

NHS England

Pharmacy First Survey

Wychbury Medical Group
January 2015

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Wychbury Patients Participation Group

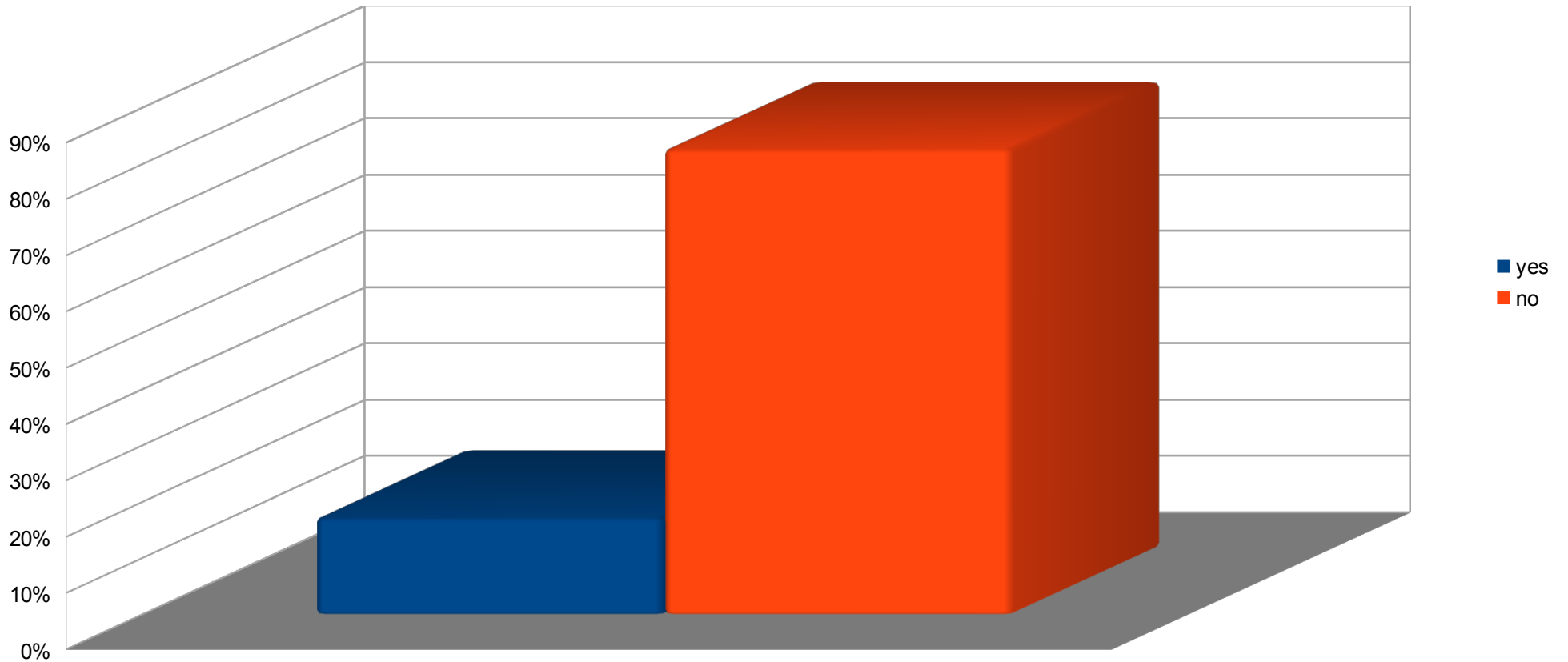
In January 2015 NHS England requested the Wychbury PPG to conduct a survey of patients regarding the Pharmacy First Scheme.

The survey asked the following question:-

- Have you heard of the Pharmacy First Scheme? - Yes/No
- If yes, how? - Pharmacy; GP; Word of Mouth; Local Press; Poster or Leaflet.
- Have you used the Scheme? - Yes/No
- If yes, did the Scheme save you from booking a GP appointment? - Yes/No
- Have you made use of an Urgent Care Centre or A&E for a minor ailment in the last 12 months? Yes/No
- If yes, reason(s)?
- Are there any reasons why you might choose not to use the scheme if you/your child had a minor ailment in the future?
- What do you think the NHS could do to help increase patient confidence to self-care; avoid visit to the GP, Urgent Care or A&E

