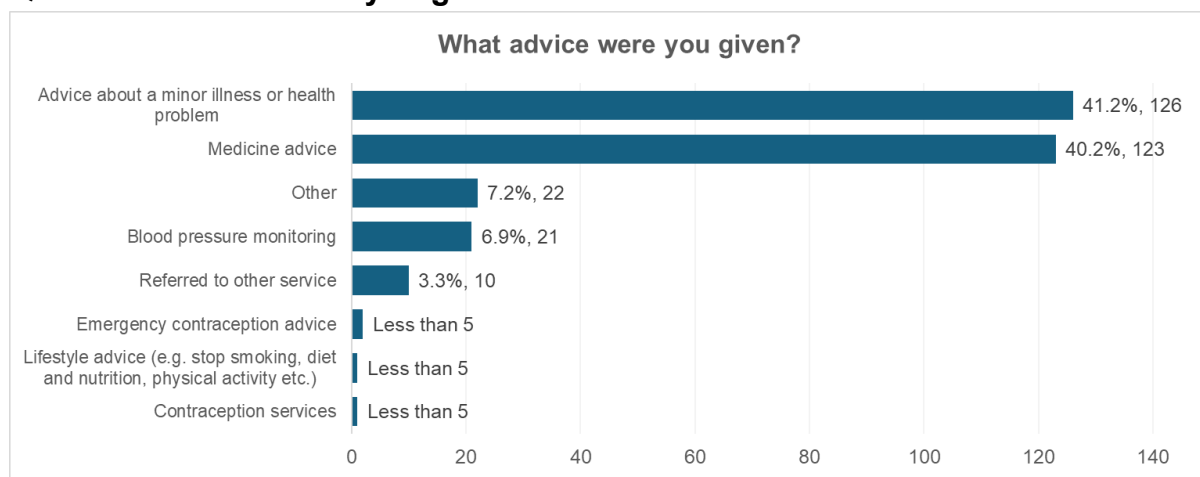
- In some cases, delays were more than a week (15.6%, 22 cases) or were never received (5.7%, 8 cases)
- Just under half of respondents (46.1%, 65) felt their wait was reasonable, and again just under half (48.9%, 69) of respondents did not feel their wait was reasonable.
- The reason behind most delays in receiving medication were
 - The pharmacy not having the medicine in stock (75.0%, 105)
 - The prescription had not arrived at the pharmacy (10.0%, 14)
- Other reasons, recorded in the survey for delays, included a more widespread shortage (5 or less), errors in dispensing/collection/delivery process (7) and understaffing (5 or less).

Q27. Have you had a consultation with the pharmacist or asked their advice recently?



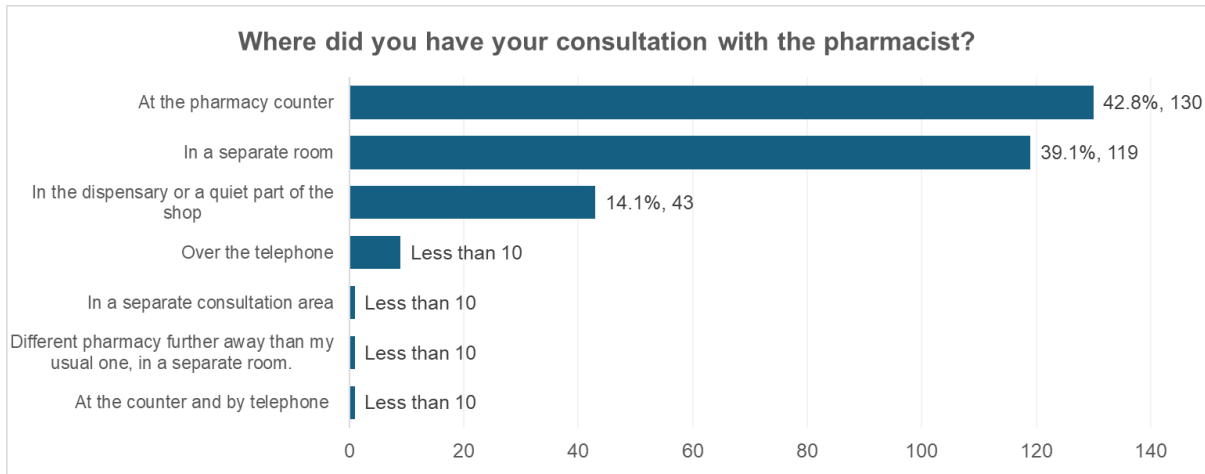
Responses: 736

Q28. What advice were you given?



