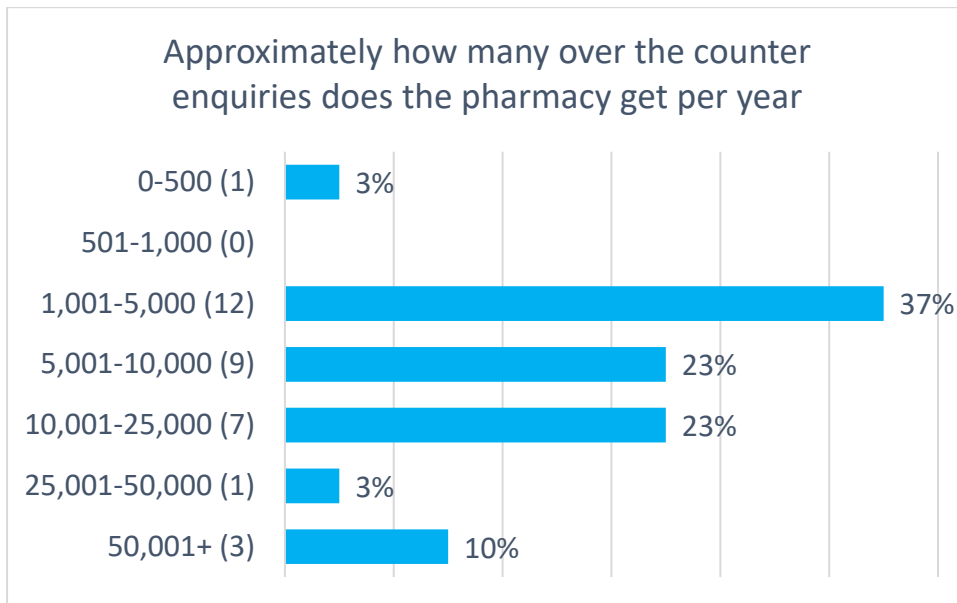


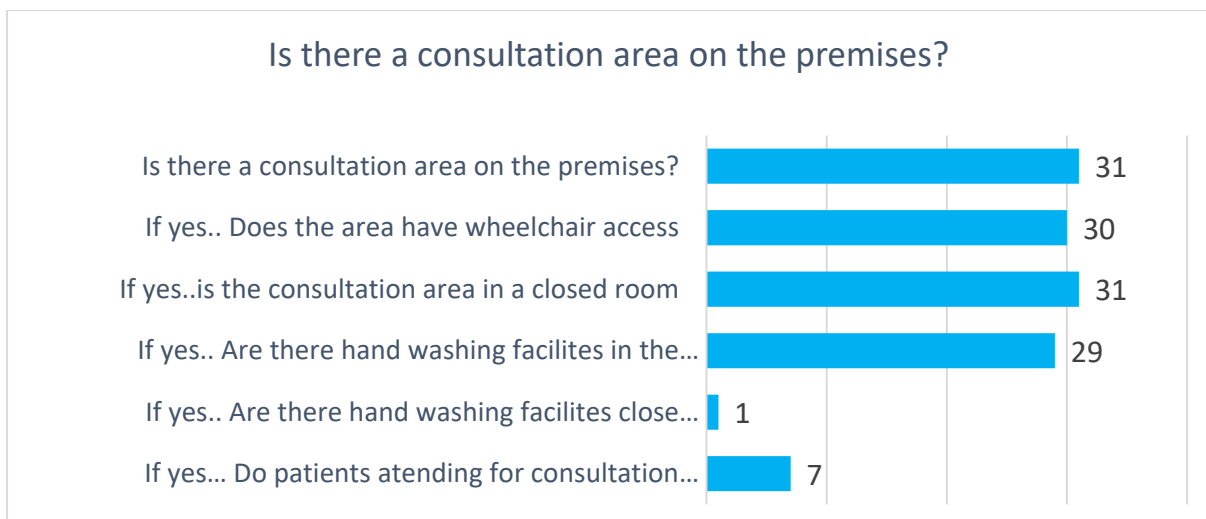
PNA Pharmacy Survey 2022

This report shows 31 responses for pharmacies within Leicester City within LE1, LE2, LE3, LE4 and LE5 postcode areas.

Approximately, how many over the counter enquiries does the pharmacy get per year?



Is there a consultation area on the premises?



Are you planning to provide a consultation area within the next 12 months?

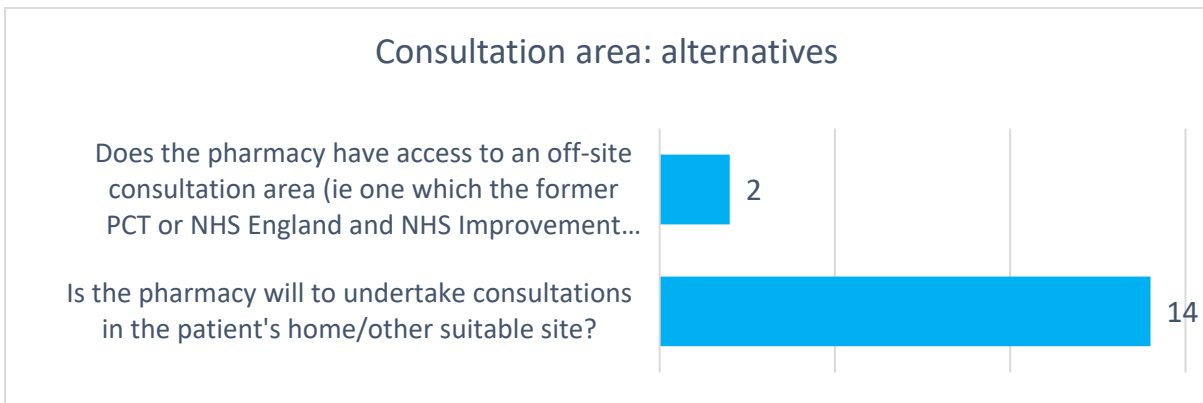
No pharmacies responded to this question

How many consultations would you see in the consultation room in an average week?

