

Appendix 6:

Results of Wirral Pharmacy Contractors Survey (July to September 2024)

Contractor Survey for Wirral PNA 2025-2028

The questionnaire was a slightly modified version of the one produced for 2021 Cheshire and Merseyside Pharmaceutical Needs Assessment – Contractors Survey. This was in turn an amended/improved version of the Pharmaceutical Services Negotiation Committee (PSNC) dated January 2017 (version five).

These have been amended for 2024 through collating and accommodating comments from Public Health Intelligence Analysts from across Cheshire and Merseyside alongside members of the Local Pharmaceutical Committee (LPC) and Pharmacy Leads for Cheshire and Merseyside Integrated Care Board (ICB) (Pharmacy).

The final version was presented to pharmacy contractors in an electronic version only on the PharmOutcomes platform. PharmOutcomes is an online database which is available in all pharmacies in Cheshire and Merseyside. The questionnaire was “live” from July 2024 and eventually closed in September 2024. Non-responders were encouraged to complete the questionnaire by colleagues from the LPC throughout this period.

Through ongoing contact with pharmacy contractors, a response rate of eighty-six percent (86%), or 66 of 77 community pharmacies, was achieved. Data from PharmOutcomes were initially downloaded into a single Excel spreadsheet (CSV format) and analysed for further interpretation.

In this 2024 version of the contractor questionnaire, details such as each pharmacy's opening/closing hours and service provision as described by the pharmacy contractor, was not requested, as this was sourced through other routes so as not to create a duplicate ask and/or any potential inconsistency in the results. This information is presented elsewhere in the PNA.

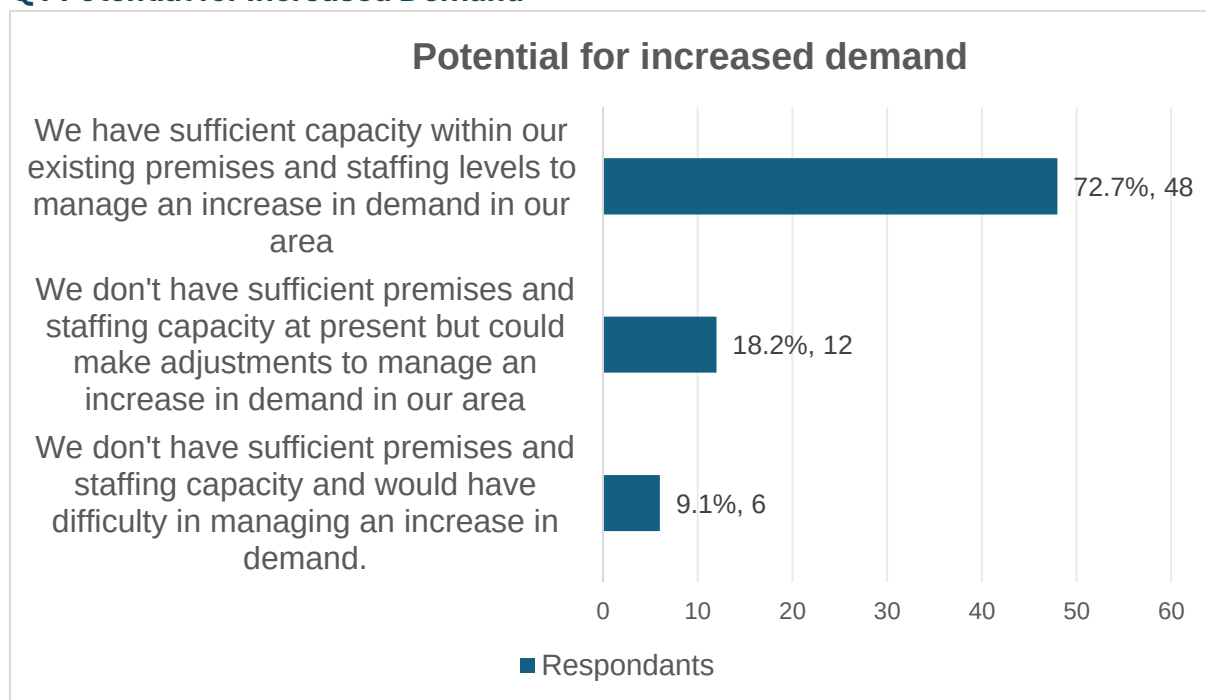
These are the questions posed in the pharmacy contractor survey 2024

To see a blank Contractor Survey questionnaire, please see **Appendix 5**.

