

# The Trafford Pharmacy Survey Report

The full report on the Trafford  
Healthwatch 100 survey on pharmacy  
and prescription services in Trafford



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## Acknowledgements

We would like to thank the members of the public that are part of our Trafford Healthwatch 100 programme, who took the time to respond to our survey and make this report possible.

This report has been compiled, analysed and written up by our research volunteer Rob Hainsworth, and it is to him we are most grateful to for the large amount of time, effort, knowledge and skill he has provided to make it possible.



## Introduction

This report has been produced by Healthwatch Trafford. The Healthwatch network consists of 152 Healthwatch organisations across each of the local authority areas in England. It also has a national body called Healthwatch England based in London. We are all independent organisations who aim to help people get the best out of their local health and social care services; whether it's improving them today or helping to shape them for tomorrow.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care in Trafford. As a statutory watchdog, our role is to ensure that local decision makers put the experiences of people at the heart of their care so that those who buy (commissioners) and provide our services (NHS Trusts, GPs, the voluntary sector and independent providers) can benefit from what Trafford people tell us.

We have produced several reports in the past covering many elements of health and social care in Trafford. These can be found on our website at <https://healthwatchtrafford.co.uk/our-reports/> or by contacting us directly using the details on the back cover.





## Executive Summary

During the period of consultation both locally and nationally around items available on prescription from the NHS, we took the opportunity to find out about the way people in Trafford used pharmacies and look at the way they dealt with prescriptions.

To do this, we used our Trafford Healthwatch 100 programme, which consists of people in Trafford that have signed up for regular surveys about health and social care in the area. We created a survey for this group on Pharmacy and prescription services, and made it available online via our website, social media and email.

This report contains our findings based solely on these results. Please also see the [methodology](#) for the explanation of our scaled estimation.

Although the pharmacy usage reported was a limited representation of the Trafford population, and biased towards 45-65 year-olds and women, and away from 18-44 year olds, we found that:

- Independent pharmacies were the most popular type, especially amongst disabled people and those living in Central Trafford; supermarket and chain pharmacies were the next most popular types, women aged 45-65 favouring these; and GP pharmacies were the least popular overall.
- Painkillers or medication which are only available by prescription were the most popular type of item received from pharmacies in Trafford, especially amongst women aged 18-44 and 66-79.
- Painkillers and medication available over the counter were the next most popular item received, with 66-79 year-olds and carers more likely than average to receive these.
- Disposal of unwanted or out-of-date medicines was the most popular pharmacy service in Trafford, with an estimation of roughly 20% of the population using this overall and the proportion being higher amongst women, residents of South Trafford, disabled people and those who used independent pharmacies.
- The next-most popular services were advice on the treatment of minor conditions and healthy living, and the medicines review, an estimate of roughly a third of the population receiving each.
  - The proportion receiving a medicines review was estimated to be almost double this amongst 66-79 year-olds and people living in South Trafford, and also considerably higher at independent pharmacies and amongst disabled people; it was lower in Central Trafford and amongst carers.
  - Trafford residents who used independent pharmacies, received prescription-only medication or returned medicine to their pharmacies were also more likely to receive advice from their pharmacies.
- In general, people who use independent pharmacies tend to receive more products and services than those who use other types; and receiving one item or service from the pharmacy increases one's likelihood of receiving others.
- There is no demand across the population for any particular pharmacy service beyond what is currently provided, with the only theme arising from the open-ended feedback being dissatisfaction with waiting times.

# Trafford HealthWatch 100

## Pharmacy & prescription services

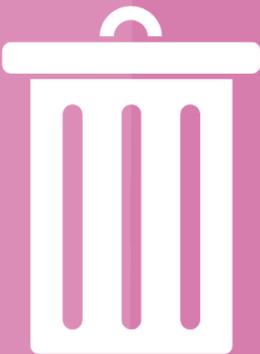


Independent pharmacies were most popular, particularly for those identifying as disabled

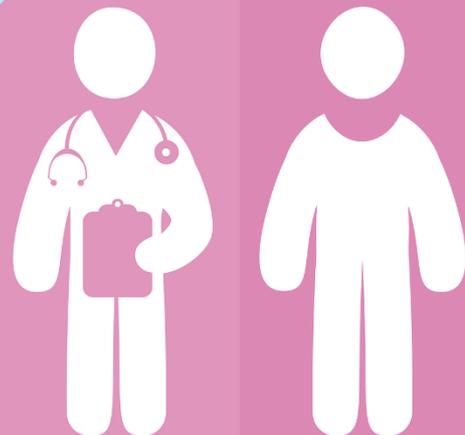
Painkillers and prescription-only medication were the most popular products from Trafford pharmacies



Disposal of out-of-date and unwanted medicines was the most used service pharmacies provide



There is no significant demand for any service beyond that which is already being provided by Trafford Pharmacists.





## Background

This survey principally aimed to investigate the pharmacy usage of people in Trafford. It collected information on

- The types of pharmacy used
- The types of prescription item received
- Pharmacy services received, including medicines reviews.

Respondents were also able to express which services they would like to see provided by their local pharmacy and to feed back on their experience using pharmacies generally through open-ended questions.

The survey responses were analysed to detect any trends in pharmacy usage across different demographics within the Trafford population.

## Methodology

### Data collection

The data was collected online using a SurveyMonkey survey, which was open for the month of January 2018. It was publicised and promoted via social media, the Healthwatch Trafford website and by email to the Trafford Healthwatch 100 contacts.

The survey was not targeted at any particular group within Trafford.

### Analysis of data

First of all, for each type of pharmacy usage monitored, the overall proportions of the Trafford population behaving in each way were calculated and reported on.

The equivalent proportions were then calculated for the intersections between each age group (18-44, 45-65, 66-79) and gender in the Trafford population individually. Where the proportions for an individual age group within both genders varied considerably from the gender average in a similar way, this entire age group was reported as having pharmacy usage varying from the average; similarly, when the proportions for one gender within each age group varied considerably from the average for the age group in a similar way, this entire gender was reported as varying from the average accordingly. When proportions for the intersection between an age group and gender varied considerably from the overall average, but this variation could not be generalised for an age group or gender, the behaviour of the individual age-gender combination was reported as varying from the average.



For each question, the proportions of each age-gender intersection using pharmacies in each way were then broken down by each of the following demographic variables in turn:

- locality,
  - marital status,
- whether people were -
- disabled or not,
  - a carer or not,
  - parents or not.

Again, where pharmacy usage for a particular demographic group varied considerably from the age-gender average consistently for each age-gender combination, this whole group was reported as varying from the Trafford average. Where the variation was only consistent within one age-group, within one gender or was only found within a combination of the two, only the intersection between the demographic group and that age group, gender or age-gender combination respectively was reported on. The responses to each question regarding pharmacy usage were also cross-compared with the responses to the other questions, and any correlations between types of usage across the questions also analysed separately for age and gender.

