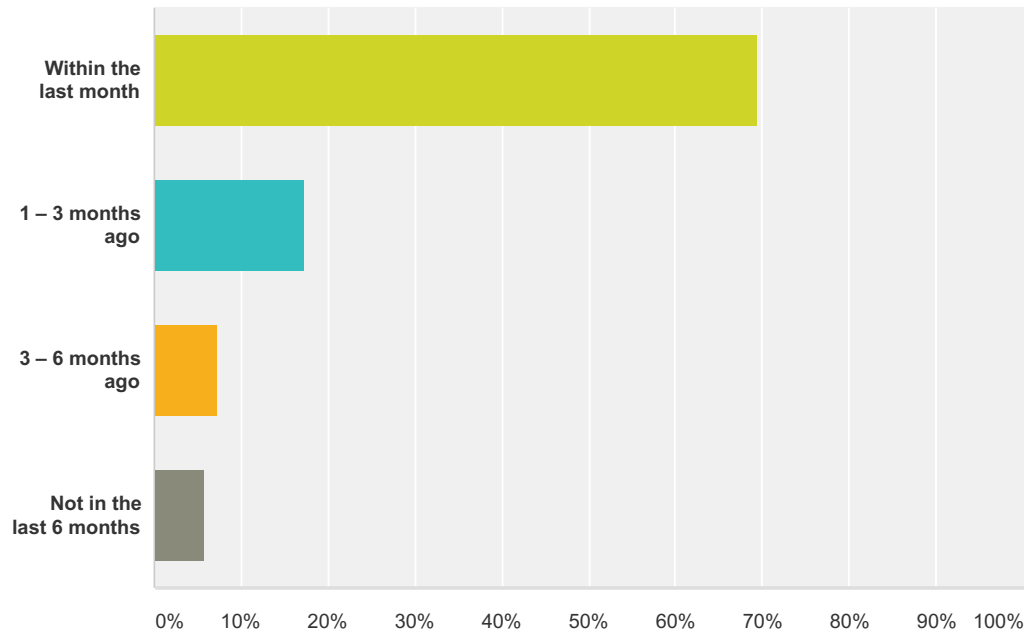


Q1 When did you last use a pharmacy for a health-related purpose, eg to get medicine or health advice?

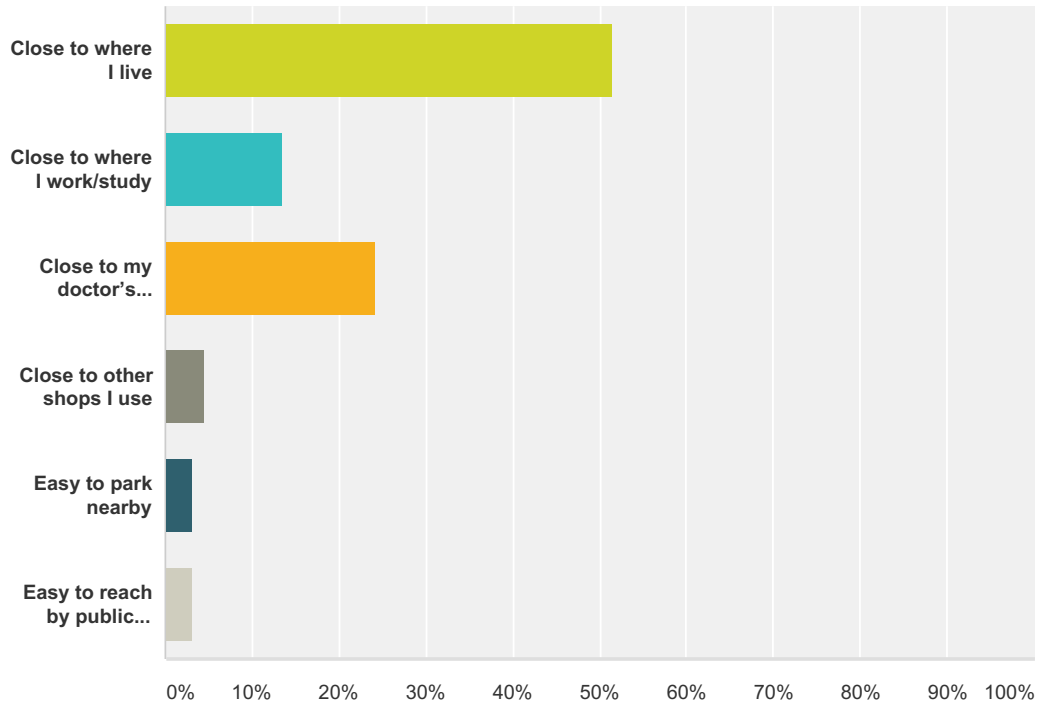
Answered: 69 Skipped: 14



Answer Choices	Responses
Within the last month	69.57% 48
1 – 3 months ago	17.39% 12
3 – 6 months ago	7.25% 5
Not in the last 6 months	5.80% 4
Total	69

Q2 Thinking about the location of the pharmacy you use most often, which of the following is most important to you? (Tick one box only)