Overall Response numbers and rate

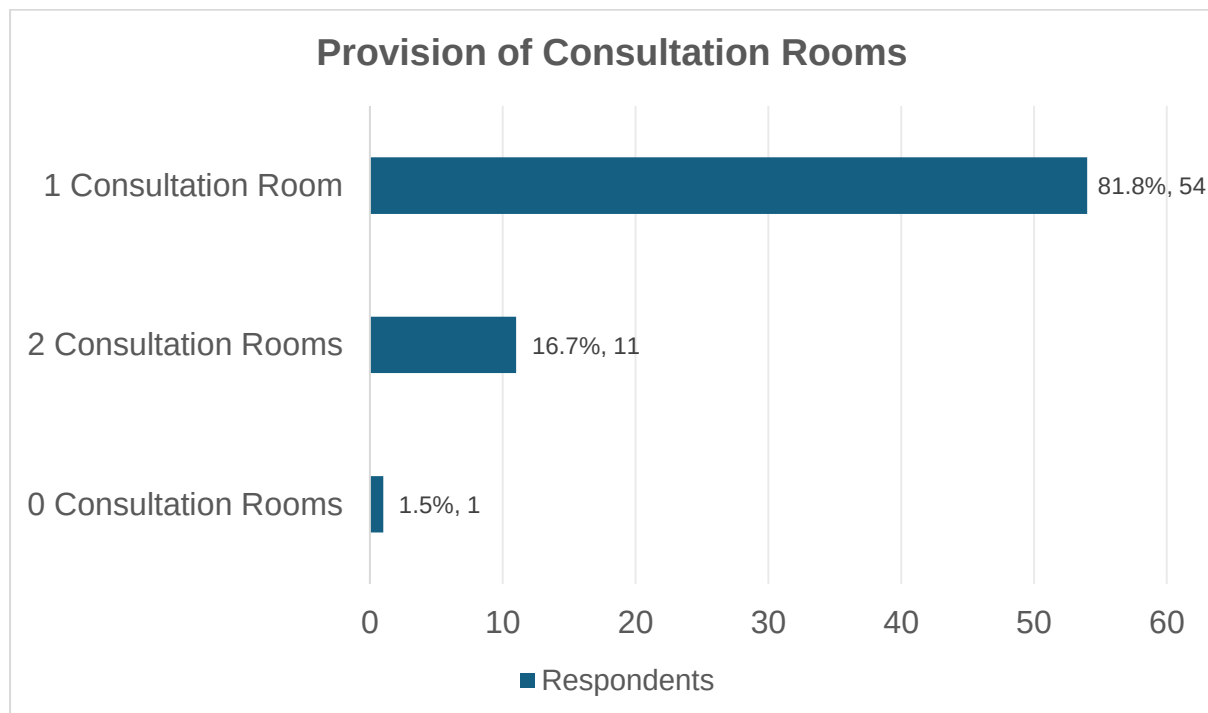
- 66 of current 77 pharmacies responded to the survey
- This is an overall response rate of 86%

Q1 Potential for Increased Demand



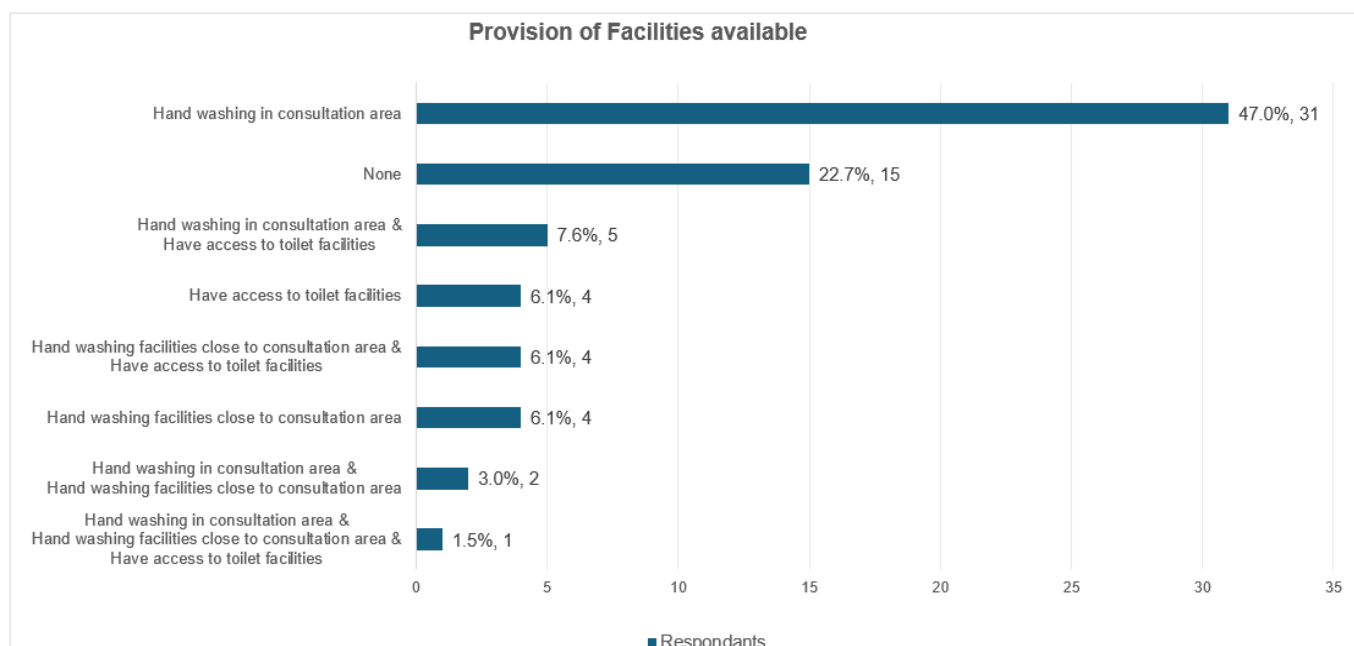
- This question asked if there was increased demand for pharmaceutical services (e.g. dispensing, advanced and locally commissioned services) in your local area; through new housing developments, nearby pharmacies closing, etc. demand in your pharmacy may increase.
- Response numbers and rate
 - 66 of current 77 pharmacies responded to the survey
 - This is an 86% response rate
- 48 of the 66 contractors said they had sufficient capacity to manage any future increased demand with a further 12 (18%) suggesting that with some alterations to premises they too could manage any possible future increases.
- Only 6 (9%) could not see themselves meeting any future increased demand.
- Overall, 91% of pharmacy contractors (60 out of 66) felt they could manage any potential future increases in demand.