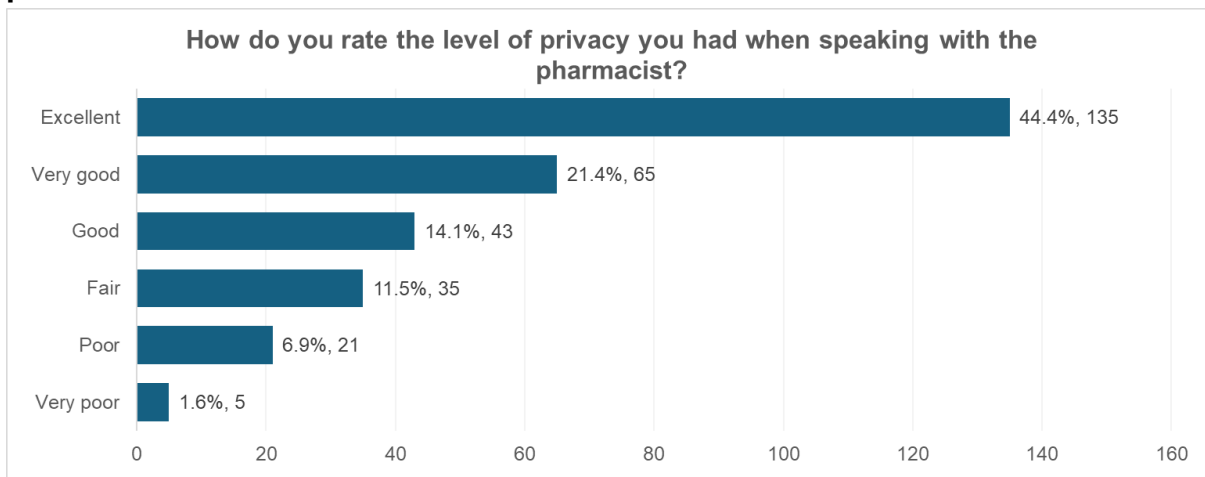
Responses: 306

Q29. Where did you have your consultation with the pharmacist?



Responses: 304

Q30. How do you rate the level of privacy you had when speaking with the pharmacist?

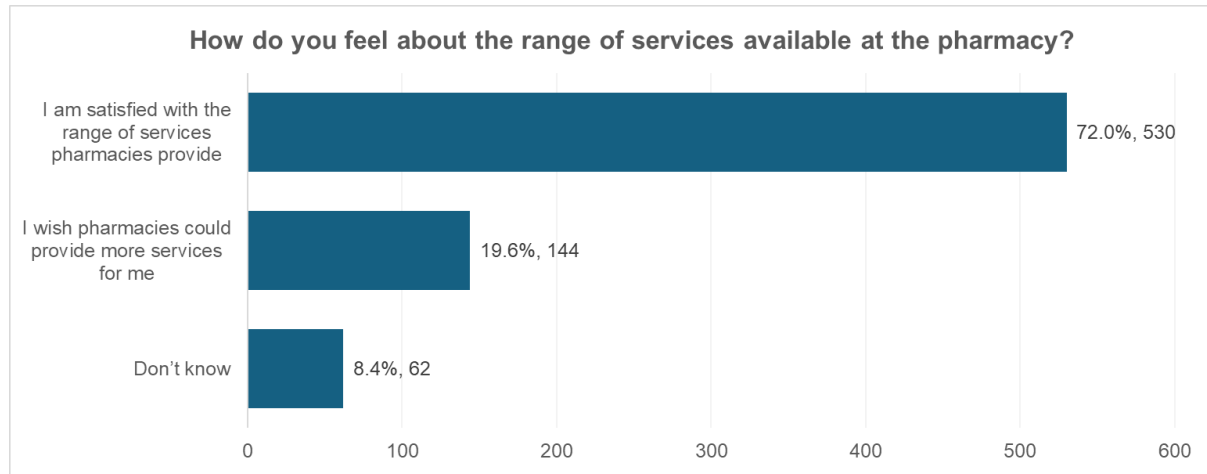


Responses: 304

Commentary

- Questions 27-30 are linked.
- Of 736 respondents, 304 had sought advice from the pharmacist.
- The majority of these related to advice about a minor illness or health problem (126 or 41.2%).
- Of these, 42.8% of consultations took place at the counter, with 39.1% taking place in a separate room.
- Eight in every ten respondents rated the privacy levels as at least “Good”.

Q31. How do you feel about the range of services available at the pharmacy?



Responses: 736

Commentary

- Nearly three in every four respondents were satisfied with the range of services available in pharmacies.

Q32. Can you please tell us, what is important to you when choosing a pharmacy in terms of products and services?