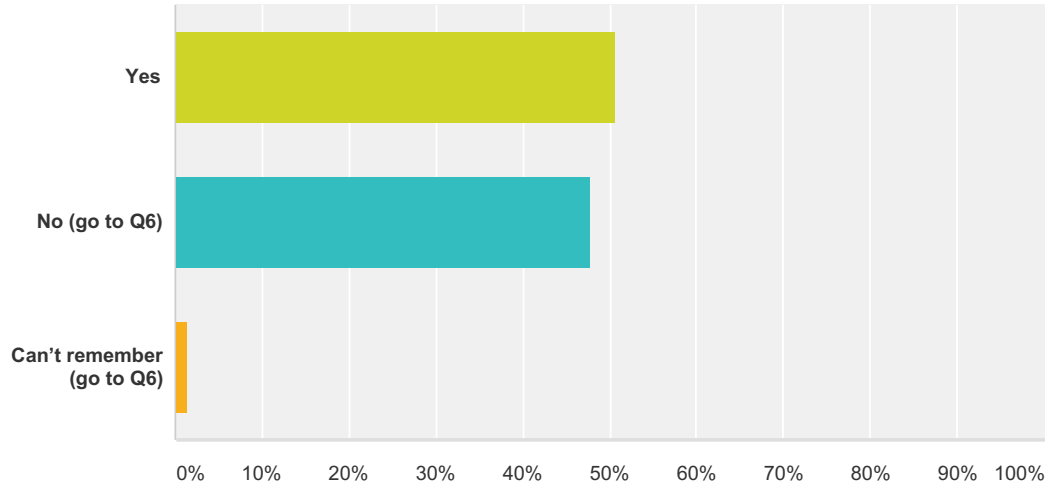
Answered: 66 Skipped: 17



Answer Choices	Responses
Close to where I live	51.52% 34
Close to where I work/study	13.64% 9
Close to my doctor's surgery	24.24% 16
Close to other shops I use	4.55% 3
Easy to park nearby	3.03% 2
Easy to reach by public transport	3.03% 2
Total	66

Q3 Have you had a consultation with a pharmacist in the last 12 months for any health-related purpose?

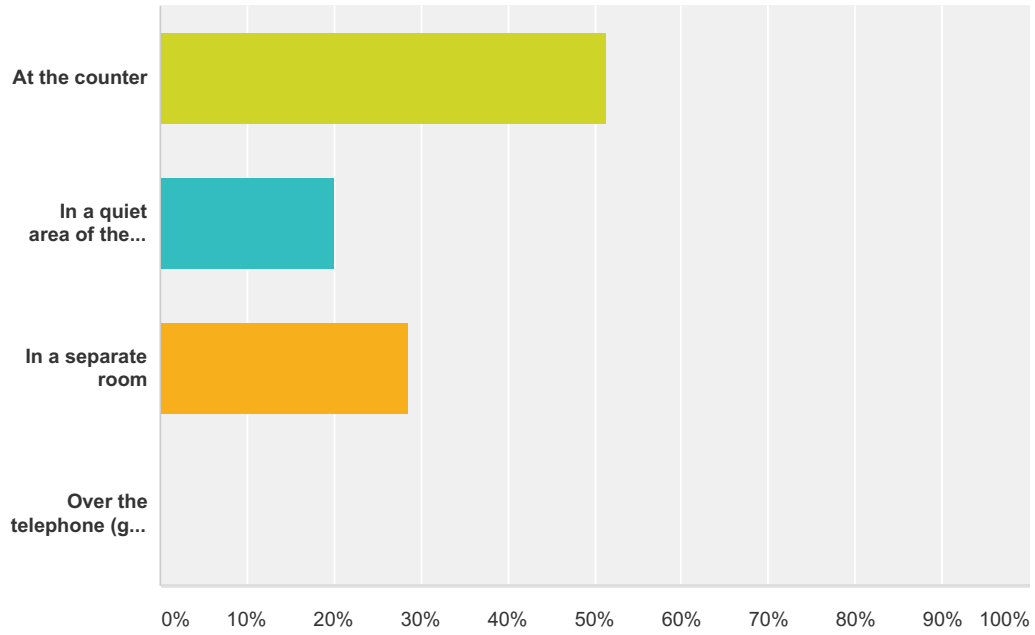
Answered: 67 Skipped: 16



Answer Choices	Responses	
Yes	50.75%	34
No (go to Q6)	47.76%	32
Can't remember (go to Q6)	1.49%	1
Total		67

Q4 Where did you have your consultation?

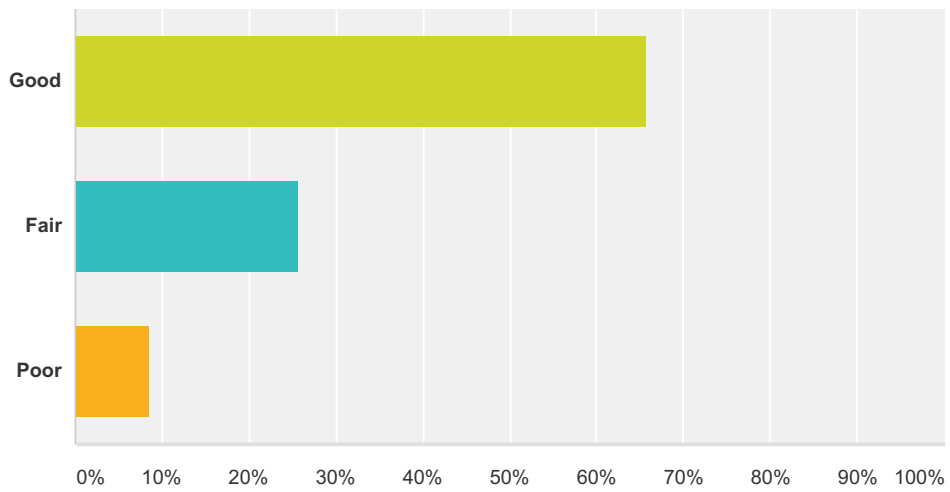
Answered: 35 Skipped: 48



Answer Choices	Responses
At the counter	51.43% 18
In a quiet area of the shop	20.00% 7
In a separate room	28.57% 10
Over the telephone (go to Q6)	0.00% 0
Total Respondents: 35	

Q5 How would you rate the privacy of the consultation?