Q2 Consultation Rooms within Pharmacy Premises



- This question asked pharmacy contractors about how many consultation rooms they had available on their premises?
- Response numbers and rate
 - 66 of current 77 pharmacies responded to this question
 - This is an 86% response rate
- 54 of the 66 contractors stated they had 1 consultation room available (82%). Those contractors who responded with having 2 consultation room available made up 16.7% of responses (11).
- Only 1 contractor didn't have any consultation rooms available on site (1.5%)
- Overall, 98.5% of contractors had at least 1 or more consultation rooms available.

Q3 Hand washing and toilet facilities

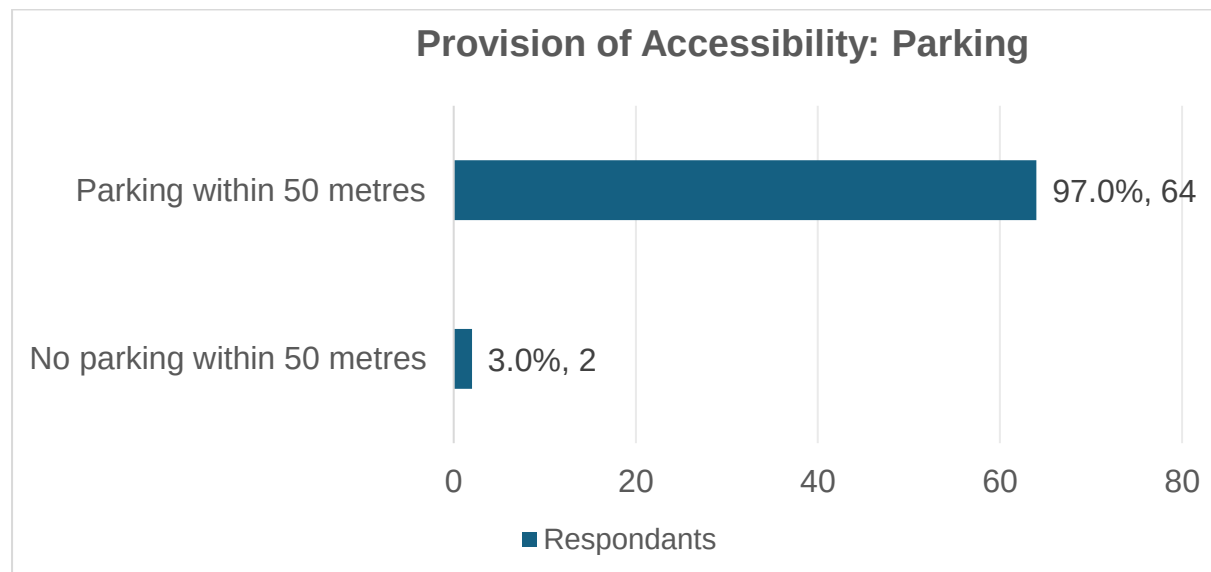


- This question asked pharmacy contractors what facilities are available to patients during consultations?
- Response numbers and rate
 - 66 of current 77 pharmacies responded to this question
 - This is an 86% response rate
- 31 (47.0%) of the 66 contractors said they had hand washing in consultation areas. 15 (22.7%) of contractors said they didn't have any hand washing or toilet facilities, 5 contractors (7.6%) said they had both had handwashing in consultation areas and also toilet access.
- Only 1 contractor had all three facilities available (hand washing in consultation area, hand washing facilities close to consultation area and have access to toilet facilities)

Q4 Accessibility

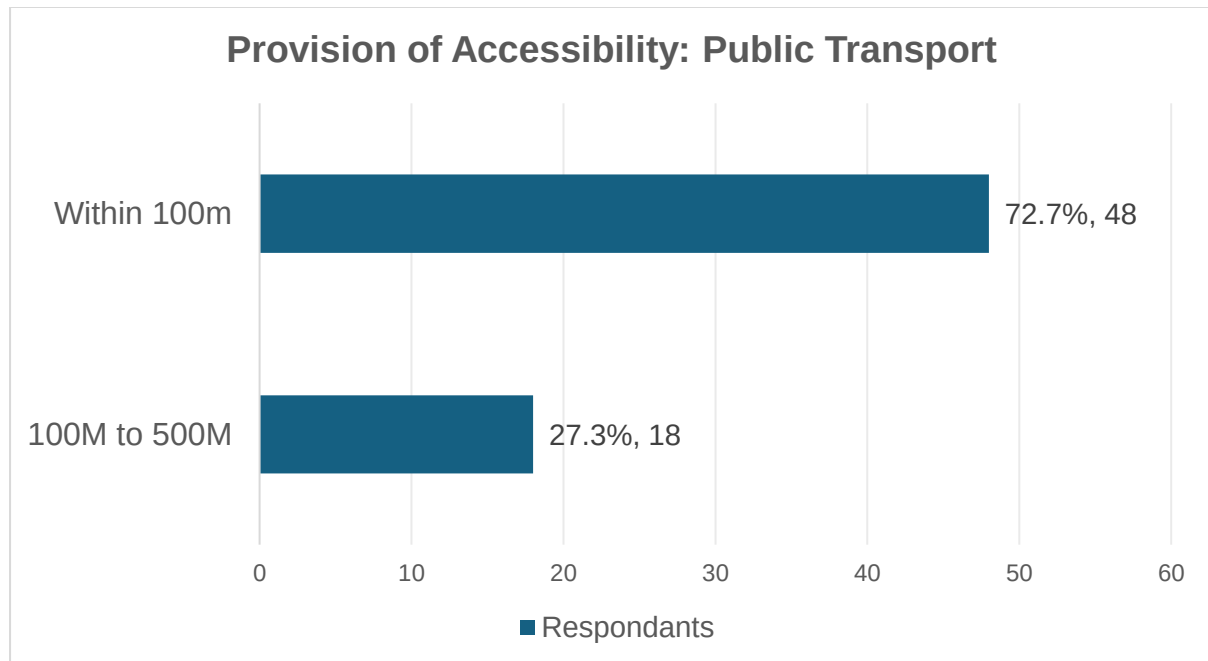
These questions covered a range of aspects related to how members of the public get to, into and around pharmacy premises.