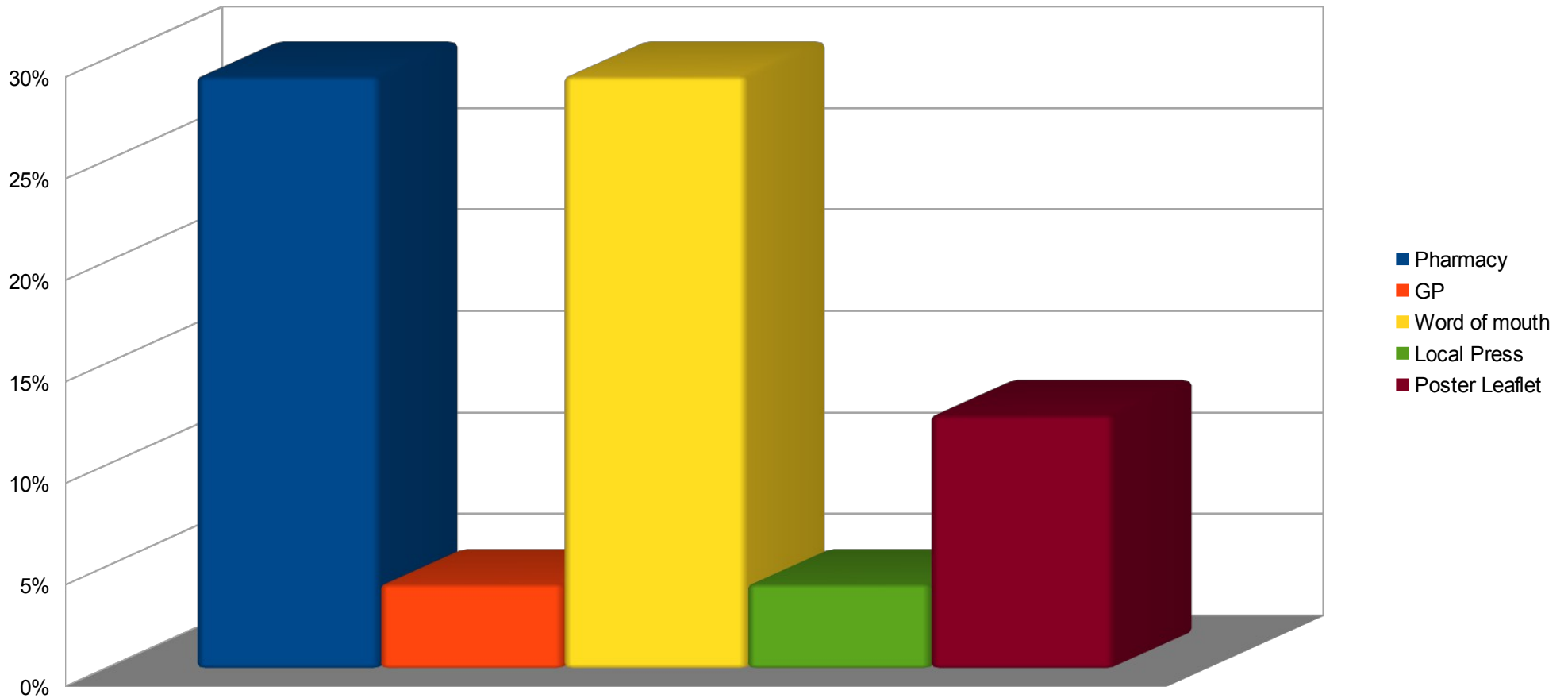
Have you heard of the Pharmacy First Scheme? - Yes/No