This methodology ensures that any trends in pharmacy usage observed for a particular demographic or user group were independent of age and gender. Equally, trends for age and gender were tested for independence from the main demographic and usage variables. This avoids:

- possible confounding between variables,
  - where an effect is mistakenly attributed to one demographic group is when it is, in fact, that of another group which has a large intersection with the first;
- possible effect modification,
  - where the likelihood of somebody within one demographic group behaving in a certain way is altered if they also belong to another demographic group of a different type.

This methodology also ensures that any variation from the average reported on was as specific as possible; if variation from the average is observed within one demographic group, this approach identifies the precise intersection of other demographic groups within the first “driving” this variation.

The sacrifice for this level of specificity is “statistical power” (the reliability of the results in reflecting the population); the more variables you combine, the smaller the number of people in the intersection, and the less reliable the inference you make about the corresponding group within the Trafford population becomes. As a rule of thumb, groups of 5 or more respondents were considered sufficient to represent the corresponding group within the population, albeit with limited accuracy. Particularly striking observations for groups of less than 5 respondents were noted but no inference was made about the corresponding group.



## Points to note

### Bias

As the survey aimed to understand the general public in Trafford's use of pharmacies, ideally the demographic mix of respondents would reflect that of Trafford on the whole. Inevitably, though, there are certain groups within this population who are more likely to respond to

- A Healthwatch 100 survey generally.
- A survey concerning pharmacies specifically.

These groups will therefore be overrepresented in the survey's results; and the rest of the population, underrepresented. This is known as selection bias.

Disproportionately many of the respondents were aged 45-65; just over half of respondents (19/37) belonged to this age group, although they represent only approximately a quarter of the Trafford population<sup>i</sup>. Consequently, the results of the survey will be biased towards them. Conversely, disproportionately few respondents (7/37) were aged 18-44, so the results will be biased against that age group.

We also observed that more than double the number of women than men in each age group responded to the survey (24:10 overall) which will bias the pharmacy usage reported in the survey towards that of women. 3 respondents did not specify either gender.

Approximately 86% of the respondents (32/37) identified as white British, whereas only approximately 80% of the Trafford population are<sup>ii</sup>. This means that the survey results are slightly biased towards people of white British ethnicity. No respondents specified any ethnicity other than white British, white Irish (2/37) or Welsh (1/37), 2 not specifying any ethnicity.

### Limitation of responses

37 responses are relatively few for a statistical study, and there were extremely few or no responses within certain demographics. For example, there were no responses from men aged 18-34; only one from women aged 18-34; only one from men aged 35-44; only 3 from men aged 66-79; and only 3 from people living in the North part of Trafford<sup>1</sup>. This has made it difficult to draw conclusions regarding the pharmacy usage amongst these demographics within the Trafford population.

The results section includes bar charts displaying proportions of the survey respondents within a particular demographic exhibiting different types of pharmacy usage. These proportions are intended to represent the behaviour of the corresponding demographic in the Trafford population, however, due to the limitations noted above, do so with varying degrees of accuracy. On the charts, 95% confidence intervals have been used to indicate the bounds which we may expect to contain the actual proportion for the population represented to fall with 95% certainty. The number of responses for the relevant demographic affects the size of the interval; the fewer respondents within the demographic, the wider the interval will be.

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<sup>1</sup> North - Old Trafford, Stretford, Gorse Hill, Longford and Clifford

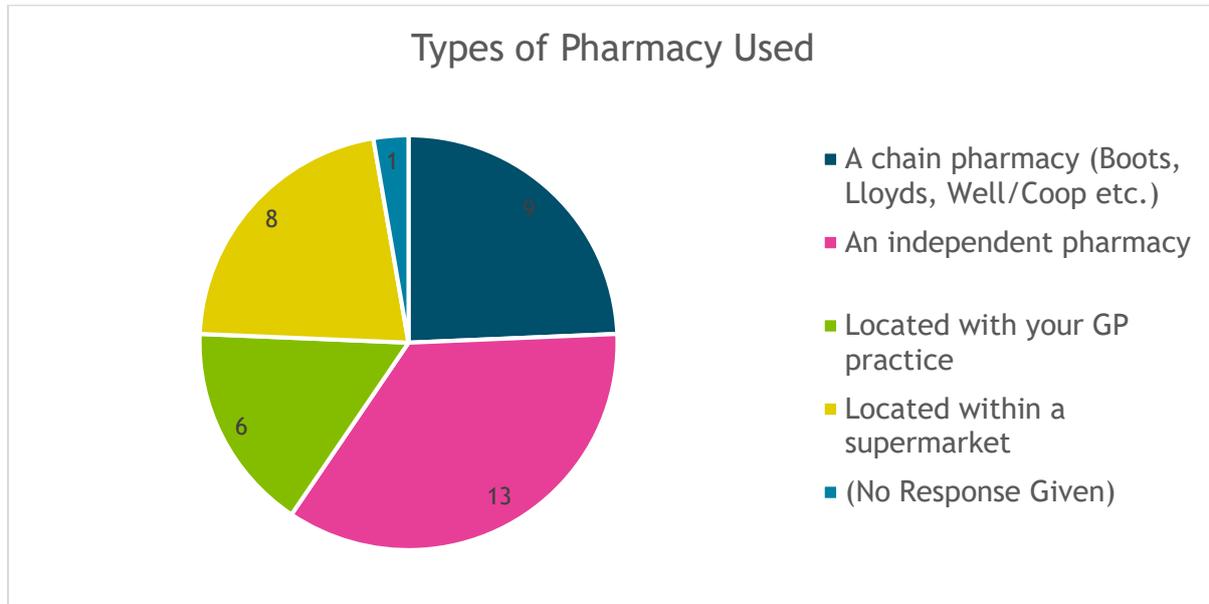


## Results

### Which types of pharmacy did people use?

#### **In Summary**

Approximately 35% of respondents (13/37) used independent pharmacies; approximately 24% (9/37) used chain pharmacies; approximately 22% (8/37), supermarket pharmacies; and approximately 16% (6/37), a pharmacy within their GP practice.



Women aged 18-44 were likely to use independent or chain pharmacies; those aged 45-65, supermarket or chain pharmacies (especially if they lived in West Trafford, were single or had no children); and those aged 66-79, independent or GP pharmacies. Men aged 45-65 were likely to use chain or GP pharmacies, where all 3 male respondents aged 66-79 used independents.

Being disabled increases one's likelihood of using an independent pharmacy; living in Central Trafford increases that of using an independent and decreases that of using a supermarket pharmacy. The type of pharmacy one uses also varies depending on their combined age and gender along with each of the following

- marital status,
- disability status,
- carer status
- parental status.