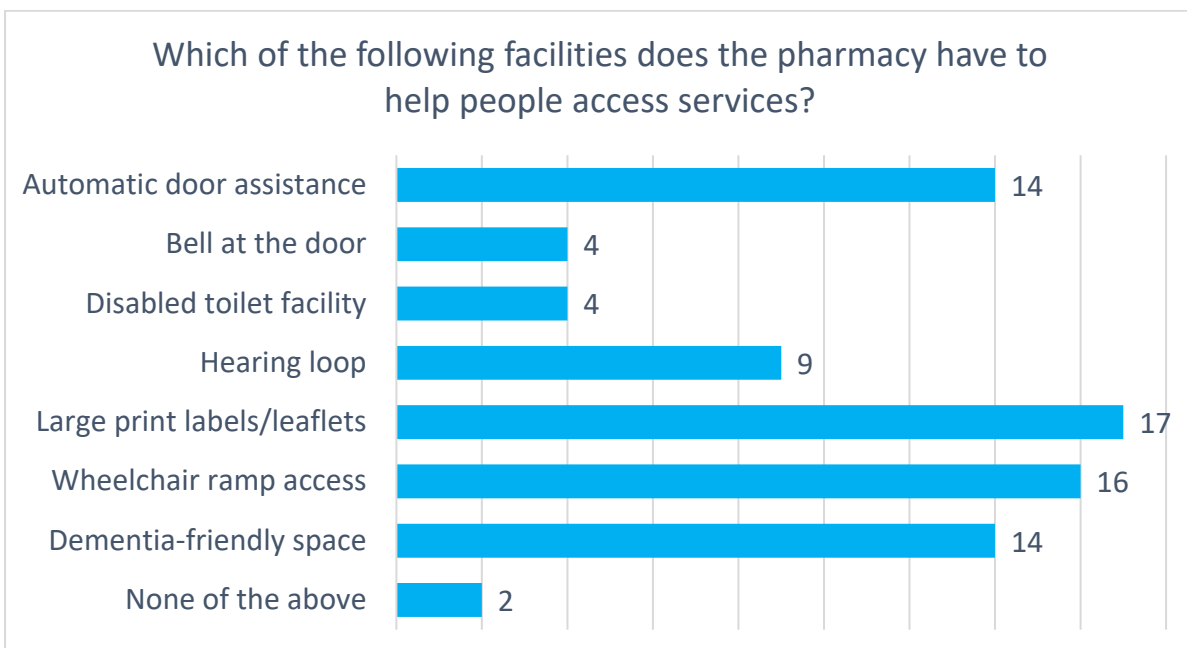
Number of pharmacies	Number of Consultations	Mean	Minimum	Maximum	Range
30	812	27.1	1	150	149

Does the pharmacy have access to an off-site consultation area (i.e. one which the former PCT or NHS England and NHS Improvement local team has given consent for use)?

Is the pharmacy willing to undertake consultations in the patient's home / other suitable site?



Which of the following facilities does the pharmacy have to help people access services? Please tick all that apply



Please provide details of any other adaptations you make to help people access services, for example, support for people with physical disabilities, mental health conditions, sensory impairments or learning disabilities

Facilities to provide support for all services users with a physical, mental or learning disabilities; children friendly activities; staff speak 5 different languages; read letters, important documents and hospital letters for service users

Pharmacy team are Dementia Friends trained

Wheelchair access and larger open area following refit

Helping people with physical activities to access the premises

Going the extra mile to help patients who can't speak or understand English

Easy Access and street Level entry so that wheelchair access is easy. The Staff are also available to help any customer access to the pharmacy. We also have a consultation room at shop level so access is easy

We have created a open space during our refit of pharmacy, to allow for easy questions with patients and make the pharmacy look for clinical

Home delivery Service for all over 60, 24hr collection point for out of hours collection, Multi Language staff, Large print Labels, Dementia friends trained

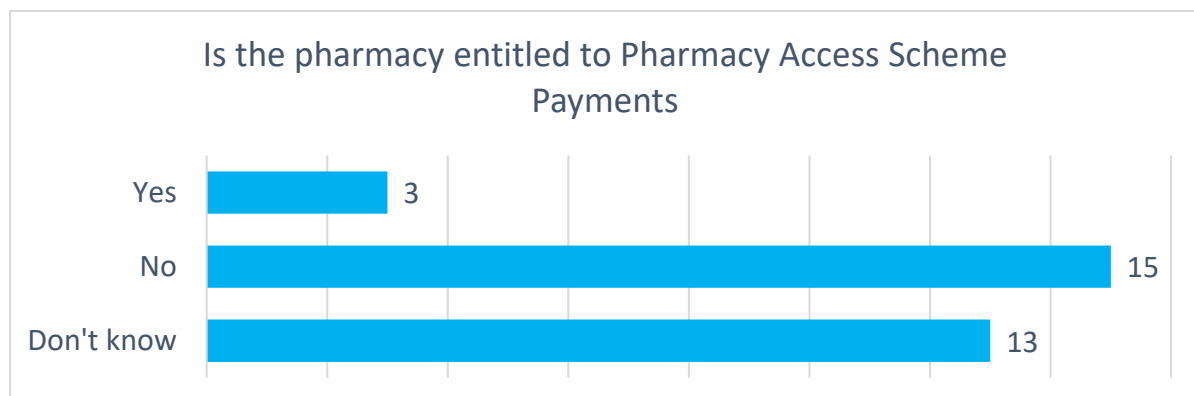
Wheelchair access, ramp for people to enter the pharmacy. Consultation room for private consultations

The staff at the counter go to help anybody who wants to use the pharmacy and is in a wheelchair. They will go and ask patients if they need any help. Anybody with a physical disability is always given assistance