Sample size 139



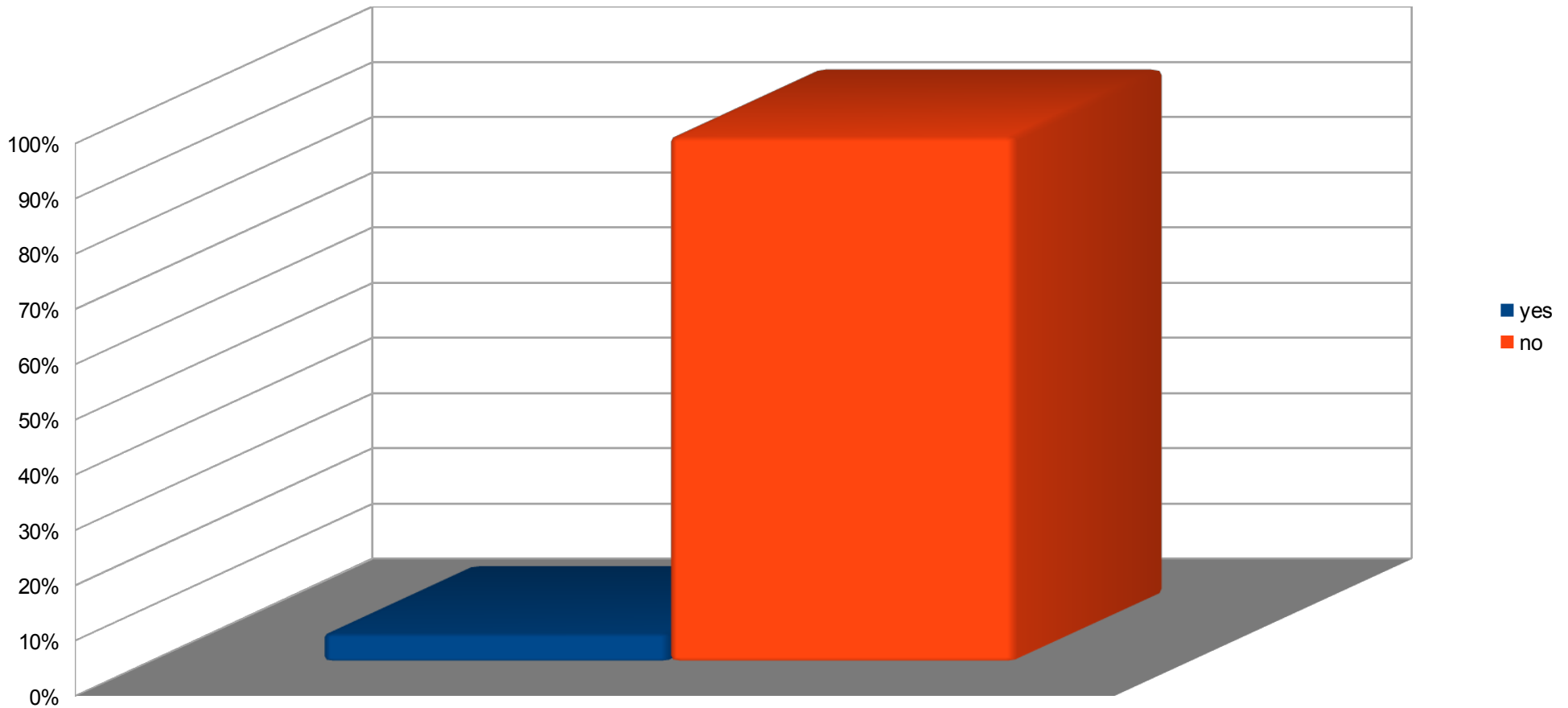
Wychbury Patients Participation Group

If yes, how? - Pharmacy; GP; Word of Mouth; Local Press; Poster or Leaflet.