#### **In Detail**

Women aged 18-44 were more likely to use a chain or independent pharmacy than average, a third (2/6 respondents) and 50% (3/6) using each respective type compared with roughly 24% (9/37) and 35% (13/37) across Trafford. They were also less likely than to use a GP pharmacy than average, none of the 5 respondents this age-gender combination doing so compared with roughly 16% across Trafford.



Irrespective of gender, people aged 45-65 were less likely than average to use independent pharmacies, roughly 21% (4/19 respondents) of this age-group doing so overall compared with roughly 35% across Trafford (13/37). Men aged 45-65 were more likely than average to use GP pharmacies, a third (2/6 respondents) doing so compared with roughly 16% across Trafford. Women aged 45-65 were more likely to use a supermarket pharmacy than average, roughly 42% (5/12 respondents) doing so overall compared with roughly 22% (8/37) across Trafford.

All three male respondents aged 66-79 use independent pharmacies. Women aged 66-79 were more likely than average to use GP pharmacies, a third doing so (2/6 respondents) compared with roughly 16% across Trafford (6/37). This group was less likely than average to use supermarket pharmacies, none of the 6 respondents doing so compared with roughly 22% (8/37 respondents) across Trafford.

Irrespective of gender, people in the 45-65 age group who are also single were almost twice as likely to use chain or supermarket pharmacies than the Trafford average for the age group, roughly 88% (7/8) of this group doing so compared with 58% generally (11/18). People aged 66-79 who were married or in a civil partnership were less likely to use chain or supermarket pharmacies, none of the 6 respondents in this group doing so compared with 20% across the age group (2/10 respondents).

Irrespective of gender, 66-79 year-olds who were married or in a civil partnership were more likely to use an independent pharmacy than the Trafford average for the age-group, roughly 83% (5/6 respondents) of this group doing so compared with 60% (6/10) generally. All three male respondents who were 66-79 years-old and married or in a civil partnership used independent pharmacies. Conversely, people aged 45-65 who were single were far less likely than average to use independents; none of the 8 single respondents aged 45-65 did so, compared with 21% (4/19) across the age-group.

Of the two male respondents in the 45-65 age group who were married or in a civil partnership, both (100%) used a GP pharmacy compared with only 16% (6/37) across Trafford.

Irrespective of age or gender, people living in the Central<sup>2</sup> part of Trafford were almost twice as likely than the Trafford average to use an independent pharmacy, overall 60% (6/10 respondents) compared with 35% (13/37) doing so. There were three 66-79 year-old respondents from South Trafford, all of whom were male and used independent pharmacies. Irrespective of age and gender, people living in Central Trafford were far less likely than average to use supermarket pharmacies; none of the ten respondents living in Central Trafford (0%) used supermarket pharmacies, where 22% (8/37) of Trafford residents do.

Women who were aged 45-65 living in the West of Trafford were far more likely than average to use chain or supermarket pharmacies, all 5 respondents in this category doing so compared with roughly 67% (8/12) of all 45-65 year-old women. Irrespective of gender, 45-65 year-olds living in West Trafford were far less likely to use independent pharmacies

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<sup>2</sup> Central - Sale, Bucklow St Martin's, Ashton upon Mersey, Brooklands, Priory, Sale Moor and St Mary's

South - Altrincham, Bowden, Broadheath, Hale Barns, Hale Central, Timperley and Village  
West - Urmston, Partington, Bucklow St Martin's, Davyhulme East, Davyhulme West and Flixton



than the Trafford average; none of the seven 45-65 year-old respondents living in West Trafford (0%) used independent pharmacies, where roughly 17% (2/12) of Trafford residents in this age-group do.

Irrespective of age and gender, disabled people are more likely than average to use independent pharmacies, with 50% of disabled respondents (5/10) doing so, compared with approximately 35% of all respondents (13/37).

Irrespective of gender, 35-65 year-olds who were carers were more likely to use a chain pharmacy than average, approximately 50% of this group (4/8 respondents) doing so compared with roughly 28% (7/25) across the age-group generally.

Irrespective of age, women who were carers were less likely than the Trafford average for the gender to use an independent pharmacy, approximately 17% in this group (1/6 respondents) doing so compared with approximately 29% of all respondents (7/24).

Irrespective of gender, people aged 45-65 with no children were almost twice as likely as the Trafford average for the age-group to use either a chain or supermarket pharmacy, roughly 86% (6/7) using one of the two doing so compared with 58% across the age-group (11/19).

### **Which items did people receive from the pharmacy?**

Approximately 78% of respondents (29/37) received items in at least one of the following categories from the pharmacy:

- Painkillers and medication (available only on prescription)
- Painkillers and medication (that are available over the counter, e.g. paracetamol, cough syrup, etc.)
- Equipment
- Herbal or Homeopathic medicine
- Dietary supplements (e.g. Omega 3 capsules, vitamin D tablets, etc.)
- Travel vaccines and/or preventative drugs (eg. Anti-malarials, etc)
- Food and/or drinks (e.g. gluten free, lactose free products)

### **Receipt of prescription-only Painkillers or Medication**

#### ***In Summary***

Overall, roughly 65% of respondents (24/37) used pharmacies to collect painkillers or medication which are only available via prescription. In all age groups, women were more likely than men to receive prescription-only painkillers or medication, 75% compared with 40% doing so overall. Amongst women, 18-44 and 66-79 year-olds were more likely to do so than 45-65 year-olds.

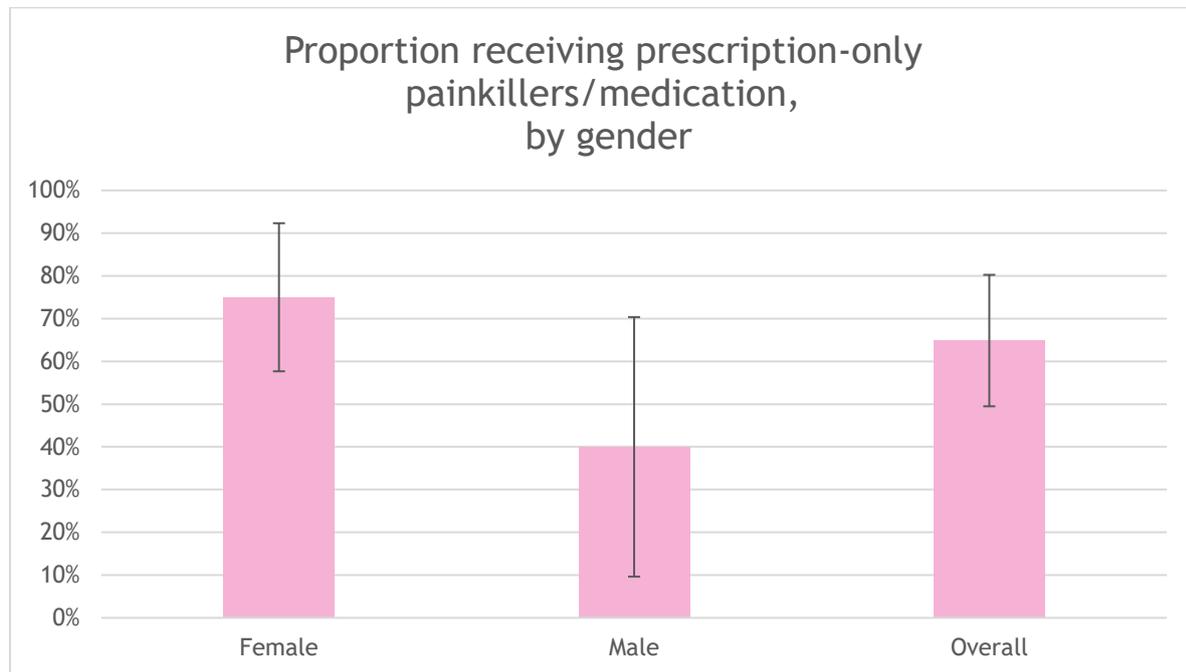
One's likelihood of receiving prescription-only items also varied depending on their combined age and gender along with their pharmacy type.