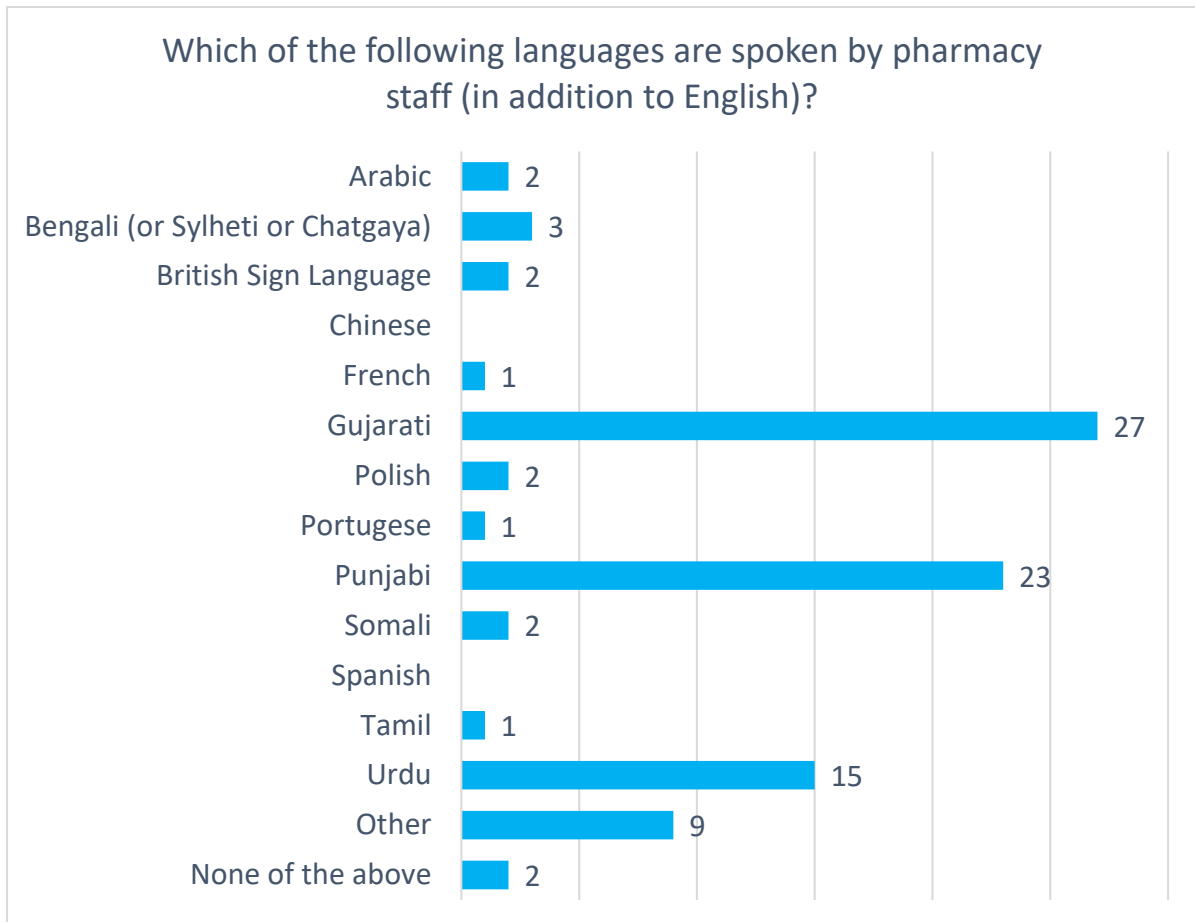
Low counter for disabled customers and easy access into the shop

Signposting

Is the pharmacy entitled to Pharmacy Access Scheme payments?

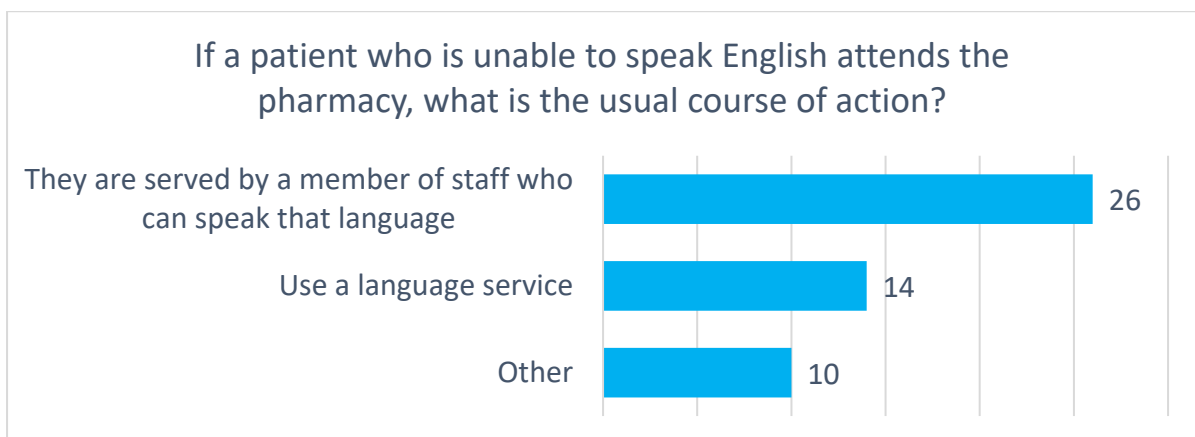


Which of the following languages are spoken by pharmacy staff (in addition to English)? Please tick all that apply