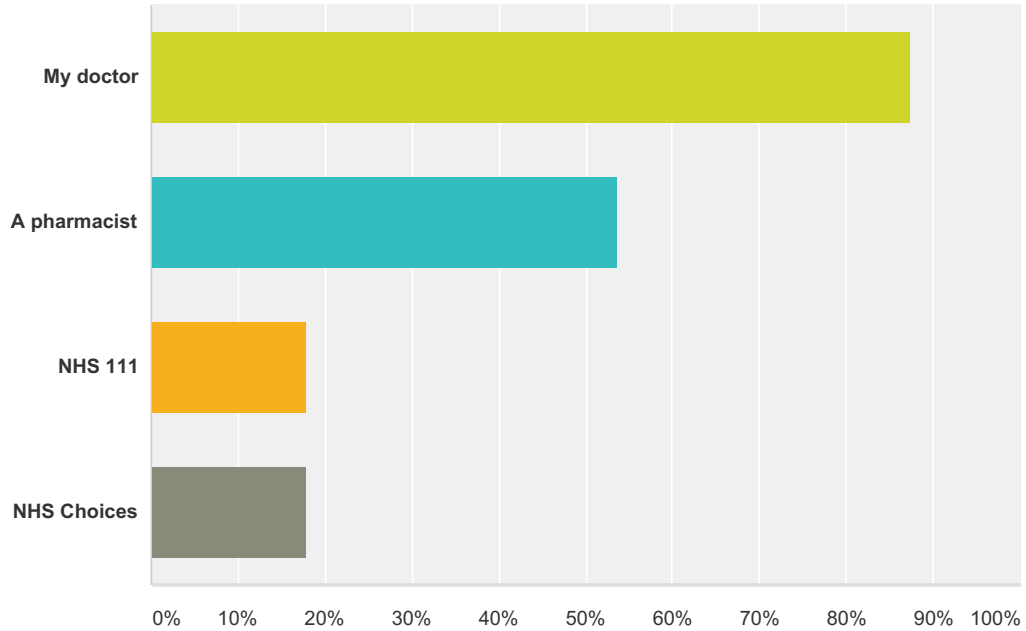
Answered: 35 Skipped: 48



Answer Choices	Responses
Good	65.71% 23
Fair	25.71% 9
Poor	8.57% 3
Total	35

Q6 In the past 12 months which of the following have you asked for health-related advice? (Please tick all that apply)

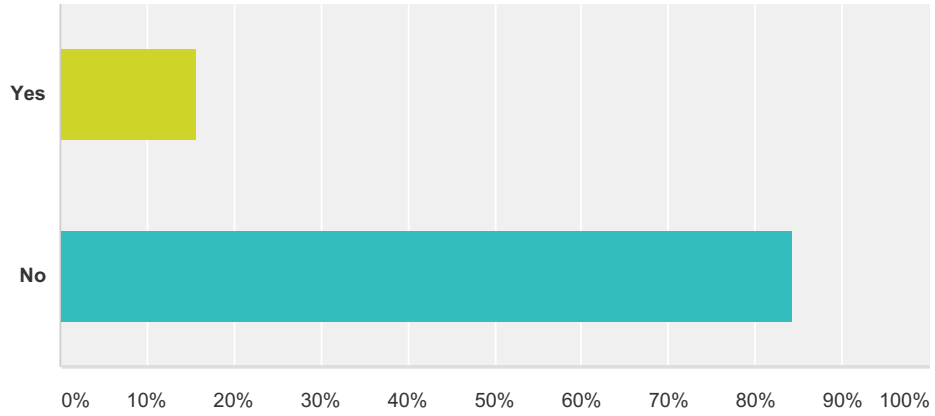
Answered: 56 Skipped: 27



Answer Choices	Responses	Count
My doctor	87.50%	49
A pharmacist	53.57%	30
NHS 111	17.86%	10
NHS Choices	17.86%	10
Total Respondents: 56		

Q7 In the past 12 months have you had any problems finding a pharmacist to get medicines dispensed, get advice or buy medicines?