Q4a Parking



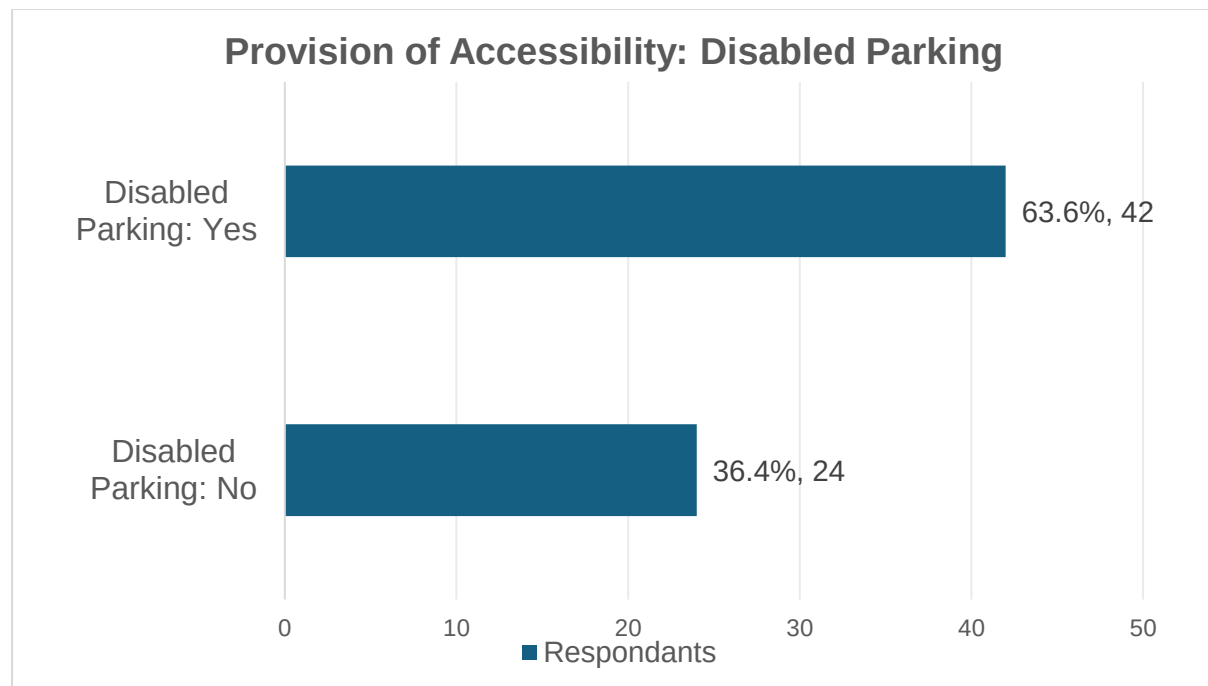
- This question asked pharmacy contractors could customers park legally within 50 metres of the pharmacy?
- Response numbers and rate
 - 66 of current 77 pharmacies responded to this question
 - This is an 86% response rate
- 64 (97.0%) of the 66 contractors stated that customers could legally park within 50 meters of the pharmacy.
- Only 2 pharmacies (3.0%) of the 66 contractors stated that customers were unable to legally park within 50 meters of their pharmacy's.

Q4b Train Station/Bus Stop



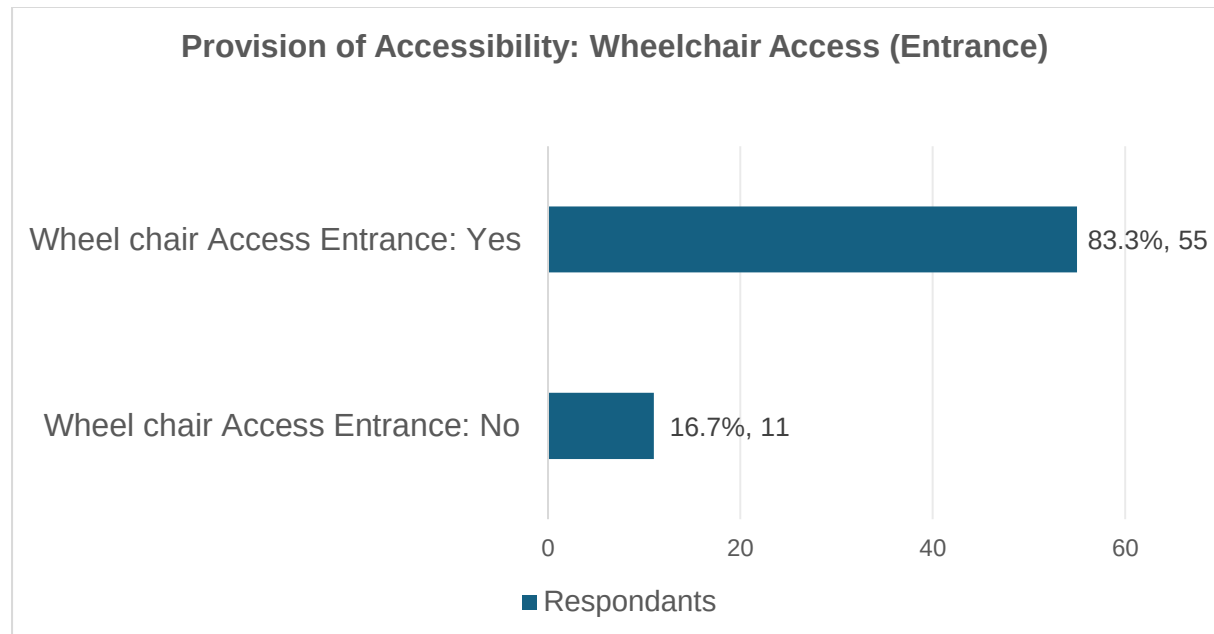
- This question asked pharmacy contractors how far is the nearest bus top/ train station?
- Response numbers and rate
 - o 66 of current 77 pharmacies responded to this question
 - o This is an 86% response rate
- 48 (72.7%) of the 66 contractors responded that access to their pharmacy's via public transport are within 100 metres of a bus stop or train station
- The remaining 18 other contractors (27.3%) reported that public transport access was between 100 metres and 500 metres.