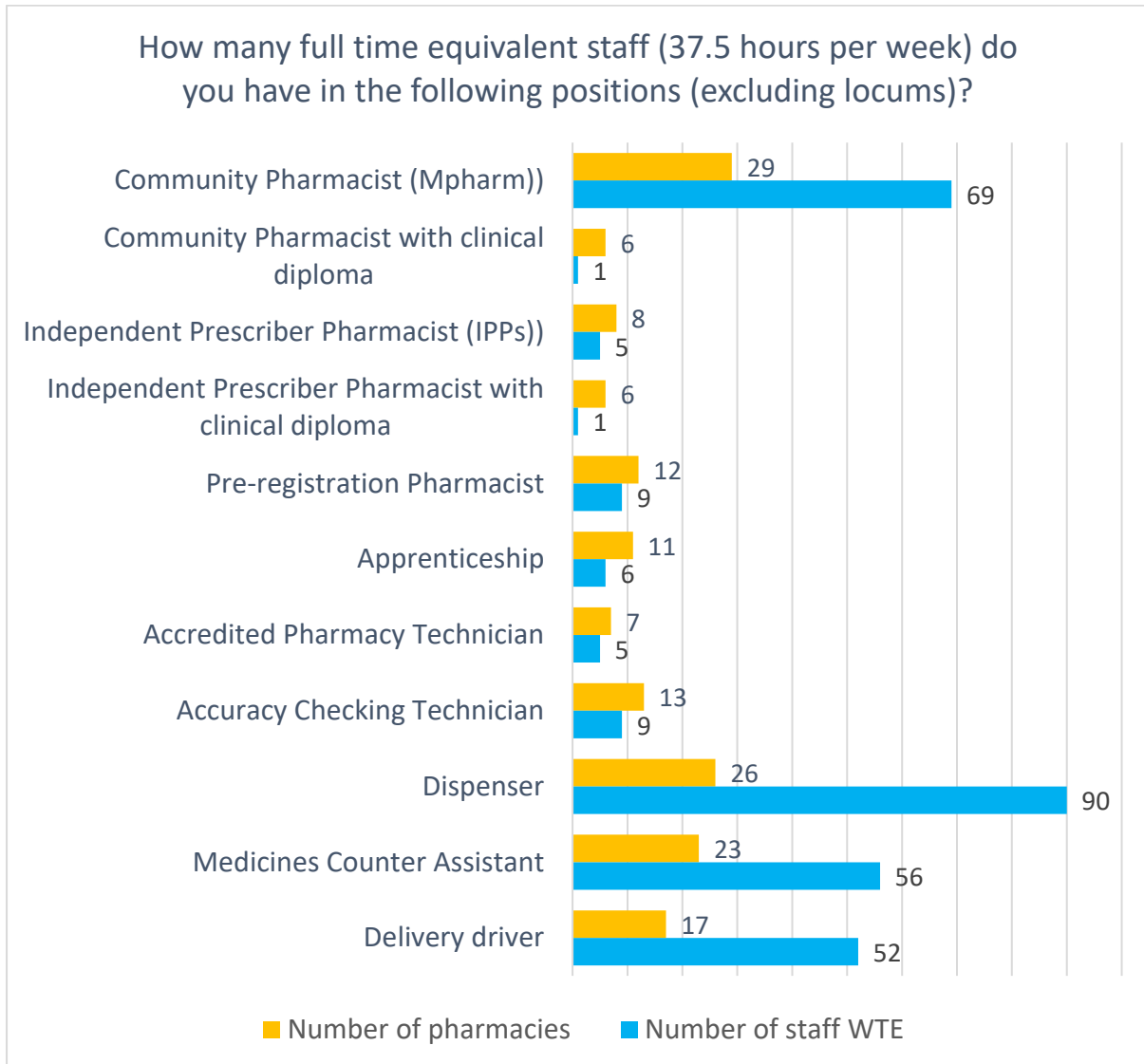
Other languages spoken included Hindi (4), Swahili (3), Kurchi (2), Romanian(1), German (1), Slovak(1)

If a patient who is unable to speak English attends the pharmacy, what is the usual course of action? Please tick all that apply.

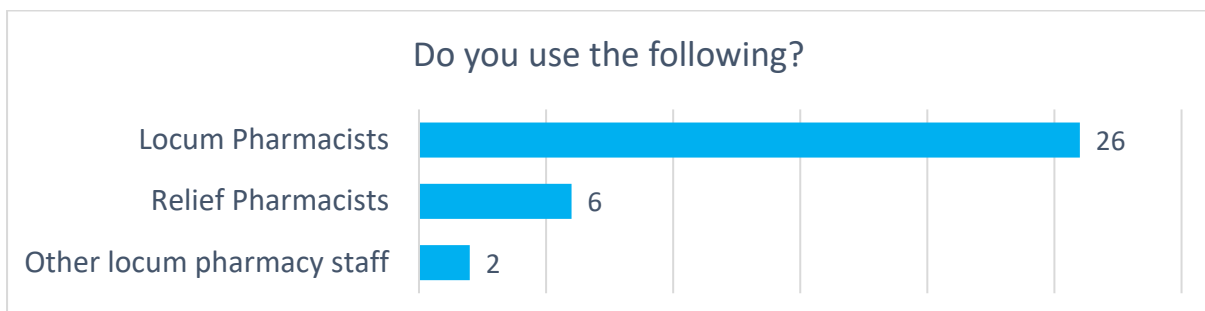


Other courses of action included referral to GP, google translator, mobile phone translation, locate member of staff at local surgery or call family member

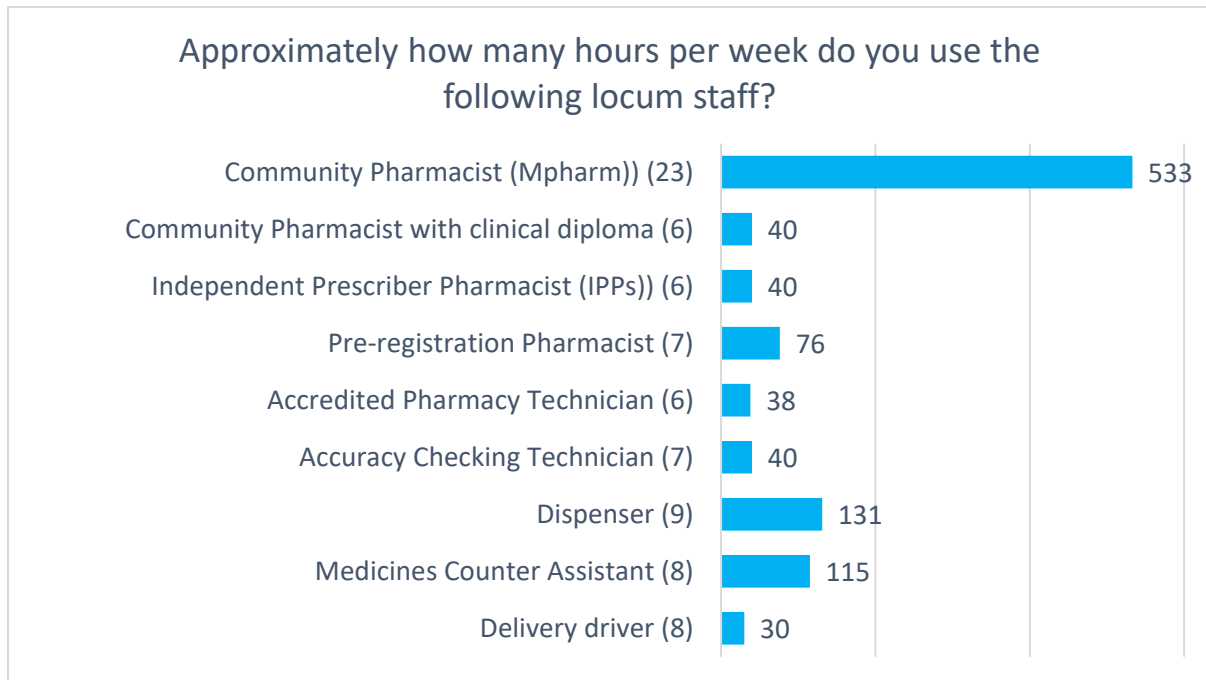
How many Full Time Equivalent staff (37.5 hours per week) do you have in the following positions (excluding locums)?