Of those people receiving prescription-only painkillers and medication, a third (8/24) also received other pharmacy items in the categories monitored, and a quarter (6/24) also received painkillers and medication available over-the-counter.



### **In Detail**

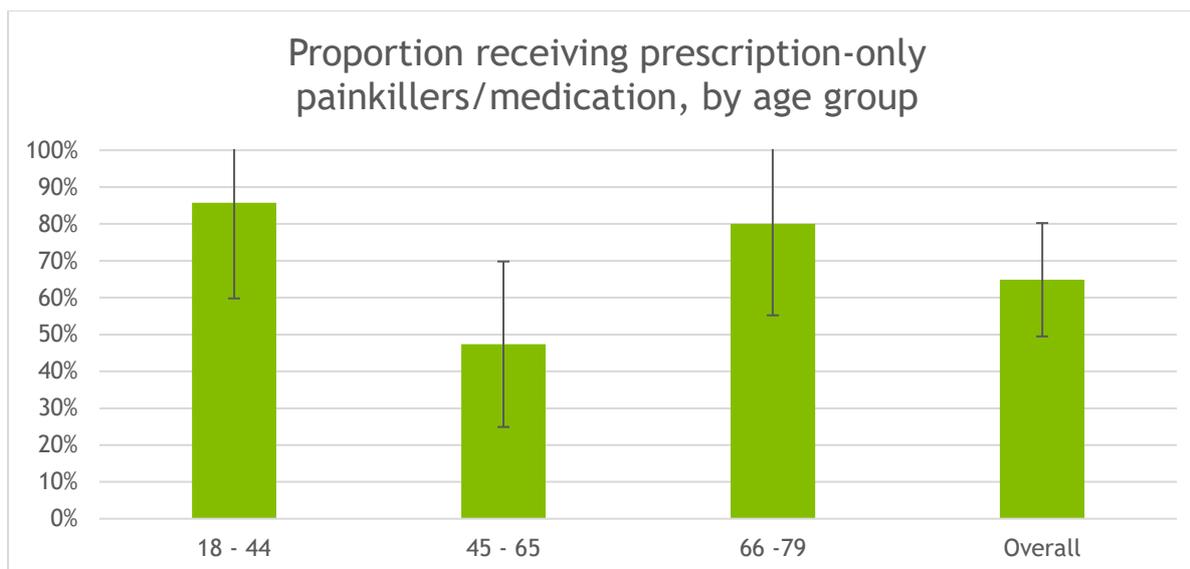
Irrespective of age, women were more likely to receive prescription-only items than men; overall, 75% of all female respondents (18/24) did so compared with only 40% of males (4/10), and the proportion for women was higher than that for men in all age groups.



Women aged 18-44 were more likely than the Trafford average to receive prescription-only items from pharmacies, 100% of respondents in this group doing so (6/6) compared with roughly 75% of women generally (18/24).

Women and men in the 45-65 age group were less likely to receive prescription-only items than the Trafford average for their gender; half of female respondents (5/10) and a third (approximately 33%) of male respondents (2/6) in this age group did, compared with 75% (18/24) and 40% (4/10) of all female and male respondents respectively. Women aged 66-79 were also more likely to receive prescription-only medication than the average for their gender, 100% doing so (6/6 respondents) compared with 75% of women (18/24).

Irrespective of gender, people aged 18-65 who use independent pharmacies were considerably more likely than the Trafford average for the age group to receive prescription-only painkillers and medication, with approximately 86% doing so (6/7 respondents) compared with roughly 58% (15/26) generally; conversely, irrespective of gender, people aged 45-65 using chain pharmacies were less likely than average for the age group, with 0% (0/5 respondents) doing so overall compared with roughly 47% (9/19).



## Receipt of over-the-counter painkillers or medication

### ***In Summary***

Overall, only approximately 24% of respondents (9/37) used pharmacies to collect painkillers or medication for which they didn't need a prescription. Trafford residents aged 66-79 were more likely to receive over-the-counter painkiller or medication than those aged 45-65; and women aged 45-65 or 66-79 were more likely to do so than men in the equivalent age groups.

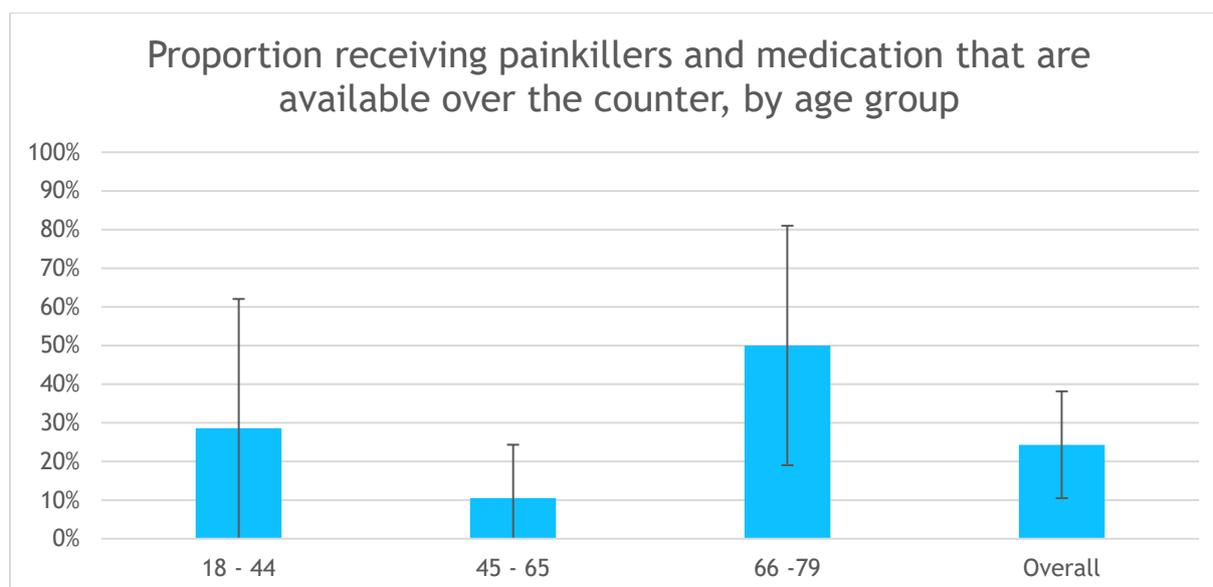
In general, carers were less likely to receive over-the-counter items than the rest of the Trafford population. Trafford residents' likelihood of receiving over-the-counter items also varied depending on their combined age and gender along with each of the following