	Important	Neither important nor unimportant	Unimportant	Don't know/Not applicable	Total
Having the things I need	705 (95.8%)	26 (3.5%)	3 (0.4%)	2 (0.3%)	736 (100%)
Knowledgeable Staff	703 (95.5%)	27 (3.7%)	4 (0.5%)	2 (0.3%)	736 (100%)
Friendly staff	689 (93.6%)	43 (5.8%)	3 (0.4%)	1 (0.1%)	736 (100%)
Opening times	623 (84.6%)	104 (14.1%)	8 (1.1%)	1 (0.1%)	736 (100%)
Waiting times	591 (80.3%)	130 (17.7%)	12 (1.6%)	3 (0.4%)	736 (100%)
Privacy when speaking to the pharmacist	570 (77.4%)	111 (15.1%)	23 (3.1%)	32 (4.3%)	736 (100%)
Collection of prescriptions from my doctors	548 (74.5%)	60 (8.2%)	Less than 15	Less than 15	736 (100%)
Range of services offered	513 (69.7%)	174 (23.6%)	Less than 10	Less than 5	736 (100%)
Range of products available	502 (68.2%)	180 (24.5%)	Less than 5	Less than 5	736 (100%)
Cost of products at pharmacy	334 (45.4%)	205 (27.9%)	Less than 5	Less than 5	736 (100%)
Delivery of medicines to my home	151 (20.5%)	26 (3.0%)	Less than 5	Less than 5	736 (100%)

Commentary

- “Having the things I need” was marked as important by the most respondents (95.8%).
- This was followed by knowledgeable (95.5%) and friendly staff (93.6%).
- The attribute that most respondents marked as unimportant was “delivery of medicines to my home” (23.1%).

Q33. Can you please tell us, how satisfied you are with the services and products offered by your regular pharmacy?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/not applicable	Total
Overall satisfaction	447 (60.9%)	209 (28.5%)	38 (5.2%)	26 (3.5%)	12 (1.6%)	Less than 5	734 (100%)
Friendly staff	534 (73.1%)	132 (18.1%)	27 (3.7%)	21 (2.9%)	12 (1.6%)	5 (0.7%)	731 (100%)
Knowledgeable staff	473 (64.9%)	167 (22.9%)	45 (6.2%)	11 (1.5%)	9 (1.2%)	24 (3.3%)	729 (100%)
Collection of prescriptions from my doctors	383 (52.7%)	113 (15.5%)	45 (6.2%)	22 (3%)	16 (2.2%)	148 (20.4%)	727 (100%)
Having the things I need	368 (50.6%)	230 (31.6%)	64 (8.8%)	32 (4.4%)	24 (3.3%)	9 (1.2%)	727 (100%)
Waiting times	340 (46.5%)	217 (29.7%)	45 (6.2%)	62 (8.5%)	57 (7.8%)	10 (1.4%)	731 (100%)
Opening times	338 (46.4%)	207 (28.4%)	75 (10.3%)	68 (9.3%)	34 (4.7%)	6 (0.8%)	728 (100%)
Range of services offered	309 (42.4%)	231 (31.7%)	104 (14.3%)	21 (2.9%)	6 (0.8%)	57 (7.8%)	728 (100%)
Privacy when speaking to the pharmacist	303 (41.7%)	176 (24.2%)	97 (13.4%)	40 (5.5%)	11 (1.5%)	99 (13.6%)	726 (100%)
Range of products available	257 (35.7%)	252 (35%)	119 (16.6%)	29 (4%)	11 (1.5%)	51 (7.1%)	719 (100%)
Cost of products at pharmacy	129 (17.7%)	241 (33%)	184 (25.2%)	28 (3.8%)	9 (1.2%)	139 (19%)	730 (100%)
Delivery of medicines to my home	88 (12.1%)	23 (3.2%)	59 (8.1%)	8 (1.1%)	14 (1.9%)	534 (73.6%)	726 (100%)

Commentary

- The attribute that most respondents indicated they were very dissatisfied with was “Waiting times” (7.8% or 57 of 731 respondents).
- The attribute that most respondents indicated they very satisfied with was “friendly staff” (73.1% or 534 of 731 respondents), followed by “knowledgeable staff” (64.9% or 473 of 729 respondents).

Demographics

Census 2021 data is referenced throughout this section and can be found on the ONS website.

Are you? (Relates to sex\gender. See Q.46 also)

Sex	Respondents %
Female	71.7%
Male	26.4%
Other/Prefer not to say	1.9%

Responses: 735

Commentary

- Of those who responded, 72% were female, 26% were male, and 'Other' was 2% this included those who identify as non-binary and those who preferred not to say.

How old are you?

Age Band	Respondents %
16-30 years	1.6%
31-40 years	5.3%
41-50 years	8.2%
51-60 years	20.1%
60-69 years	23.2%
70 years or over	39.3%
No answer/Prefer not to say	2.3%

Responses: 733

Commentary

- All age bands were represented (16+ years), however, the age bands of 16-19 years and 21-30 years were merged to allow suppression of small numbers.
- Of those who responded, 40% of respondents were aged 70+ years; in fact, almost 83% were aged 50+ years, 15% were 16-49 years and 2% declined to state their age.