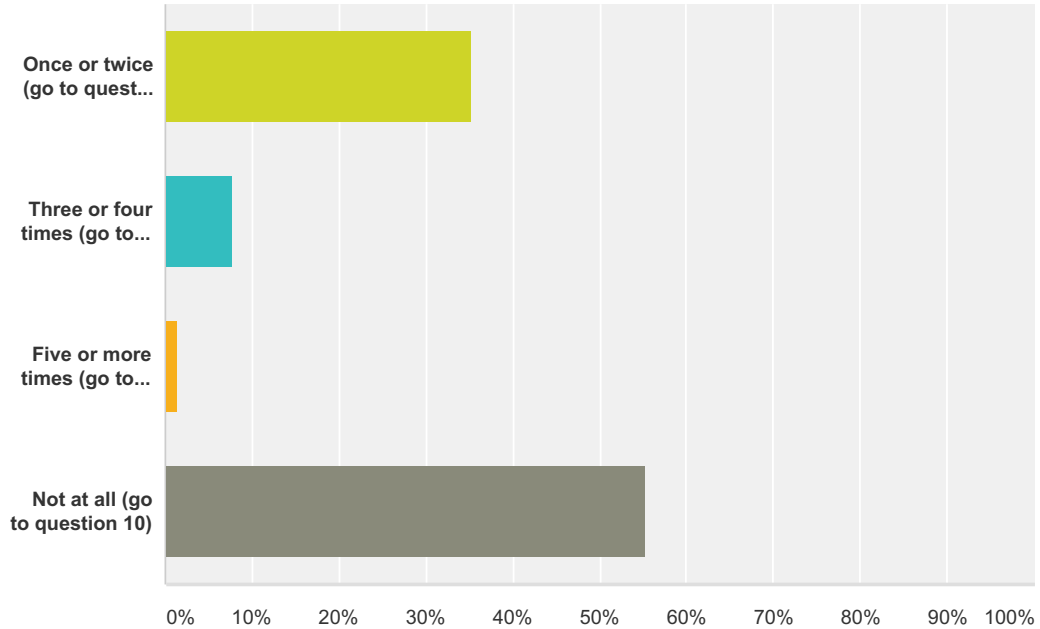
Answered: 64 Skipped: 19



Answer Choices	Responses	
Yes	15.63%	10
No	84.38%	54
Total		64

Q8 In the past 12 months, how many times have you wanted to use your usual pharmacy (or the pharmacy closest to you) when it was closed?

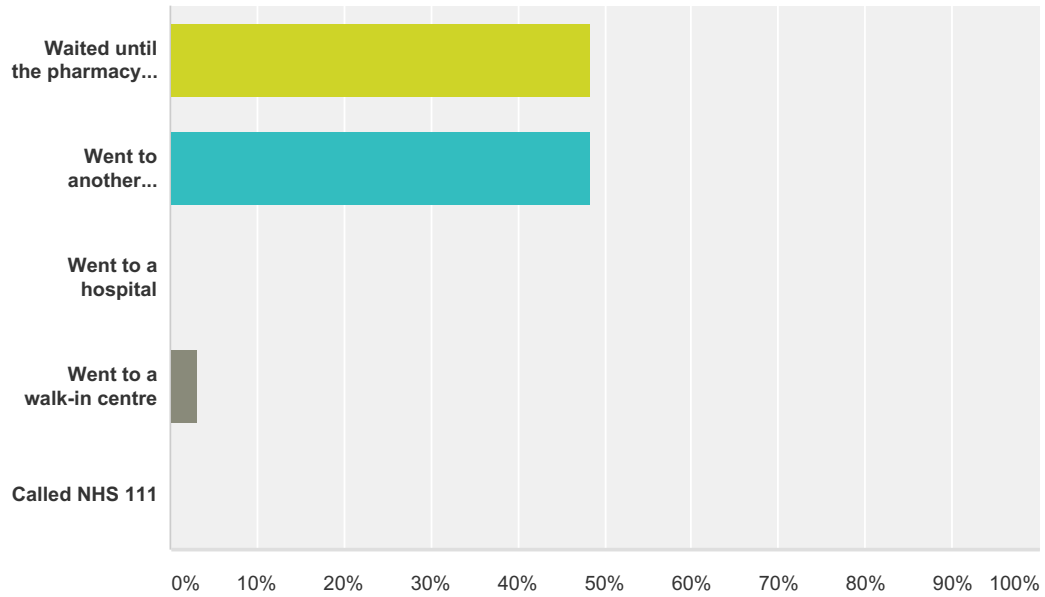
Answered: 65 Skipped: 18



Answer Choices	Responses	Count
Once or twice (go to question 9)	35.38%	23
Three or four times (go to question 9)	7.69%	5
Five or more times (go to question 9)	1.54%	1
Not at all (go to question 10)	55.38%	36
Total		65

Q9 What did you do?

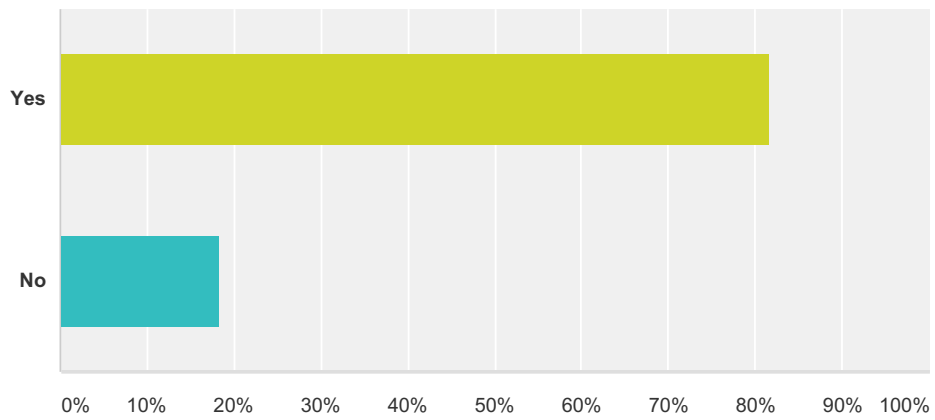
Answered: 31 Skipped: 52



Answer Choices	Responses
Waited until the pharmacy was open	48.39% 15
Went to another pharmacy	48.39% 15
Went to a hospital	0.00% 0
Went to a walk-in centre	3.23% 1
Called NHS 111	0.00% 0
Total	31

Q10 Are you satisfied with the opening hours of your pharmacy?