- Pharmacy type
- Locality
- Marital status
- Disability status

Of those receiving painkillers and medication over the counter, approximately 89% (8/9) also received other items in the categories monitored.

### ***In Detail***

Irrespective of gender, people aged 45-65 were less likely than average to receive over-the-counter items, only approximately 11% of respondents aged 45-65 (2/19) doing so compared with 24% overall (9/37). Conversely, irrespective of gender, 66-79 year-olds were more likely to receive over-the-counter items, 50% of this age-group doing so overall. Women aged either 45-65 or 66-79 were more likely to receive over-the-counter painkillers or medication than men in the age groups, roughly 33% of women (8/18 respondents) and 13% of men (1/8) across the two age groups doing so.



There were two respondents aged 18-45 who used supermarket pharmacies, both of whom received over-the-counter painkillers or medication.

Irrespective of age, women living in West Trafford were more likely to receive over-the-counter painkillers or medication than the average; overall, 50% of this group (4/4 respondents) did so compared with roughly 41% of women across Trafford (7/24), the equivalent proportion also being higher within each age group.

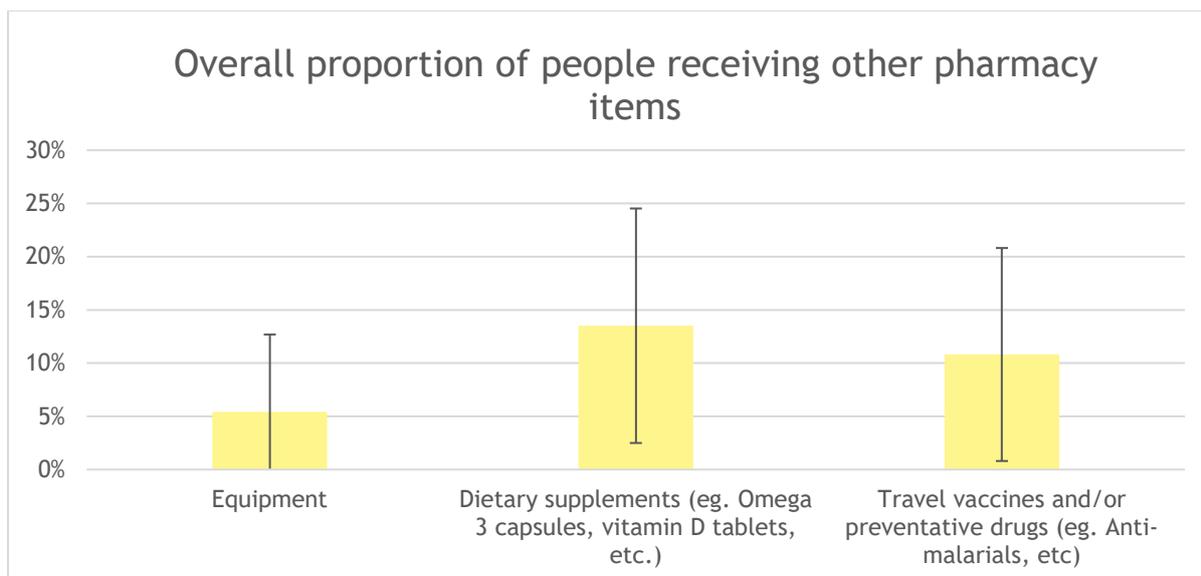
Irrespective of age, women who were divorced or widowed were more than twice as likely as average to receive over-the-counter items, roughly 67% of them doing so (4/6 respondents) compared with roughly 29% or all women (7/24).

Irrespective of gender, people aged 45-79 who were disabled were at least as likely as average to receive over-the-counter painkillers and medication, with 40% this group (4/10) doing so compared with approximately 23% of all 45-79 year olds (7/30).

Out of carers with each combination of age group and gender, only female carers aged 45-65 were more likely than average to receive over-the-counter painkillers or medication, 20% (1/5 respondents) doing so compared with approximately 17% of all women aged 45-65 (2/12); for all other age groups, the carer proportion was lower and overall, the likelihood of carers receiving over-the-counter items was under half the Trafford average, roughly 11% of all carers (1/9 respondents) doing so compared with 24% (9/37) of the wider population.

### **Receipt of other pharmacy items**

Approximately 14% of respondents received dietary supplements (5/37); approximately 11% received travel vaccines and/or preventative drugs (4/37); and approximately 5% (2/37) received equipment. No respondents reported to receive herbal or homeopathic medicine, or food and/or drink (e.g. lactose or gluten free products).



### Which pharmacy services did people receive?

Overall, approximately 67% of respondents (25/37) had received one of the following services from the pharmacy:

- medicines review
- disposal of unwanted or out-of-date medicines
- advice on treatment of minor conditions and health living
- flu vaccination
- emergency hormonal contraception
- emergency supply of prescription medicines
- minor ailment service
- the NHS Health Check testing blood pressure, cholesterol or blood glucose.

### Receipt of Medicines Reviews

#### Summary

Overall, approximately 32% of respondents (12/37) had received a medicines review from their pharmacist within the past 2 years.

45-65 year-olds were less likely than 66-79 year-olds to have done so. Living in South Trafford increased one's likelihood by more than double of receiving the service; and living in Central Trafford decreased it. Generally, people who used independent pharmacies were more likely to have received the service. Disabled people were also more likely to receive a medicines review; and carers, less likely.