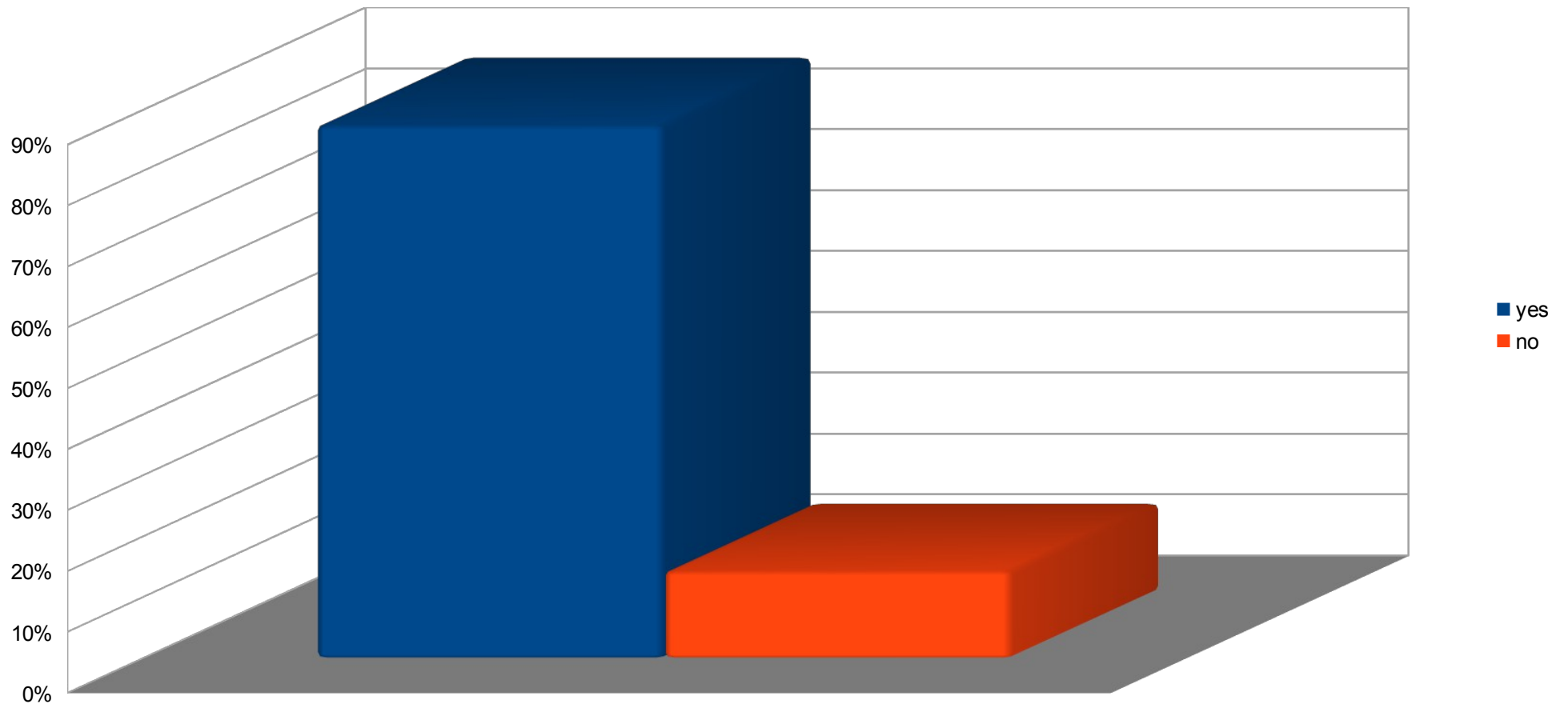


Have you used the Scheme? - Yes/No

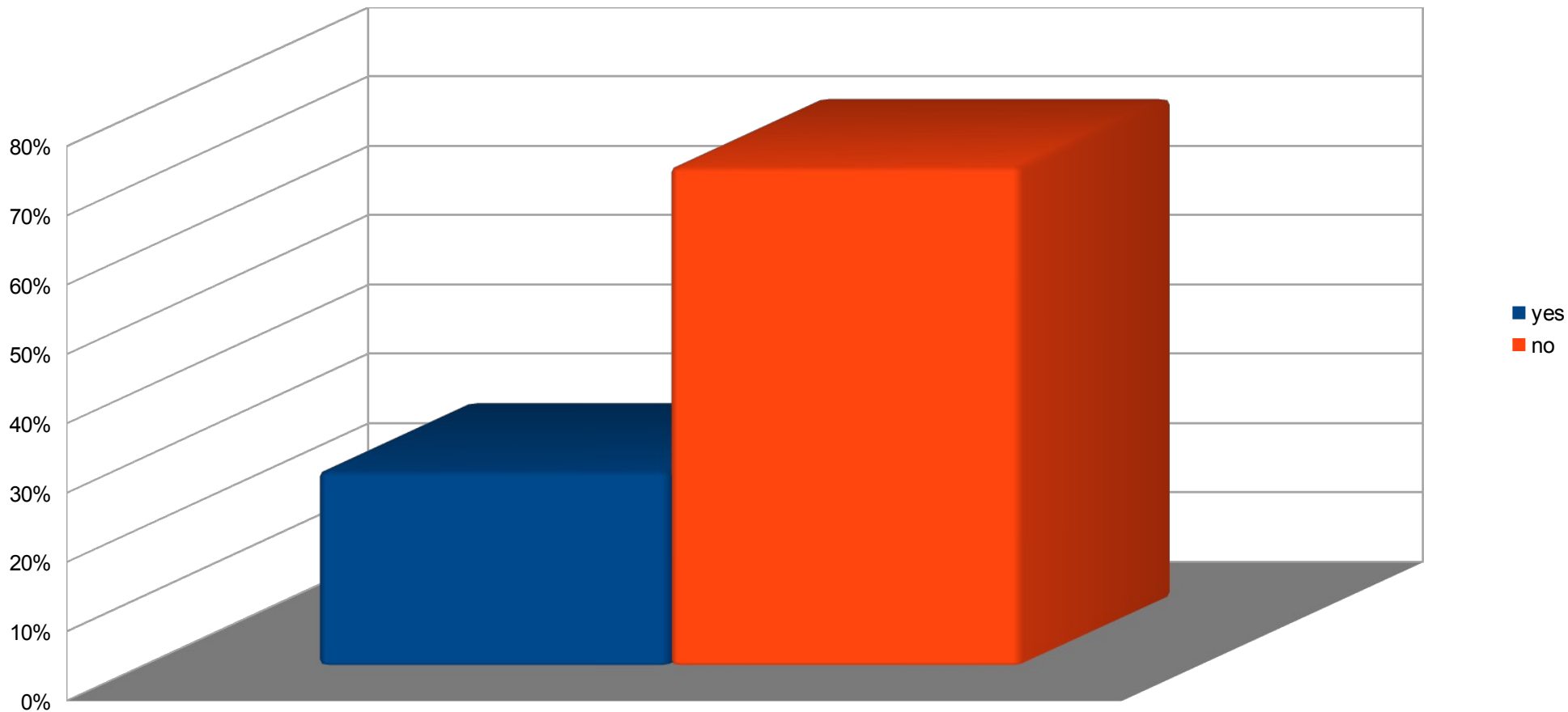
Have you used the scheme?