Q4c Disabled Parking



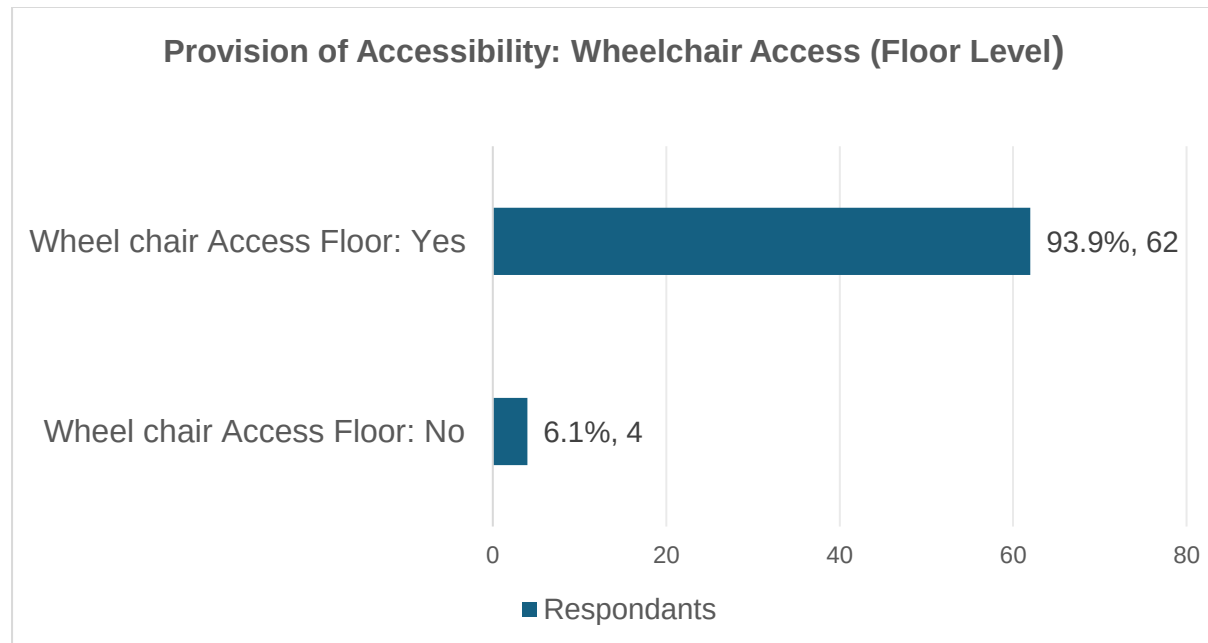
- This question asked pharmacy contractors, do pharmacy customers have access to designated disabled parking?
- Response numbers and rate
 - o 66 of current 77 pharmacies responded to this question
 - o This is an 86% response rate
- 42 (63.6%) of the 66 contractors responded that they had access to designated disabled parking facilities for customers.
- The remaining 24 other contractors (36.4%) reported that they are unable to offer designated disabled parking facilities to customers.

Q4d Wheelchair Access (Entrance)