Trafford resident's likelihood to have received a recent medicines review also depended on their combined age and gender along with each of the following:

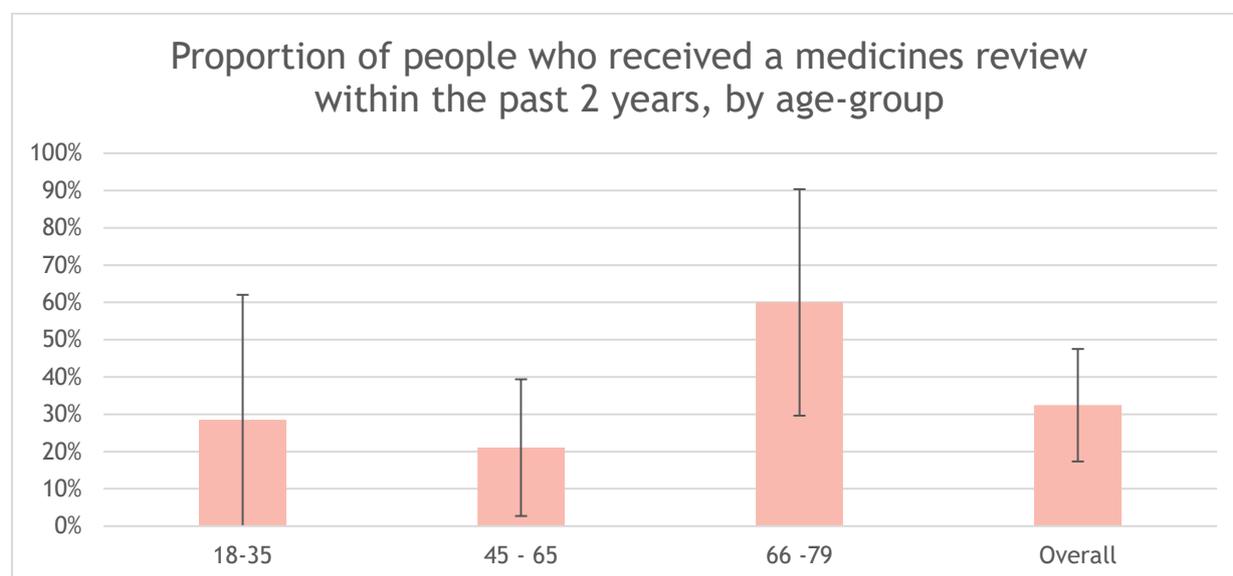
- marital status
- parental status.

#### In Detail

For each age group except for 66-79, women were more likely to have received a medicine review; overall, the proportion of women having received the service was roughly 38% (9/24) respondents, compared with roughly 20% (2/10) for men.



Irrespective of gender, 45-65 year-olds were less likely than average to have recently received a medicines review, with roughly 21% (4/19) in this age group having done so overall compared with 32% overall (12/37), and the equivalent proportion also being higher for both males and females. Conversely, irrespective of gender, 66-79 year-olds were more likely than average to have regularly received a medicines review with 60% of this age group having done so overall (6/10) compared with 32% overall (12/37), and the equivalent proportion also being higher for both males and females.



Irrespective of age and gender, people living in South Trafford were almost twice as likely to have received a medicines review within the last 2 years than the Trafford average, with approximately 63% of respondents in this area (5/8) having done so overall compared with 32% overall (12/37). Conversely, for each combination of age and gender, people living in Central Trafford were no more likely than the average to have recently received a medicines review, with 20% of this group (2/10 respondents) having done so overall compared with the 32% (12/37) across Trafford.

With the exception of women aged 18-44, for each combination of age and gender, people who used independent pharmacies were at least as likely as average to have recently received a medicines review, 46% (6/13 respondents) of people who use independents having done so overall compared with the 32% proportion for Trafford (12/37).

Irrespective of age and gender, disabled people were more likely to have recently received a medicines review, with 50% of all disabled people (5/10 respondents) having done so overall compared 32% of the Trafford population more widely (12/37).

Across each combination of age and gender, carers were at most equally as likely as the Trafford average to have recently received a pharmacies review, with roughly 11% of all carers (1/9 respondents) having done so compared with 32% or the Trafford population generally (12/37).

Irrespective of gender, people who were aged 45-65 or 65-79 who were married or in a civil partnership were at least as likely as average to have recently received a medicines review, with 46% of people in this group having done so (6/13 respondents) compared with 34% of the Trafford population in these age groups (10/29).



Women aged 18-45 or 45-65 who had no children were over twice as likely to have recently received a medicines review, 80% of women aged 18-65 with no children having done so overall (4/5 respondents), compared with roughly 33% of all women in this age group (6/18).

## **Disposal of unwanted or out-of-date medicines**

### **Summary**

Overall, approximately 41% of respondents (15/37) had used pharmacies to dispose of unwanted or out-of-date medicines.

In general, women were more likely than men to have disposed of unwanted or out-of-date medicines at a pharmacy. Living in South Trafford, being disabled or using independent pharmacies also increases one's likelihood of having done so. Those who received other services such as medicines reviews, and advice on the treatment of minor ailments and health living, were overall more likely to dispose of medicines too.

### **In Detail**

Women aged 45-65 or 65-79 were less likely than men to have used this service, roughly 28% of women aged 45-79 (5/18 respondents) doing so overall compared with 67% of men in this age range (6/9).

Across each age-gender combination, people living in South Trafford were at least as likely as average to have disposed of unwanted or out-of-date medication at a pharmacy, 75% of people living in South Trafford having done so overall (6/8 respondents) compared with 41% of people across Trafford (15/37).

Across each age-gender combination, disabled people were at least as likely as average to have disposed of unwanted or out-of-date medication at a pharmacy, 60% of disabled people having done so overall (6/10) compared with 41% of people across Trafford (15/37).

With the exception of women aged 18-35, for all age-gender combinations, people who used independent pharmacies were more likely than average to have disposed of unwanted or out-of-date medicines at pharmacies, approximately 69% of people using independents having done so overall (9/13) compared with 41% of people across Trafford (15/37).

Amongst women aged 45-65, likelihood to have disposed of unwanted or out-of-date medicine varied depending on marital status; none of the three female respondents aged 45-65 who were divorced or widowed had disposed of unwanted or out-of-date medication at a pharmacy, where 40% of all women in this age group who were single (2/5) had.

Women aged 45-65 who were carers were more likely to have disposed of unwanted or out-of-date medicines than those who were not, 40% of carers who were women this age doing so (2/5 respondents) compared with only roughly 14% of other women in the age group (1/7).

Irrespective of age and gender, people who received painkillers and medication only available on prescription were at least as likely to have disposed of unwanted or out-of-date medicine, 54% of people receiving prescription-only items (13/24) having done so overall compared with 15% of those who did not (2/13) and the proportion being at least as high across all age-gender combinations.



Irrespective of age and gender, people who had received a medicines review within the last 2 years were at least as likely to have disposed of unwanted or out-of-date medicine at a pharmacy, roughly 58% of Trafford residents who had recently received a medicines review also returning medicine (7/12 respondents) compared with roughly 30% who hadn't (7/23).