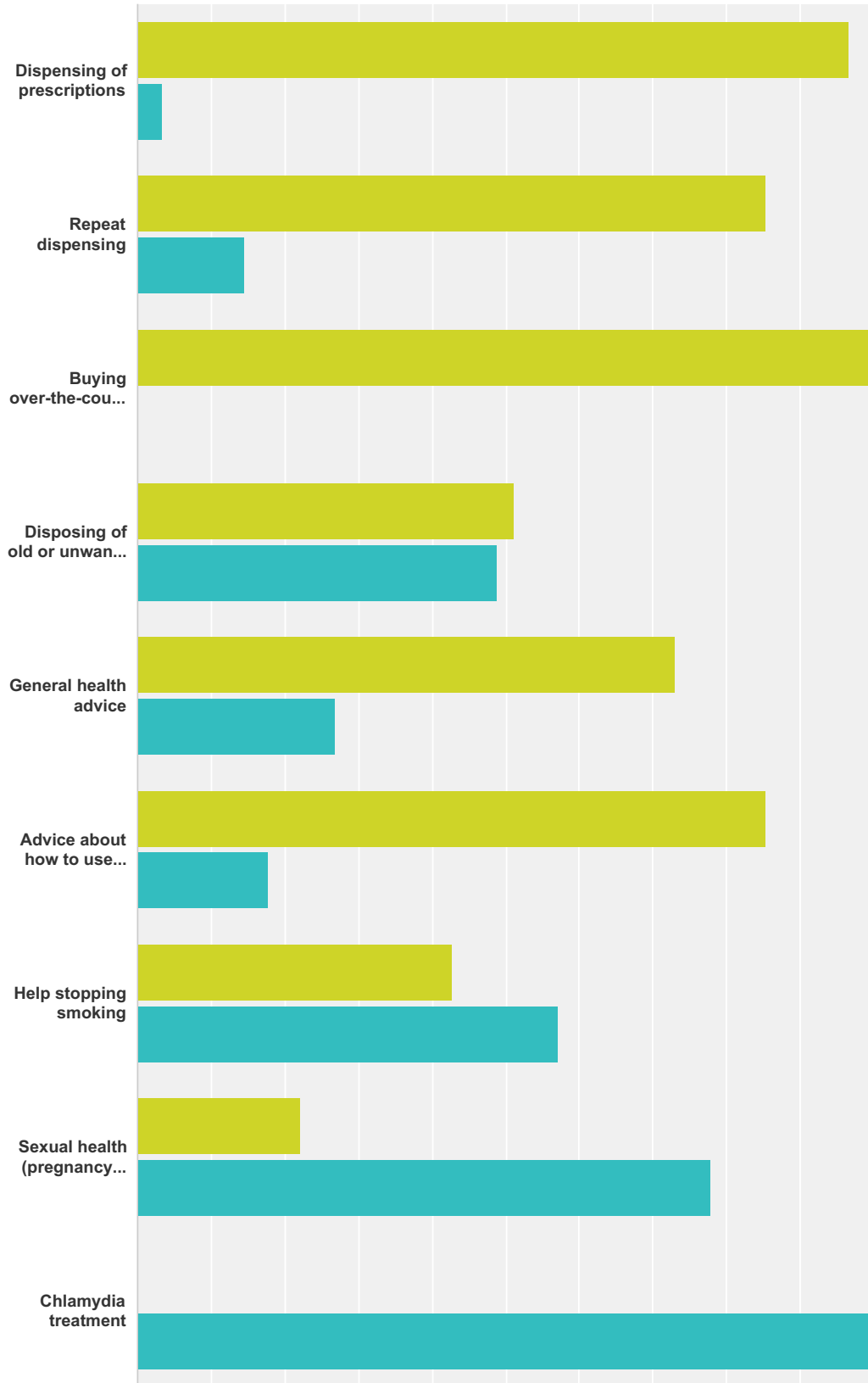
Answered: 65 Skipped: 18



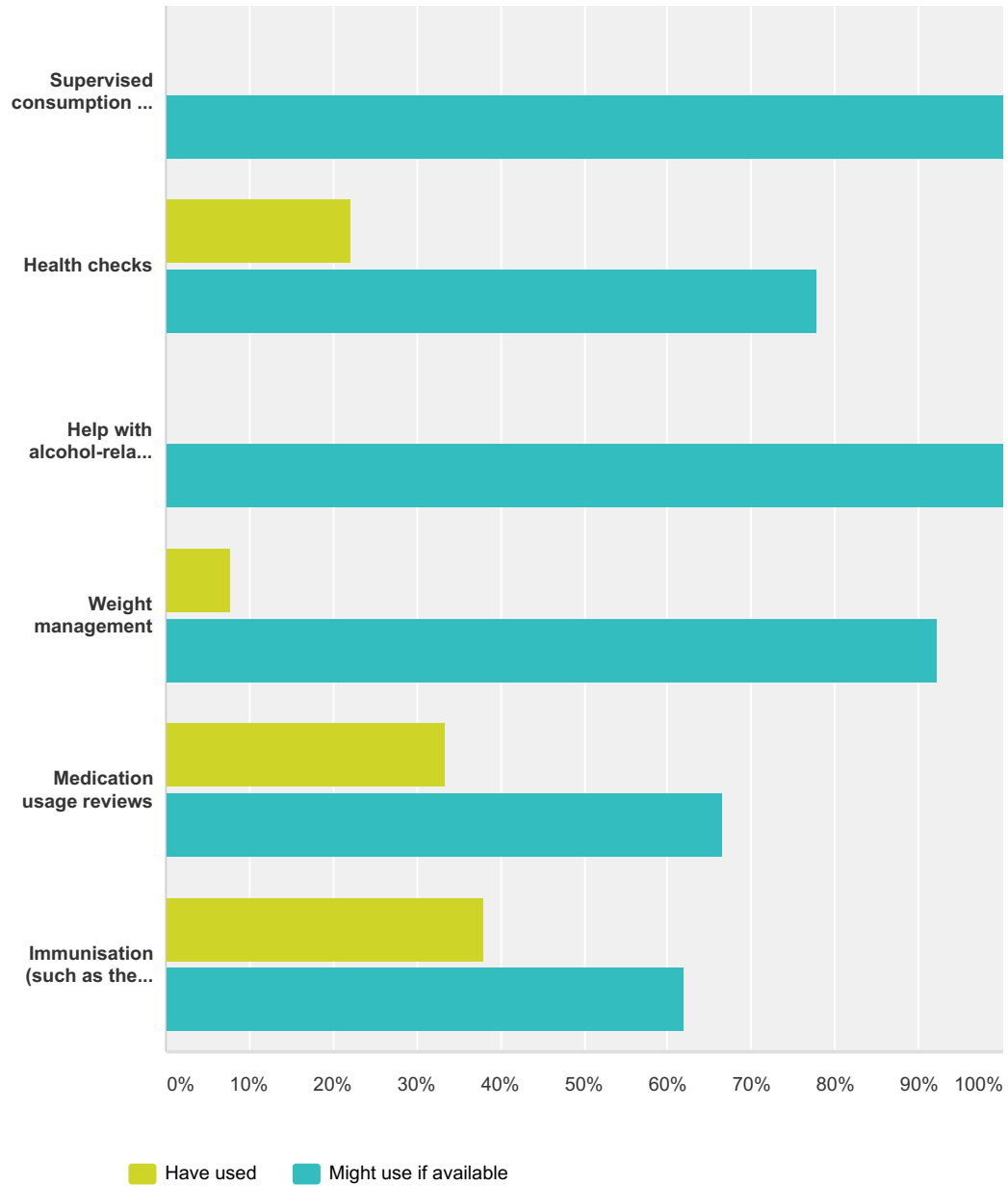
Answer Choices	Responses	
Yes	81.54%	53
No	18.46%	12
Total		65