Do you use the following?

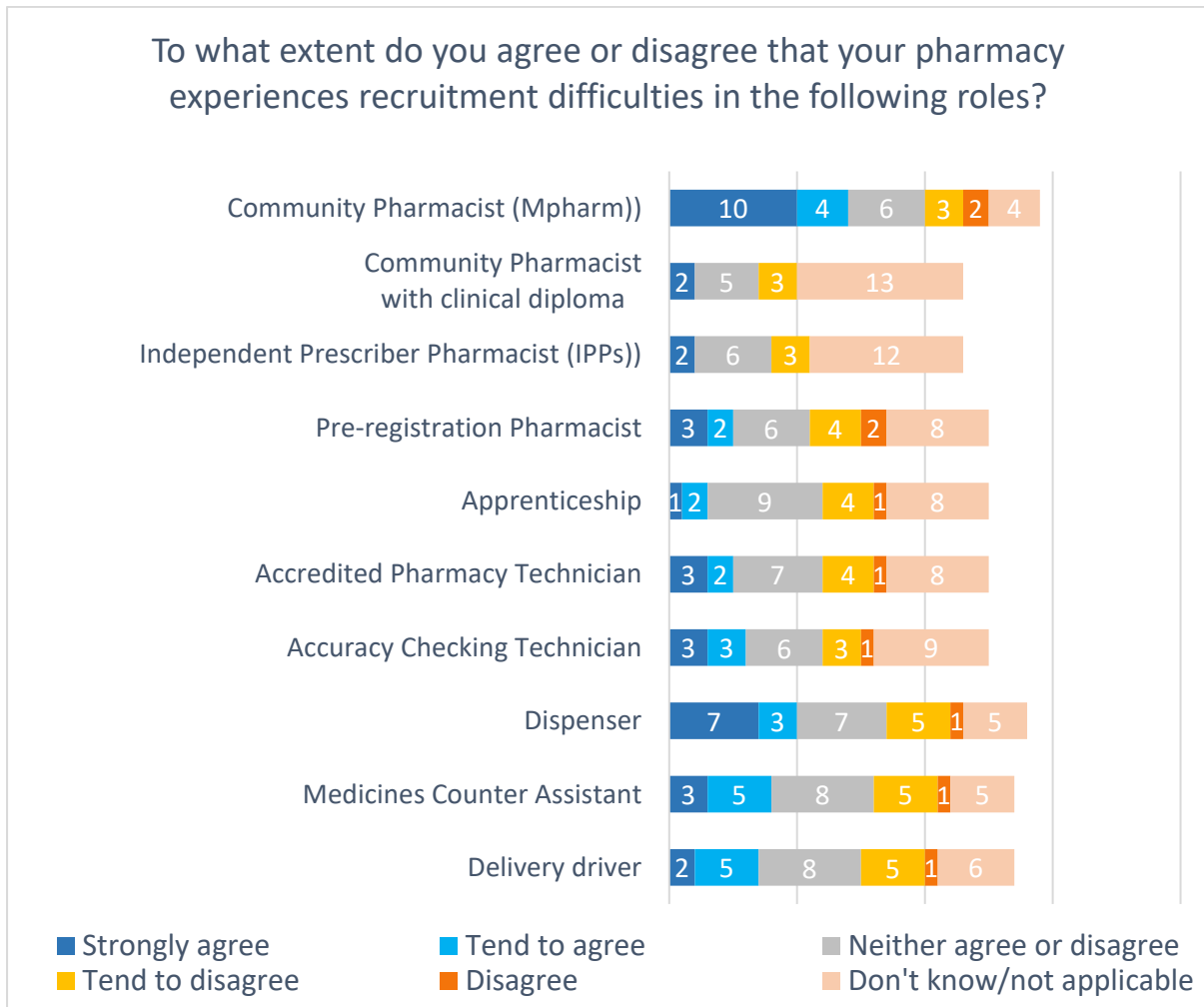


Approximately how many hours per week do you use the following locum staff?



(Numbers in brackets refer to number of pharmacies using locum staff)