Women aged 45-65, those who didn't receive advice on the treatment of minor ailments and healthy living from pharmacies were less likely to dispose of unwanted or out-of-date medicines, only roughly 14% of this group (1/7 respondents) doing so compared with 40% of those who did receive advice (2/5). Men who had received advice were also more likely to return medicines; roughly 43% of men who received advice did so, whereas none of the male respondents who didn't receive advice did.

## **Receipt of advice on the treatment of minor ailments and healthy living**

### ***Summary***

Overall, approximately 32% (12/37) had received advice on the treatment of minor ailments and healthy living from pharmacies. Using an independent pharmacy increased one's likelihood of doing so. In general, Trafford residents who received prescription-only items and disposed of unwanted or out-of-date medication at their pharmacy were also more likely to receive advice.

Trafford residents' likelihood of receiving advice from their pharmacy also depended on their combined age and gender along with their marital status.

### ***In Detail***

Men aged 45-65 and women aged 67-79 were less likely than average receive this service from pharmacies, roughly 17% (1/6 respondents) of the first group and none (0/6 respondents) of the second group having done so compared with 32% overall (12/37). Conversely, women aged 18-33 and 45-65 were more likely than average to have received the service, roughly 44% having done so across the two age groups (8/18 respondents) compared with a third of all women (8/24); however, women in these age groups who were married or in a civil partnership were only as likely as the Trafford average or around a third to have done so (3/9 respondents had).

Irrespective of age and gender, those using independent pharmacies were at least as likely as average to receive advice on the treatment of minor ailments and health living, with twice as many doing so overall at roughly 62% (8/13) compared with 32% overall (12/37). Conversely, none of the 9 respondents using chain pharmacies, none of the 6 using GP pharmacies and only one of 10 disabled respondents received this service.

Irrespective of age, men who didn't receive painkillers or medication which were only available by prescription were less likely to have received advice on the treatment of minor ailments and health living, none of the 6 male respondents not receiving prescription-only painkillers or medication having done so compared with 30% of men generally (3/10 respondents). Women aged 45-65 who received prescription-only medication were more likely than average to have received advice from pharmacies, 50% of those receiving the items receiving advice (3/6) compared with a third of those not receiving the items (2/6).

None of the 4 male respondents who didn't disposed of unwanted or out-of-date medicine to their pharmacy received advice on the treatment of minor ailments and healthy living



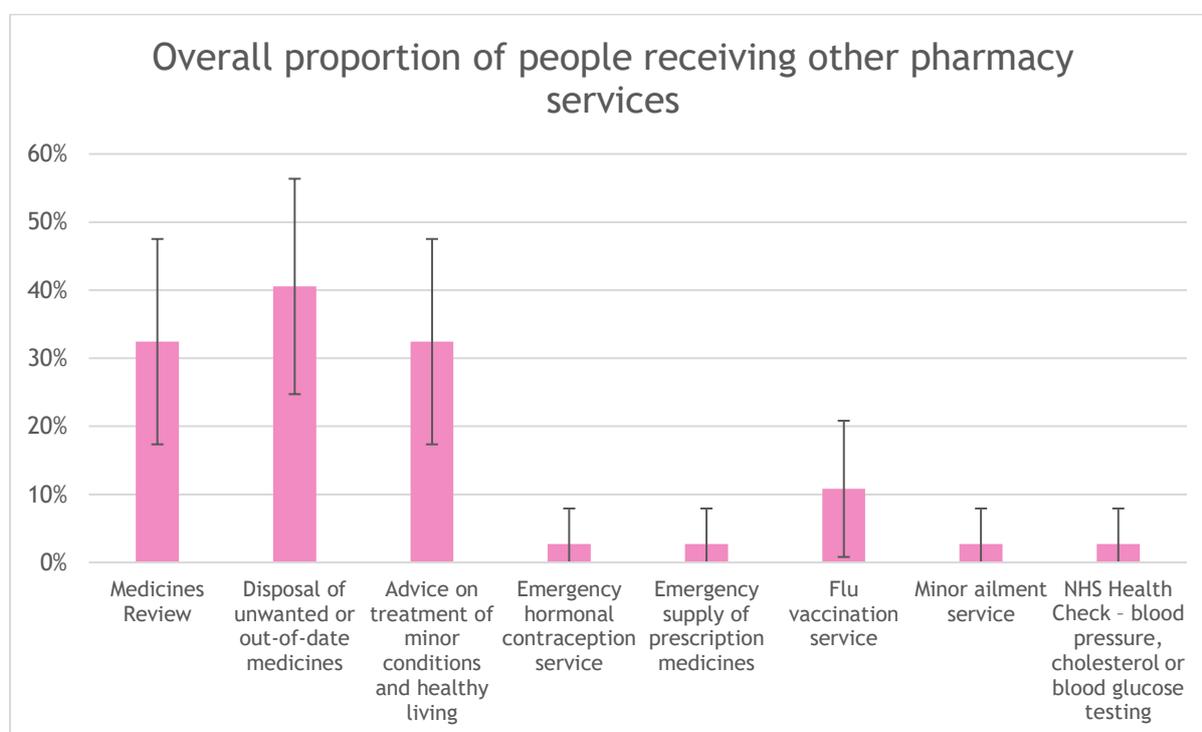
either. Women aged 45-65 who returned medicine were also more likely to receive advice from their pharmacies; 2 out of the 3 respondents in this group who returned medicine did so compared with a third of the respondents who didn't (3/9 respondents).

## Receipt of Other Services

11% of respondents (4/37) had received a flu vaccination at their pharmacy.

Only one respondent (approximately 3% of the sample) received each of the following services from their pharmacy respectively:

- Emergency hormonal contraception
- Emergency supply of prescription medicines
- Minor ailment service
- The NHS Health Check testing blood pressure, cholesterol or blood glucose



No respondents reported to have received the following services from their pharmacy.

- Advice on alcohol consumption
- Support if they were a carer
- Chlamydia screening and treatment
- Supplies of condoms
- Needle and syringe exchange services
- Pregnancy testing
- Stop smoking services
- Supervised consumption of prescribed medicine
- Weight management services



### **Other Feedback received**

Multiple respondents reported long waits to receive their medication. It may be worth investigating the efficiency of queuing systems within pharmacies and of electronic prescription systems.

### *End notes*

<sup>i</sup> Population Estimates for UK, England and Wales, Scotland and Northern Ireland: Mid-2016, Office for National Statistics, 22/03/18, <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwalesscotlandandnorthernireland>

<sup>ii</sup> Office for National Statistics, Census 2011: via <http://www.infotrafford.org.uk/trafford-ethnicity#data>



## Appendix 1 - The survey

### **The Trafford Healthwatch 100 - Pharmacist services & prescriptions**

#### **Welcome to the Trafford Healthwatch 100 #healthwatch100**

This is a project called the Trafford Healthwatch 100\*. The aim is to get as many local people as possible to sign up and give their views on various topics to do with health and social care. We are doing this to capture as much information from people that use (or could use) services in the area so that we can use it to direct our work to the issues that matter. We want to improve the services in Trafford for the people that use them, but to enable us to do that we need to hear from them.