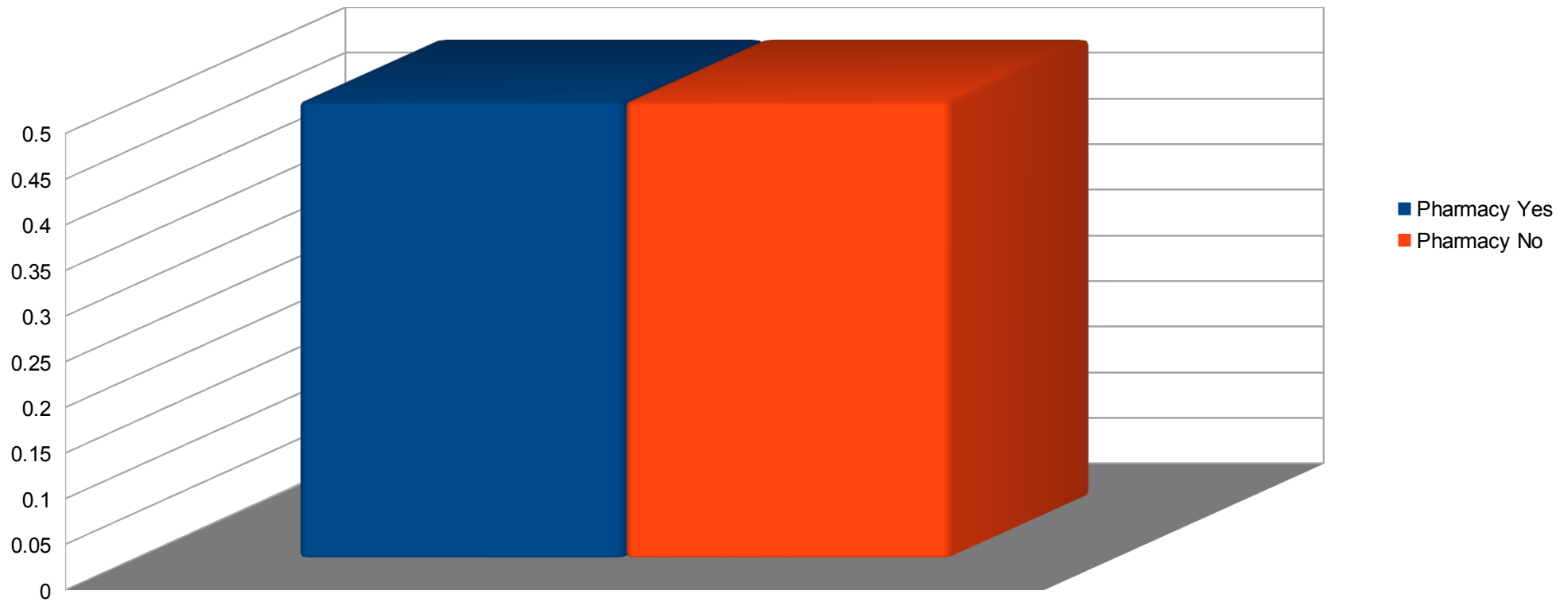
If yes, did the Scheme save you from booking a GP appointment? - Yes/No