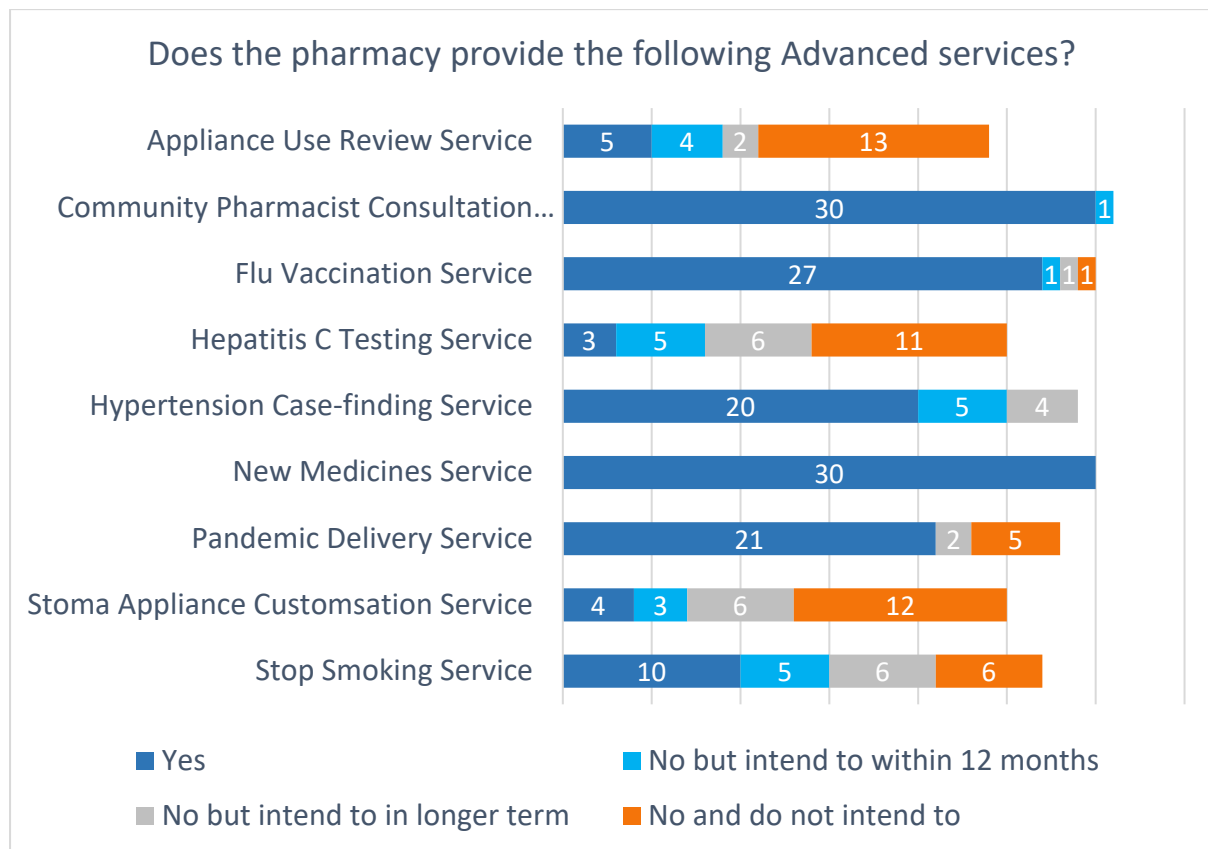
To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles?



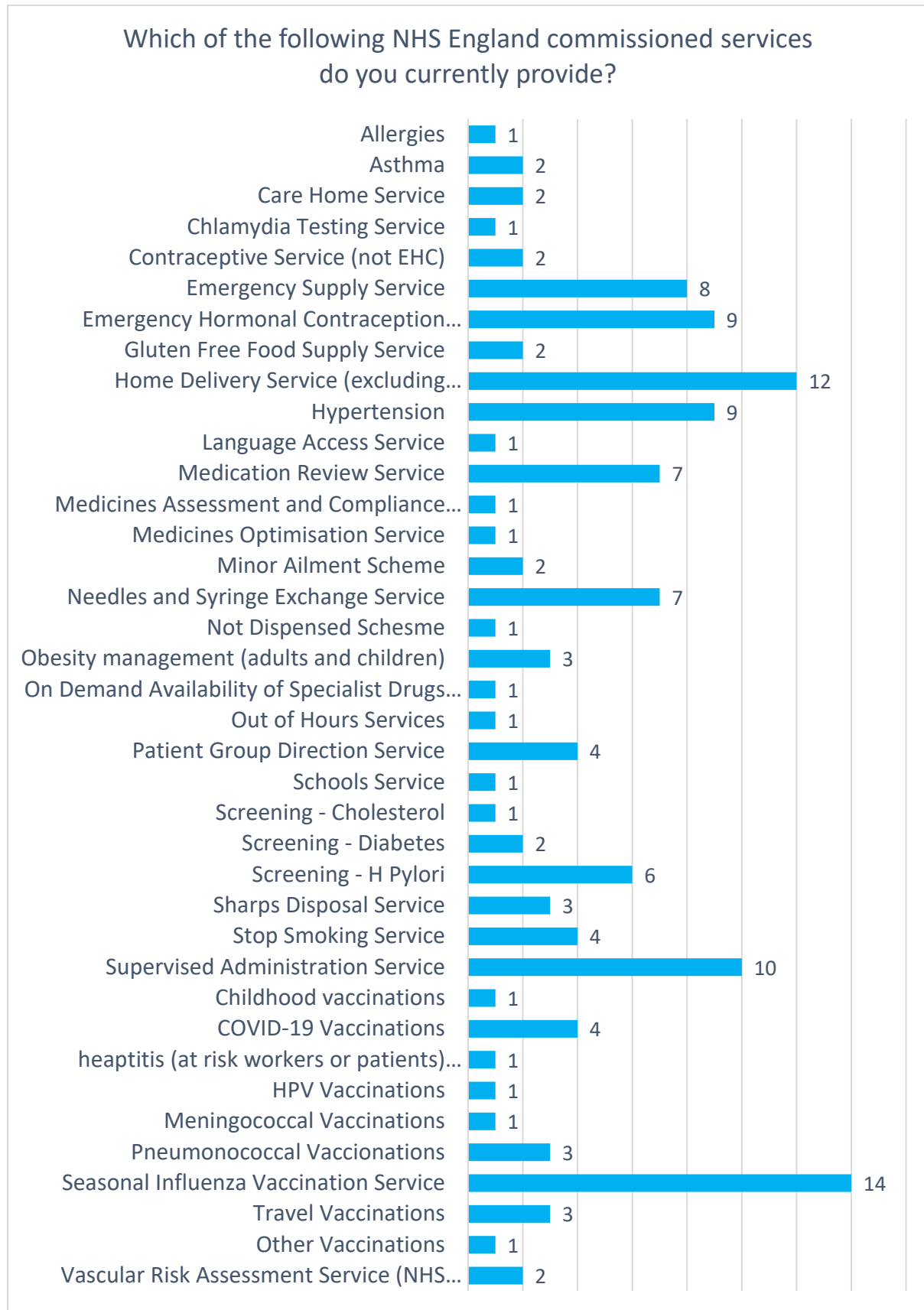
Please tell us about any other strategies you use to mitigate recruitment difficulties

Please tell us about any other strategies you use to mitigate recruitment difficulties	Number
Don' have difficulties but staff cuts when recruiting mean unable to match salary demands	1
Not had to recruit for a while	1
Have an HR team to advertise locally and on Indeed and facebook	2
Not applicable	4
Advertise on Indeed	1
Use local and national avenues for recruiting	1
Use WhatsApp and Indeed to help recruit	1
Staffing levels consistent over last 5 years	1
Existing staff do extra hours	1
Wording adverts correctly to ensure more visibility on sites like Indeed	1
Pharmacy group uses recruitment agencies	1

Does the pharmacy provide the following Advanced Services?