Q11 Please say which services you have used and which you might use if they were available.

Answered: 62 Skipped: 21



Kingston Upon Thames Pharmaceutical Needs Assessment



	Have used	Might use if available	Total Respondents
Dispensing of prescriptions	96.72% 59	3.28% 2	61
Repeat dispensing	85.42% 41	14.58% 7	48
Buying over-the-counter medicines	100.00% 59	0.00% 0	59
Disposing of old or unwanted medicines	51.22% 21	48.78% 20	41
General health advice	73.17% 30	26.83% 11	41
Advice about how to use medicines	85.29% 29	17.65% 6	34

Kingston Upon Thames Pharmaceutical Needs Assessment

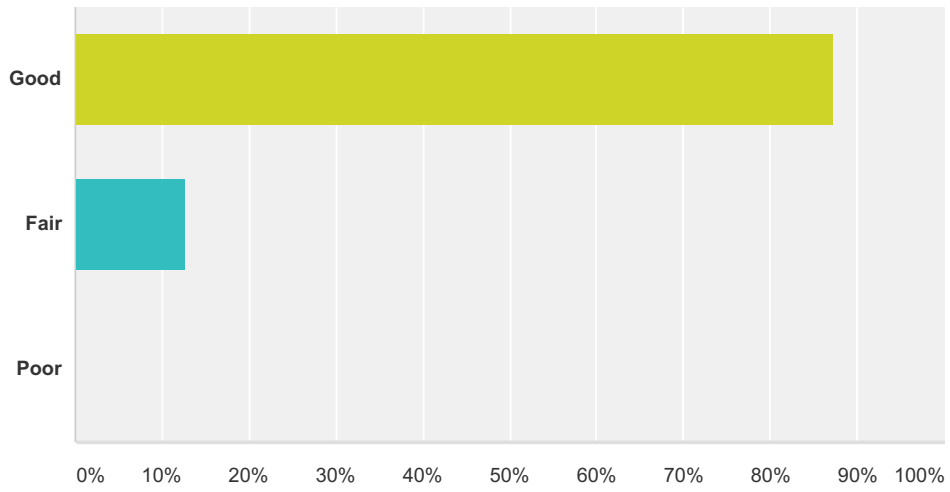
Help stopping smoking	42.86% 3	57.14% 4	7
Sexual health (pregnancy testing, chlamydia testing, contraception)	22.22% 2	77.78% 7	9
Chlamydia treatment	0.00% 0	100.00% 4	4
Supervised consumption of methadone and buprenorphine	0.00% 0	100.00% 3	3
Health checks	22.22% 4	77.78% 14	18
Help with alcohol-related problems	0.00% 0	100.00% 3	3
Weight management	7.69% 1	92.31% 12	13
Medication usage reviews	33.33% 5	66.67% 10	15
Immunisation (such as the flu vaccine)	38.10% 8	61.90% 13	21

Q12 Please mention other pharmacy services you have used

Answered: 6 Skipped: 77

Q13 Overall, how do you rate your last experience of using a pharmacy?