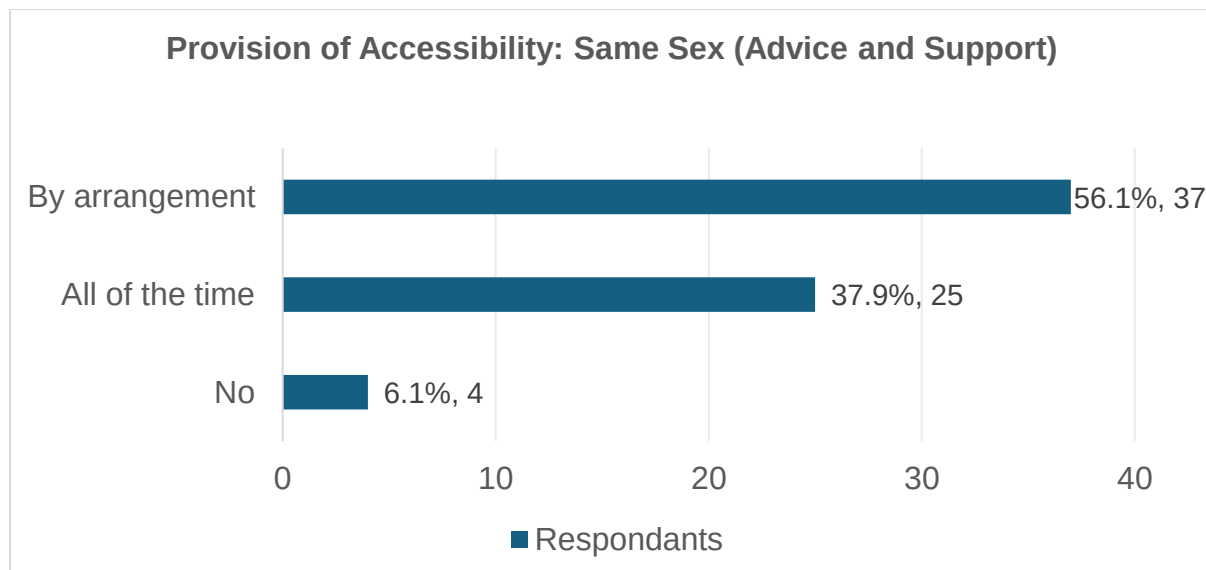
- This question asked pharmacy contractors, is the entrance to the pharmacy suitable for wheelchair access unaided?
- Response numbers and rate
 - o 66 of current 77 pharmacies responded to this question
 - o This is an 86% response rate
- 55 (83.3%) of the 66 contractors responded that they had unaided wheelchair access via the entrance for customers.
- The remaining 11 other contractors (16.7%) reported that they are unable to offer unaided wheelchair access via there entrance to customers.

Q4e Wheelchair Access (Floor)



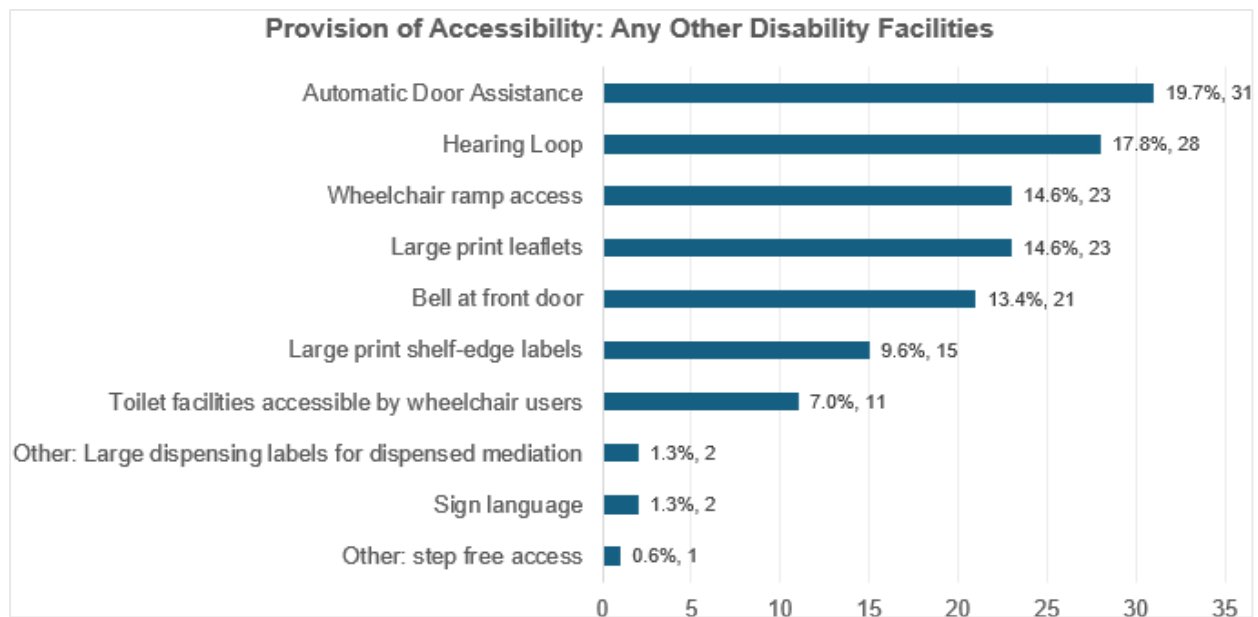
- This question asked pharmacy contractors, are all areas of the pharmacy floor accessible by wheelchair?
- Response numbers and rate
 - 66 of current 77 pharmacies responded to this question
 - This is an 86% response rate
- 62 (93.8%) of the 66 contractors responded that they all areas of the pharmacy floor accessible for wheelchair access.
- The remaining 4 other contractors (6.1%) reported that they are unable to offer all area access for wheelchair users.

Q4f Same sex advice for public



- This question asked pharmacy contractors, are you able to provide advice and support if a customer wishes to speak to a person of the same sex?
- Response numbers and rate
 - o 66 of current 77 pharmacies responded to this question
 - o This is an 86% response rate
- 37 (56.1%) of the 66 contractors responded that they able to provide same sex advice by arrangement.
- 25 other contractors (35.7%) reported that they are able to offer same sex advice all of the time (so no prior arrangement was required)
- Only 4 (6.1%) of contractors couldn't offer same sex advice to their customers.