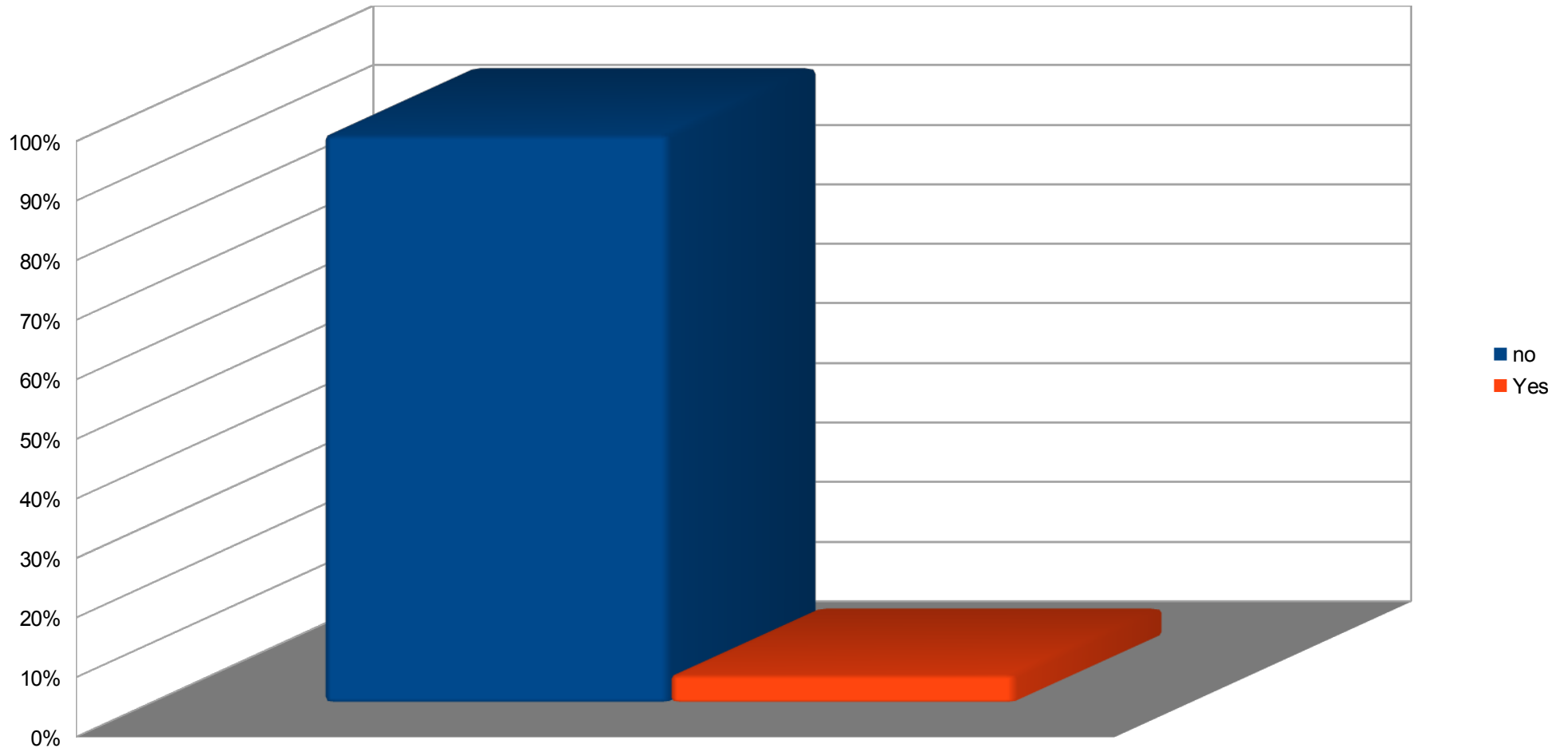
Have you made use of an Urgent Care Centre or A&E for a minor ailment in the last 12 months? Yes/No