These surveys will be quick to fill in and relatively simple, so you will never have to spend a long time filling them in. Some will be general, suitable for everyone to fill in, like this first one about GP appointments and some will be targeted to those that suit certain characteristics - for example on issues that only effect older people, only those of a suitable age would be requested to respond.

The information collected will always be anonymised so you wont be identifiable by your answers, meaning you can be completely open and honest. The demographic and contact information is used only by Healthwatch Trafford to send out surveys to the right people and to make sure that our information is as representative of the people in the borough as possible.

Your details will never be passed on or supplied to any other organisation and we will only ever use it for the purposes of the Trafford Healthwatch 100 project. You can unsubscribe at any time and we will remove all details upon request.

By giving us your details, we can send you the next appropriate survey when it is available and you can ensure your experiences and views matter.

Thank you for participating in our survey. Your feedback really is important and will help us make health and social care in Trafford better.

\* The Trafford Healthwatch 100 is not limited to 100 people



To take part in the Trafford Healthwatch 100, we need to know a little bit about you. You will only have to fill this information in once.

You don't have to answer any questions you feel uncomfortable with but the more information you give the more helpful it will be for us. All surveys after this page will be anonymised so you cannot be identified by your answers.

## About you

1. What is your email address?

---

2. What name would you like us to know you by?

---

3. Which gender are you / do you prefer to be recognised as?

- Male
- Female
- Non binary

4. Which ethnicity do you feel most closely describes you?

- |   |   |
|---|---|
| <input type="checkbox"/> White British                    | <input type="checkbox"/> White Irish                          |
| <input type="checkbox"/> White other                      | <input type="checkbox"/> Black British other                  |
| <input type="checkbox"/> Black or Black British African   | <input type="checkbox"/> Black or Black British Caribbean     |
| <input type="checkbox"/> Asian or Asian British - Indian  | <input type="checkbox"/> Asian or Asian British - Pakistani   |
| <input type="checkbox"/> Asian or Asian British - Chinese | <input type="checkbox"/> Asian or Asian British - Bangladeshi |
| <input type="checkbox"/> Asian or Asian British - other   | <input type="checkbox"/> Multiple heritage - mixed race       |

5. Age group

- |                                      |                                     |
|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> 17 or under | <input type="checkbox"/> 18 - 34    |
| <input type="checkbox"/> 35 - 44     | <input type="checkbox"/> 45 - 65    |
| <input type="checkbox"/> 66 - 79     | <input type="checkbox"/> 80 or over |



## 6. Sexual Orientation

- |                          |                       |                          |          |
|--------------------------|-----------------------|--------------------------|----------|
| <input type="checkbox"/> | Heterosexual/straight | <input type="checkbox"/> | Gay      |
| <input type="checkbox"/> | Lesbian               | <input type="checkbox"/> | Bisexual |
| <input type="checkbox"/> | Other                 |                          |          |

## 7. Do you identify as being disabled person? Do you consider yourself to have a disability?

- Yes
- No

## 8. What is your current employment status?

- |                          |                                     |                          |         |
|--------------------------|-------------------------------------|--------------------------|---------|
| <input type="checkbox"/> | Employed                            | <input type="checkbox"/> | Student |
| <input type="checkbox"/> | Unemployed - seeking employment     |                          |         |
| <input type="checkbox"/> | Unemployed - not seeking employment |                          |         |
| <input type="checkbox"/> | Not working due to ill health       |                          |         |
| <input type="checkbox"/> | Not working due to disability       |                          |         |
| <input type="checkbox"/> | Not working - retired               |                          |         |

## 9. Are you a carer?

- Yes
- No

## 10. Do you have children? (tick all that are appropriate)

- |                                     |                          |
|-------------------------------------|--------------------------|
| Pre-school age child/children       | <input type="checkbox"/> |
| Primary school age child/children   | <input type="checkbox"/> |
| Secondary school age child/children | <input type="checkbox"/> |
| 16-18 year old child/children       | <input type="checkbox"/> |
| 19+ aged child/children             | <input type="checkbox"/> |
| No children                         | <input type="checkbox"/> |



**11. What is your marital status?**

- Married / civil partnership     Single  
 Divorced / widowed         Prefer not to say

**12. In which area/locality do you live?**

- North - Old Trafford, Stretford, Gorse Hill, Longford and Clifford  
 Central - Sale, Bucklow St Martin's, Ashton upon Mersey, Brooklands, Priory, Sale Moor and St Mary's  
 South - Altrincham, Bowden, Broadheath, Hale Barns, Hale Central, Timperley and Village  
 West - Urmston, Partington, Bucklow St Martin's, Davyhulme East, Davyhulme West and Flixton  
 Other / outside Trafford

**13. Are you entitled to free prescriptions?**

- Yes  
 No

**14. Have you had any of the following items on prescription in the last two years? (Tick all that apply)**

- Painkillers and medication (available only on prescription)  
 Painkillers and medication (that are available over the counter, eg. paracetamol, cough syrup, etc.)  
 Equipment  
 Herbal or Homeopathic medicine  
 Dietary supplements (eg. Omega 3 capsules, vitamin D tablets, etc.)  
 Travel vaccines and/or preventative drugs (eg. Anti-malarials, etc)  
 Food and/or drinks (eg. gluten free, lactose free products)

**15. Which of these best describes the pharmacy you use most often?**

- An independent pharmacy  
 Located with your GP practice  
 Located within a supermarket  
 A chain pharmacy (Boots, Lloyds, Well/Coop etc.)  
 Online pharmacy



- Hospital pharmacy
- Other (please specify)

**16. Have you had a medicines review from your pharmacist in the last two years?**

- Yes                                       No                                       Not sure

**17. Have you received any of the following at a pharmacy in the last two years**

- Disposal of unwanted or out-of-date medicines
- Advice on treatment of minor conditions and healthy living
- Advice on alcohol consumption
- Support for carers
- Chlamydia screening and treatment service
- Condom supply service
- Emergency hormonal contraception service
- Emergency supply of prescription medicines
- Flu vaccination service
- Minor ailment service
- Needle and syringe exchange service
- NHS Health Check - blood pressure, cholesterol or blood glucose testing
- Pregnancy testing
- Stop smoking service
- Supervised consumption of prescribed medicines
- Weight management service

**18. Are there any services you would like to see provided by your local pharmacy?**

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**19. Is there anything else you would like to tell us about pharmacy services or prescriptions?**

---







# healthwatch Trafford

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