Q4g Facilities



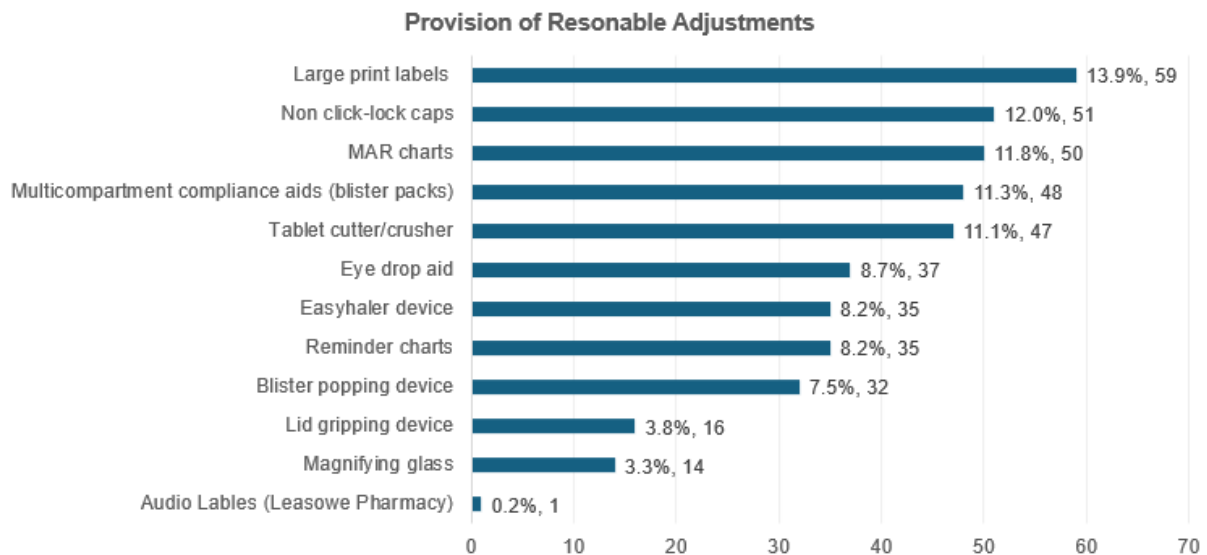
- This question asked pharmacy contractors, do you have any other facilities in the pharmacy aimed at supporting disabled people access your service?
- Response numbers and rate
 - o 66 of current 77 pharmacies responded to this question
 - o This is an 86% response rate
- All Contractors responded to this question above. Each contractor could have more than one extra set of facilities with the overall number of other disability facilities offered is 157.
- 31 (19.7%) of the 157 overall extra disability facilities made available to customers was automatic door assistance. This was followed by the offer of hearing loops (26 of 157) or 17.8%. Wheelchair ramp access and large print leaflets (both 23, 14.6%) of 157 responses were joint third in extra disability offers.
- Step free access (1, or .6%) and also sign language and large dispensing labels for dispensed medication were the less extra disability facilities on offer from the ten options in the question above.

Q4h Languages other than English available

Language available	Count of Language
Spanish	6
Chinese	5
Cantonese	5
Mandrin	4
Punjabi	4
Hindi	4
Arabic	3
Urdu	3
French	3
Bengali	3
Taglog (Philippines)	2
Russian	2
Malayalam (Indian)	2
Maa (Central Africa)	1
Twi (West African)	1
Fante (West African)	1
Italian	1
Romanian	1
Portuguese	1
Access to Language line	1

- This question asked pharmacy contractors, can staff at pharmacy speak languages other than English
- Response numbers and rate
 - o 66 of current 77 pharmacies responded to this question
 - o This is an 86% response rate
- 20 Contractors responded to this question above. Each contractor could have more than one language of offer other than English. The overall number of languages was 21 available over the 20 sites. The total number of languages available to all customers was 54.
- Spanish (6 sites) was the most common language available across the contractors offering a language other than English. Chinese (5) and Cantonese (5) were the second most available language on offer over the 21 sites.
- Mandarin, Punjabi and Hindi where available across 4 of the 20 different sites.

Q5 Reasonable Adjustments



- This question asked pharmacy contractors, please let us know about which reasonable adjustments you provide for eligible patients?
- Response numbers and rate
 - o 66 of current 77 pharmacies responded to this question
 - o This is an 86% response rate

All 66 Contractors responded to this question in the survey, and all had at least one reasonable adjustment offer available, many with multiple on offer. The overall number of reasonable adjustment facilities offered on offer was 425.

- 59 (13.9%) of the 425 overall reasonable adjustments available to eligible customers was large print labels. This was followed by non-click-lock caps (51 of 425) or 12.0% and Medicines Administration Recording (MAR) charts (50) or 11.8% of 425 reasonable adjustments.
- Audio labels (1, or 0.2%) was the least available reasonable adjustment on offer across the 66 sites.