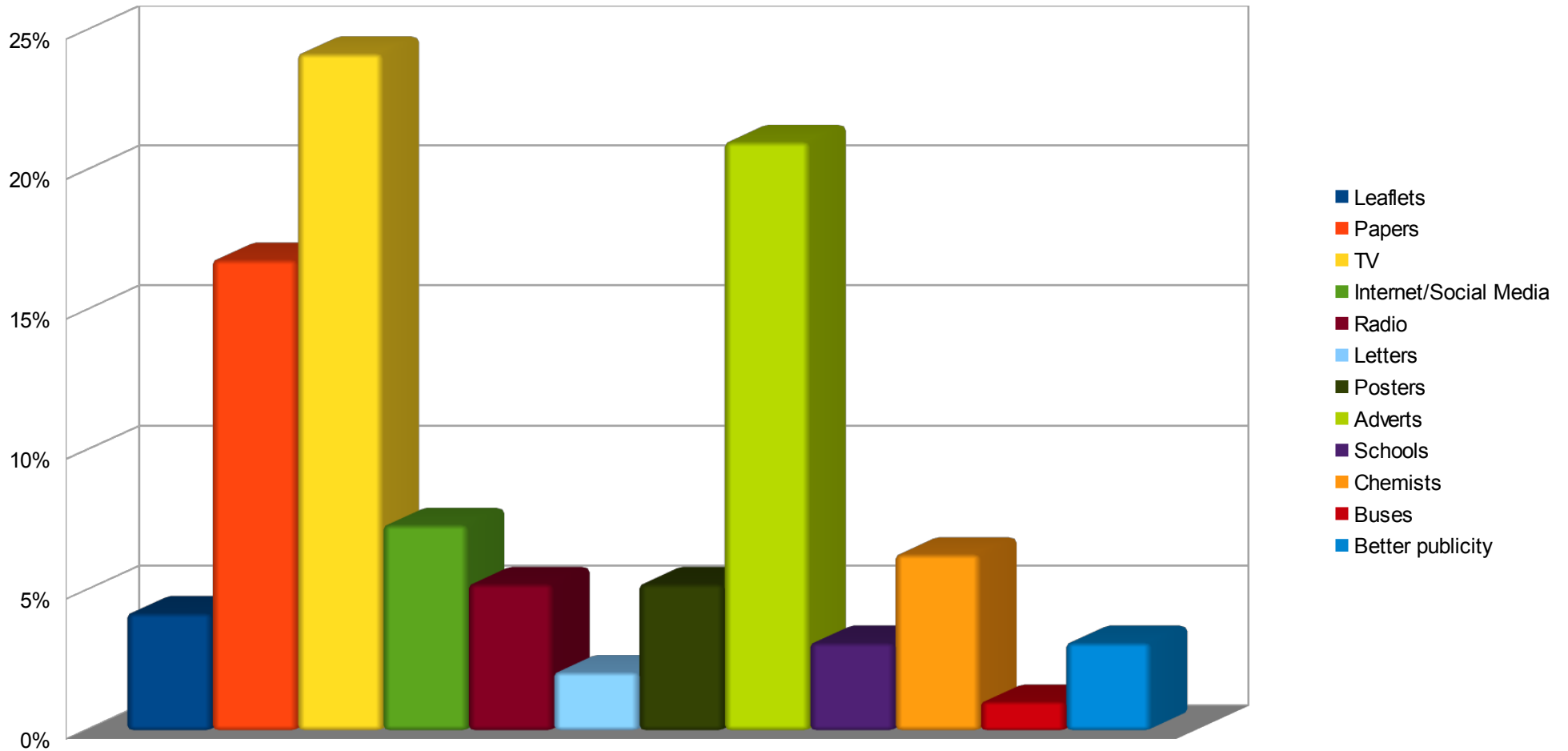
Have you made use of an Urgent Care Centre or A&E for a minor ailment in the last 12 months? If Yes. How?
Of the patients who commented possibly 50% could have been treated at a pharmacy.



Are there any reasons why you might choose not to use Pharmacy First if you/your child had a minor ailment in the future?



What do you think the NHS could do to increase patients confidence to self-care; avoid a visit to the GP, urgent Care, Walk-in Centre or A&E



Have you made use of an Urgent Care Centre or A&E for a minor ailment in the last 12 months? If Yes. How?