Which of the following NHS England commissioned services do you currently provide?



If currently providing a Medicines Optimisation Service, what therapeutic areas are covered?

Diabetes, Hypertension, Depression

If currently providing a Patient Group Direction Service, what medicines areas are covered?

Skin infections – Flucloxacillin, Clarithromycin, fusidic acid. UTI's - nitrofurantoin, EHC

Trimethoprim, chloramphenicol eye drops, insect bites

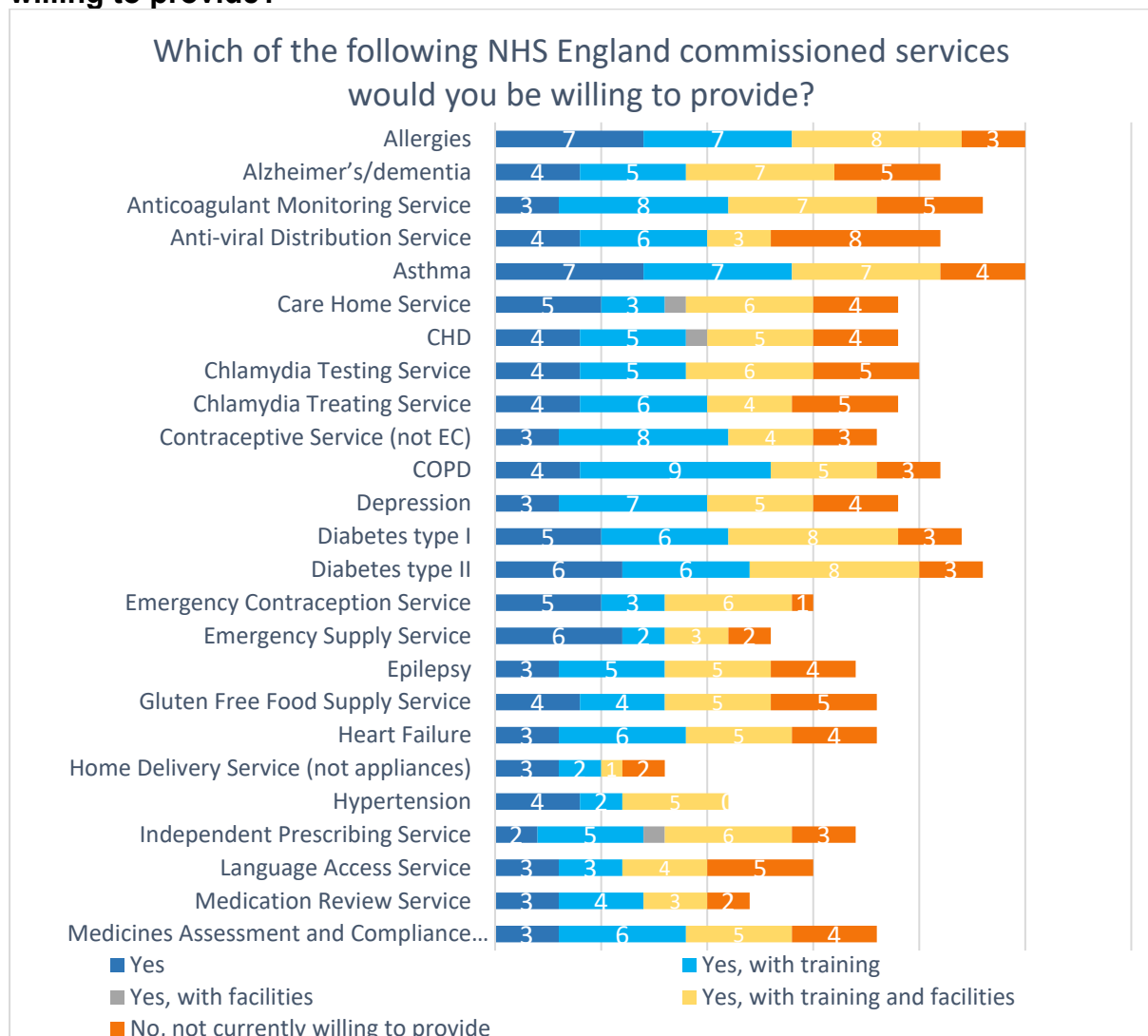
Please specify 'other' vaccination service provided.