Are you a Carer?

Are you a Carer?	Respondents %
No	79.6%
Yes	19.6%
No answer/Prefer not to say	0.8%

Responses: 730

Commentary

- One in five respondents identified themselves as Carers; compared to one in ten residents as per Census 2021 figures.
- Further analysis (not included in this document) shows that Carers were more likely to be female. Female carers were also more likely to be aged between 31-60 years compared to male Carers who were more likely to be 61+ years.

Do you have one of the following [long term conditions]? (See Q41 also)

Type of condition/impairment	Responses %
Long term illness that affects your daily activity	29.4%
Physical impairment	21.1%
Hearing impairment/ Deaf	12.4%
Mental health impairment/ mental distress	12.4%
Visual impairment	9.1%
Learning difficulty	8.7%
Other	6.0%
<i>Prefer not to say</i>	0.8%

Responses: 421 people provided 596 responses

Commentary

- Of those who responded, 421 reported living with at least one condition/impairment, which is almost six in ten of the overall cohort.
- The 421 respondents identified 596 conditions overall “Long term illness affecting daily activities” followed by “Physical impairments” were the most reported. Other conditions included Diabetes Type 2 and Arthritis.

If you have ticked any of the boxes above, or you have cancer, diabetes, or HIV this would be classed as ‘disability’ under the legislation. Do you consider yourself to be ‘disabled’? (Along with Q40 (above))

Disability	Respondents %
Disabled under the Equality Act	23.9%
NOT Disabled under the Equality Act	76.1%
<i>Not disabled under the Equality Act BUT has long-term physical or mental health condition</i>	52.6%
<i>NOT disabled under the Equality Act NO long term physical or mental health condition</i>	23.5%

Responses: 421

- Of the 421 respondents who listed at least one condition, just under two fifths (39%) considered themselves to be disabled under the Equality Act 2010 1(164 of 421 respondents).

Which ethnic group do you belong to?

Gender	Respondents %
White - English, Welsh, Scottish or Northern Irish	90.6%
Ethnically Diverse - White	4.6%
Ethnically Diverse - Black, Asian or Other	1.0%
<i>No answer/Prefer not to say</i>	3.8%

Responses: 733

Commentary

- Almost 6% of respondents identified as ethnically diverse (i.e. not White British) which is a slight underrepresentation when compared to the Census 2021 figure of 7.4%; however, White British respondents are also underrepresented compared to the Census 2021 figure (90.6% vs 92.4%). It should be noted that specific groups have been reassigned to Ethnically Diverse – White and Ethnically Diverse – Black, Asian or Other to allow suppression of smaller numbers.
- There was a larger proportion of the respondents (4.6%) who identified in groups assigned as Ethnically Diverse (White) than seen in the resident population of Wirral (2.7%).

Do you have a religion or belief? (Along with Q44. If yes, please tick one of the options below)

Do you have a religion/belief?	Respondents %
Yes	48.4%
No	39.7%
<i>No answer/Prefer not to say</i>	12.0%

Responses: 735

Commentary

- Around half of the survey respondents (356) identified as having a religion or belief which substantially lower than figures from Census 2021 data (62.7%). However, more respondents did not answer (12.0%) compared to figures from Census 2021 (5.3%).

If yes, please tick one of the options below. (Along with Q43. Do you have a religion or belief?)

What is your religion?	Respondents %
Christianity	47.8%
Other religions	2.2%
<i>No answer/Prefer not to say</i>	50.0%

Responses: 369

Commentary

- Of the 356 respondents who identified as having a religion or belief, the proportion of those citing Christianity was 95.2% but is only 47.8% when looking at all 736 respondents; 50% did not answer or preferred not to say.
- Both are similar to figures from Census 2021 data for Wirral which estimates that 87.7% of Wirral residents who report as having a religion/belief identify as Christian, which accounts for 47.8% of the whole population.
- It should be noted this included references to various branches of Christianity such as Roman Catholic, Latter Day Saint (Mormon) and Unitarian.

How would you describe your sexual orientation?

What is your religion?	Respondents %
Heterosexual	84.2%
Homosexual	2.7%
Bisexual/Other	1.8%
<i>No answer/Prefer not to say</i>	11.3%

Responses: 728

Commentary

- The LGBTQIA+ population is over-represented with 4.5% of respondents identifying as non-heterosexual, compared to 2.9% of the Wirral population as per Census 2021 data.

Do you live in the gender you were given at birth? (Along with Q.37 relating to a respondent's sex/gender)

Do you live in the gender you were given at birth?	Respondents %
Yes	95.4%
No	Suppressed
Prefer not to say	Suppressed
<i>No answer</i>	0.4%

Responses: 733

Commentary

- Over 95% of respondents stated that they live in the same gender they were assigned at birth.