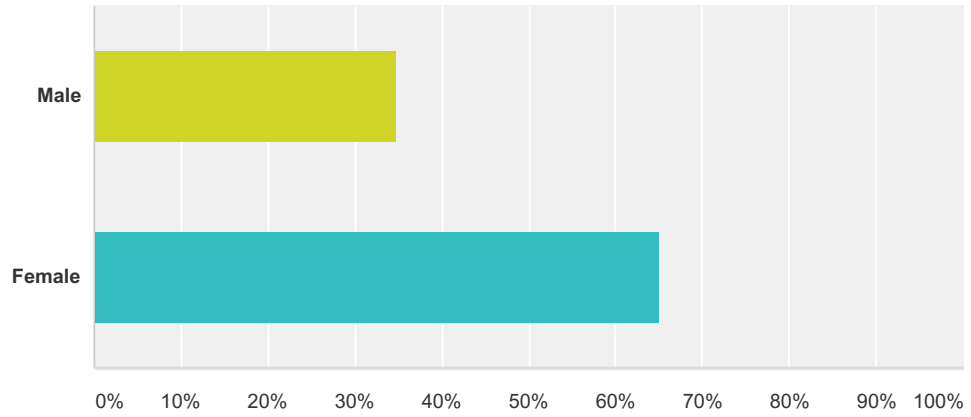
Answered: 63 Skipped: 20



Answer Choices	Responses
Good	87.30% 55
Fair	12.70% 8
Poor	0.00% 0
Total	63

Q14 Are you:

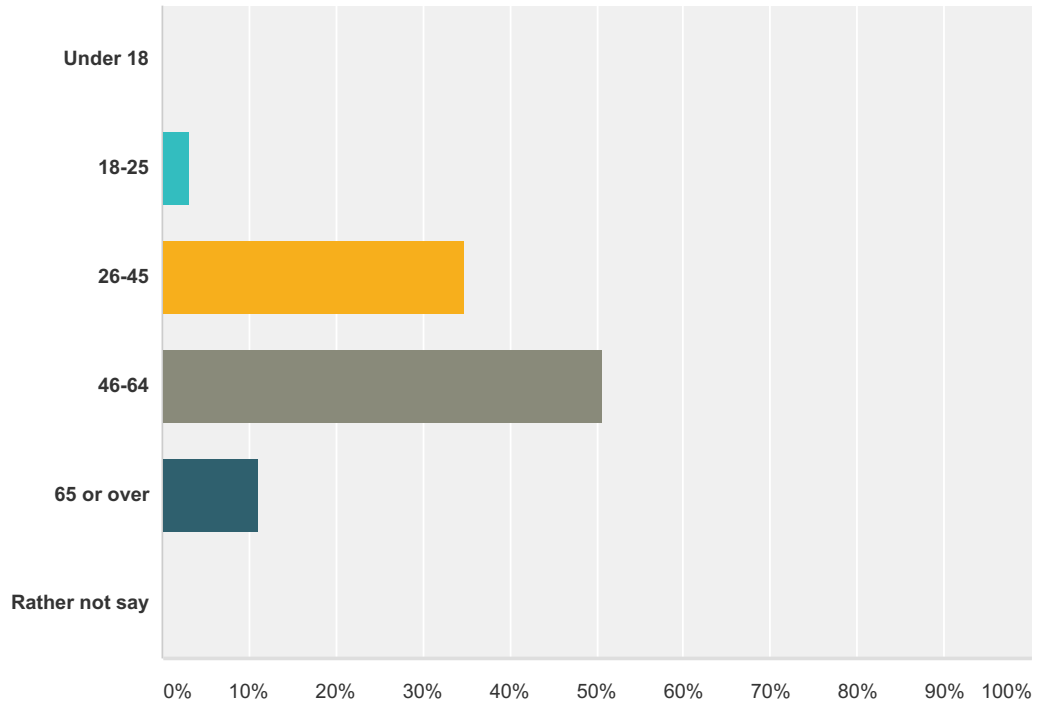
Answered: 63 Skipped: 20



Answer Choices	Responses	
Male	34.92%	22
Female	65.08%	41
Total		63

Q15 What age group are you?

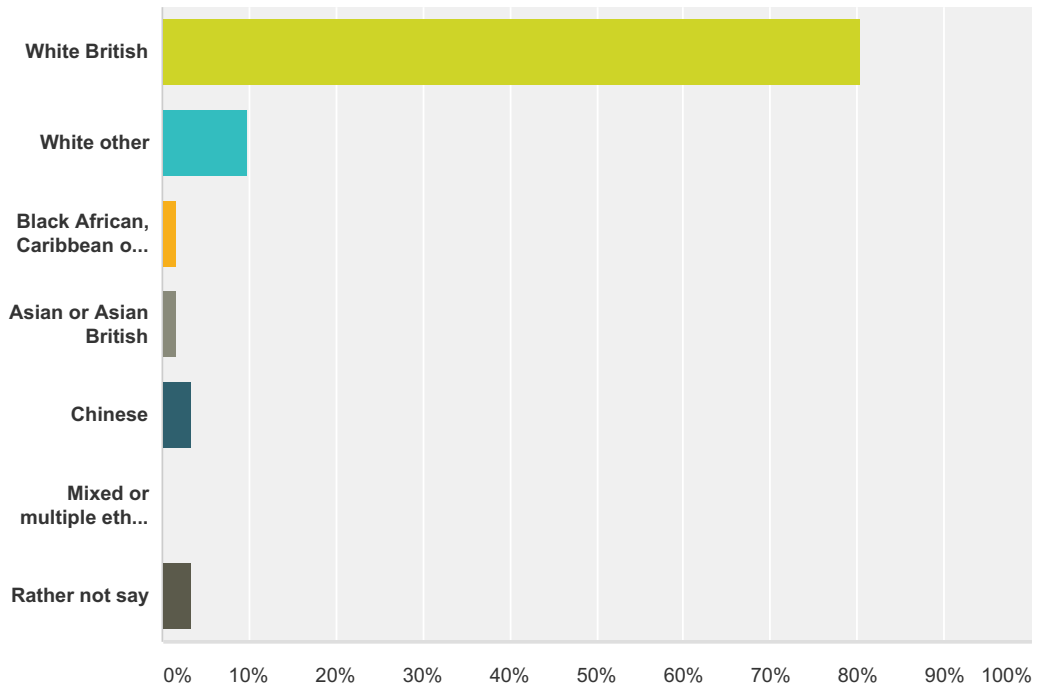
Answered: 63 Skipped: 20



Answer Choices	Responses	Count
Under 18	0.00%	0
18-25	3.17%	2
26-45	34.92%	22
46-64	50.79%	32
65 or over	11.11%	7
Rather not say	0.00%	0
Total		63

Q16 Which of these ethnic groups do you belong to?