Patient Comments:

Out of GP hours and needed help, Out of GP hours, Know that I need to go there, Emergency at home, Emergency, Out of hours emergency, **Weekend, Out of hours**, Went to pharmacy first, referred to A&E, **Outside GP hours, Doctors was closed, Infection by young child**, For my child – viral infection, Son – just 1 years old – got a bug – couldn't access GP, **Insect bite**, Bleeding ?????, Whip lash shoulder – A&E, **Food problem – A&E KFC chicken roll**, Infection opening leg swollen (arthritis) reason, Walk-in centre Saturday – coughing blood (after 17 ???, For the baky?? – bad chest, My ulcer had kicked off, How I was feeling mentally, **My son had temperature and rash**, In morning couldn't walk – ear infection, When I was pregnant last year – yes, **Burn, No – but my daughter had high temperature, It wasn't a good idea – I can't remember**, Lost all my balance, Used A&E, but baby was kept in 5 days, Coughing up blood through straining, **For children ear inflection, Baby was bunged up with a heavy cold, My daughter had an ear infection**, A bleed on my toe but I saw the house GP, **For my son who had athletes foot, I had a throat infection that hadn't improved and ?????**, We couldn't get in at doctors and they called an ambulance for me as the doctor could have done, I had bleeding down below and stuff, Mom had a fall
Items in **RED** show where the pharmacy could possibly have helped the patient.

What do you think the NHS could do to increase patients confidence to self-care; avoid a visit to the GP, urgent Care, Walk-in Centre or A&E

Patient Comments:

Leaflets, local papers, TV, social media, Letters by post, Social media, Don't know, TV
TV, Papers, Papers, Social Media, radio, TV, Posters, Schools, children centres, Poster
in chemists, More awareness of pharmacy first/give leaflet to food delivery services, In
newspapers, Doctors and pharmacies, Letter drop through doors, No, TV, TV papers,
Chemists, Leaflets, local papers, TV, free papers, Free news papers, TV, Internet, TV in
doctors, posters in super markets, TV. TV, Internet – Facebook, news papers, Training
people about it at doctors, News papers and advertise in pharmacies, More information
about what not to do, Maybe TV, Charge them for using A&E and Walk-in, Yes – advertise
Internet and educate people more, I don't know, Increase confidence that pharmacists
have medical knowledge, No matter what you tell them some will just argue, I'd be a bit
blunt and just tell them, Educate people, Can't think of anything, Nothing – they need to
do it for themselves, Not close walk-in centre down, Nothing then not panic and need to
see a doctor, Family support, Get good advice from pharmacist, More information on
when to see GP required, TV advertisement, surgery leaflets, Handing ?????, By post,
visually advertising local papers, By post, slogan, By post, Surgery and hospital leaflets
Speaking one to one, advertisements, Speaking one to one in pharmacy, Leaflets with
medication (Pharmacy), Social media – Face Book, Twitter, ?????, Advertisements,
Advertisements, Talking to patients and leaflets, Advertise somewhere, Education – a big
notice, Posters, advice, TV, local papers, Put something in GP surgeries, Schools and
colleges,

What do you think the NHS could do to increase patients confidence to self-care; avoid a visit to the GP, Urgent Care, Walk-in Centre or A&E

Patient Comments cont:

Newspapers and training courses ?????, Give more support and help, Leaflets and adverts, Something the ?????, Decrease waiting times, Waiting times, I like to hear something on the radio, Local schools and parents, TV, papers, I haven't seen it advertise, so that advertise in chemists, Get doctors working 24 hours, Advertise a bit more, Make people more aware and what to do, Tell people what to do, I haven't heard of it – advertisements, Advertise it on tele and radio, I haven't heard of a pharmacist for this Word of mouth from the chemist, On the sides of buses, I've never seen anything advertised, Advertisements on TV+ chemists and so forth, Leaflets through doors – the Dudley News, Put it in free news papers, In with patient prescriptions, TV, I imagine and local chemists, TV, Local papers, radio and TV, On notice boards TV and Radio, ?????? information, Like what group doing – speaking to patients, They don't really put anything up do they, The only problem is not being able to speak, I don't think they can. It's the doctors job, Train their staff better to commit themselves, Better publicity really Better publicity, Never heard of it, Publicise it like that chap said, Better education, I do it anyway, Put poster up, Put it in the news its important isn't it, Stick it on the television, Television adverts, Advertisements, Advertise it more.