Q6 Prescription collection from surgery and delivery of dispensed items

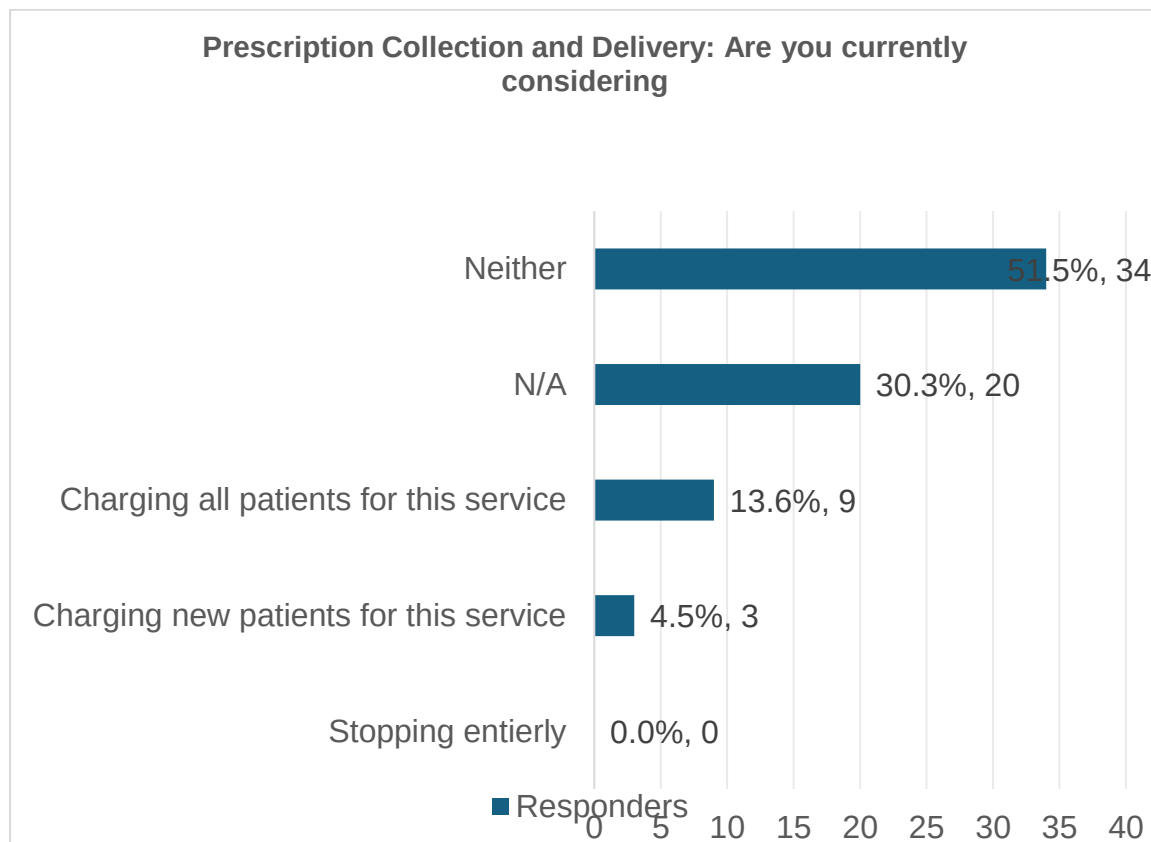
- Contractors where asked, does the pharmacy provide any of the following?
 - o Collection of prescriptions from surgeries
- Response numbers and rate
 - o 66 of current 77 pharmacies responded to this question
 - o This is an 86% response rate

	Yes	No
Collection of prescription from surgery	42	24
Delivery of prescriptions (Free of charge)	46	20
Delivery of prescriptions (form of charge applied)	20	46

- Of the 66 contractors responding to the question above about collection prescription from the surgery, 42 (63.6%) said the answer to this question was yes.
- The remaining 24 contractors (36.4%) answered no to offering collection of a prescription from a surgery.
- Contractors where asked, does the pharmacy provide any of the following?
 - o Delivery of prescriptions – Free of charge
- Of the 66 contractors responding to the question of delivery of prescriptions free of charge, 46 (69.7%) said the answer to this question was yes.
- The remaining 20 contractors (30.3%) offered delivery of prescriptions with a charge.

Q7 Possible changes to delivery of dispensed items - charging

- Contractors were asked, with regards to prescription delivery:
 - o Are you currently considering changing your approach to charging everyone, charging new patients only, stopping provision?



- Of the 66 contractors responding to the question above about delivery of prescriptions and considering making any changes to this service, 34 (51.5%) of contractors they are not considering any changes to this service.
- 20 (30.3%) of contractors stated it was Not applicable to answer this question.
- 12 contractors stated they are going to be making some changes to this service, with 9 (13.6%) indicating they will charge all patients for prescription delivery. The other 3 contractors (4.5%) stated the new charge would be only for new patients.

Q8 Protected Characteristics

Contractors were asked specifically about each protected characteristic, are you aware of any gaps in access or pharmaceutical need for any of the following groups, relating to their:

- **Age: Yes**
 - "Patients have difficulty ordering their meds through technological means"
 - "Difficult to open door"
- **Disability: Yes**
 - "Slight step at entrance to shop"
 - "Difficult to open front door"
 - "Lack of facilities"
- **Gender:** No additional context added by Contractors.
- **People with/about to have gender reassignment:** No additional context added by Contractors.
- **Marriage and civil partnership:** No additional context added by Contractors.
- **Pregnancy and maternity:** No additional context added by Contractors.
- **Race: Yes**
 - "Language barrier"
- **Religion or belief:** No additional context added by Contractors.
- **Sexual orientation:** No additional context added by Contractors.

Q9 Any other comments

- Contractors was asked, if you have anything else you would like to tell us that you think would be useful in the formulation of the PNA?
- 5 other comments were submitted as follows below:
- Jacksons of Seacombe Ltd (St Paul's Pharmacy):
 - "Deliveries are free at this moment, but the service is being reviewed with a view to charging ALL patients in near future"
- Victoria Pharmacy (Wallasey):
 - "Deliveries are currently free however the service is undergoing a review that may lead to all patients being charged in the near future."
- Carringtons Pharmacy:
 - "We are happy to take on any new patients and will do our best to accommodate their needs. We are happy to take on any new services."
- Corry's Chemist T/A Temple Pharmacy:
 - "Temple Pharmacy has a Prescribing pharmacist. We also provide Private PGDs Able to extend/take on more services if required."
- Egremont Pharmacy (Branch: 000):
 - "We are attached to the local GP surgery"