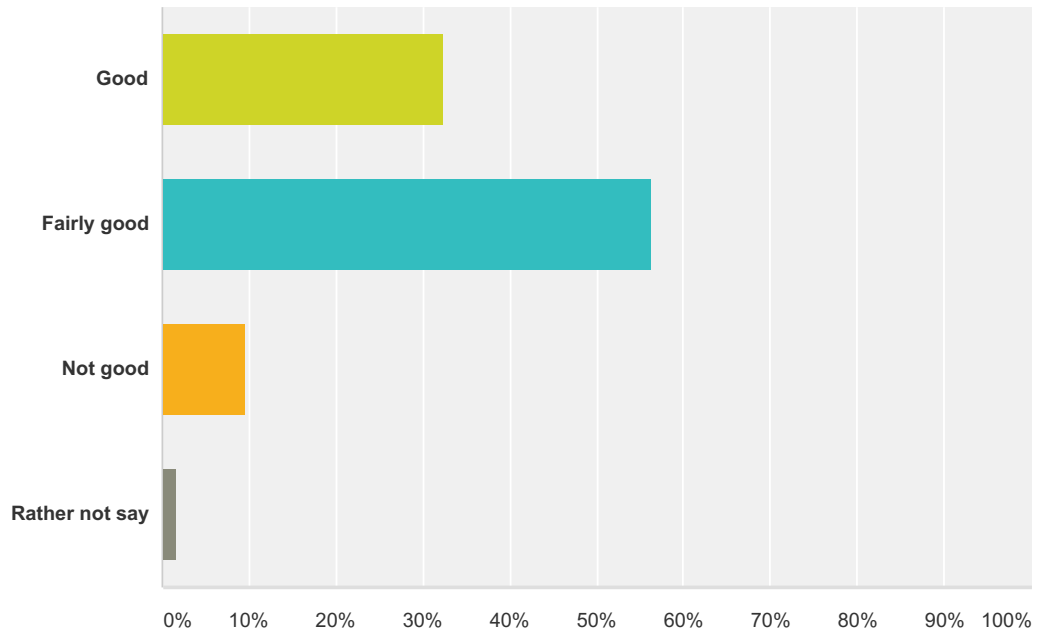
Answered: 61 Skipped: 22



Answer Choices	Responses
White British	80.33% 49
White other	9.84% 6
Black African, Caribbean or Black British	1.64% 1
Asian or Asian British	1.64% 1
Chinese	3.28% 2
Mixed or multiple ethnic groups	0.00% 0
Rather not say	3.28% 2
Total	61

Q17 Over the last 12 months would you say your health on the whole has been:

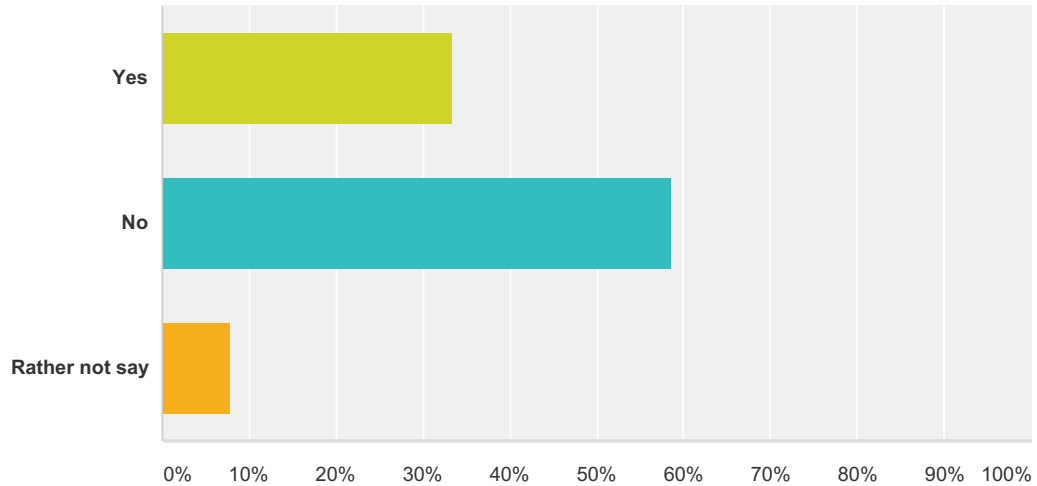
Answered: 62 Skipped: 21



Answer Choices	Responses	Count
Good	32.26%	20
Fairly good	56.45%	35
Not good	9.68%	6
Rather not say	1.61%	1
Total		62

Q18 Do you have any long-term illness, health problems or disability? The Equality Act 2010 considers a person to have a disability if you have a physical or mental impairment that has a substantial and long term adverse effect on your ability to carry out normal day-to-day activities.

Answered: 63 Skipped: 20



Answer Choices	Responses	
Yes	33.33%	21
No	58.73%	37
Rather not say	7.94%	5
Total		63

Q19 Please provide your postcode - This will help us identify the extent to which we are consulting locally and across the borough. The information will only be used for the purpose of this consultation and will not be shared with anyone else.

Answered: 59 Skipped: 24