Occupational Health, Travel Vaccinations, Chickenpox, MMR

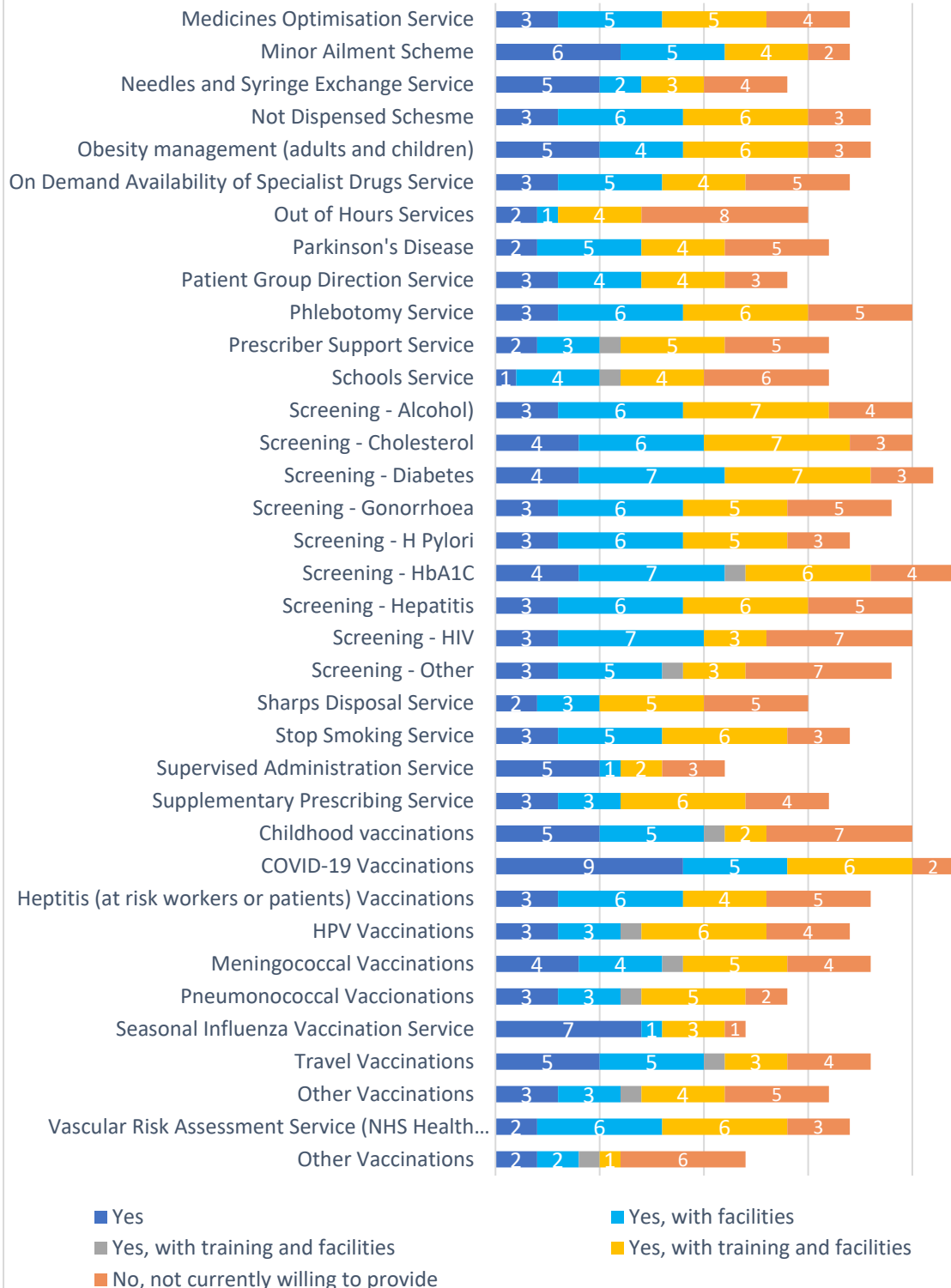
Please specify 'other' vaccination service provided

Occupational Health, Travel Vaccinations, Chickenpox, MMR

Which of the following NHS England commissioned services would you be willing to provide?



Which of the following NHS England commissioned services would you be willing to provide?

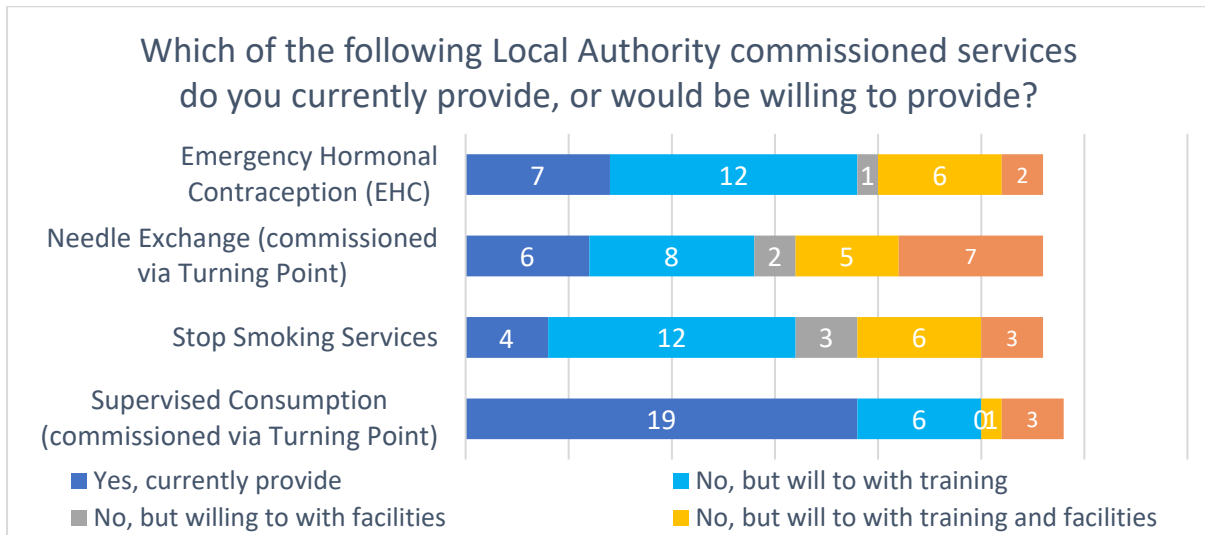


Please specify 'other' NHS England commissioned services you would be willing to provide

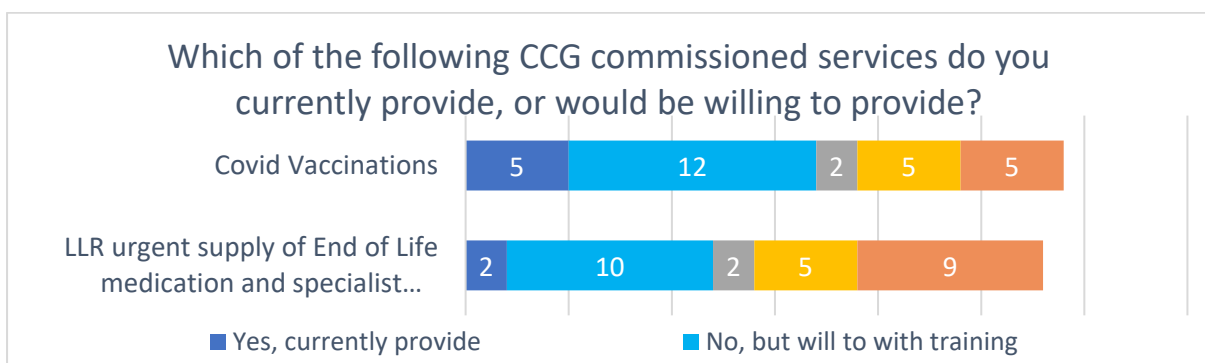
All above with appropriate enumeration

funded independent prescriber formulary for pharmacist in local pharmacy consultations

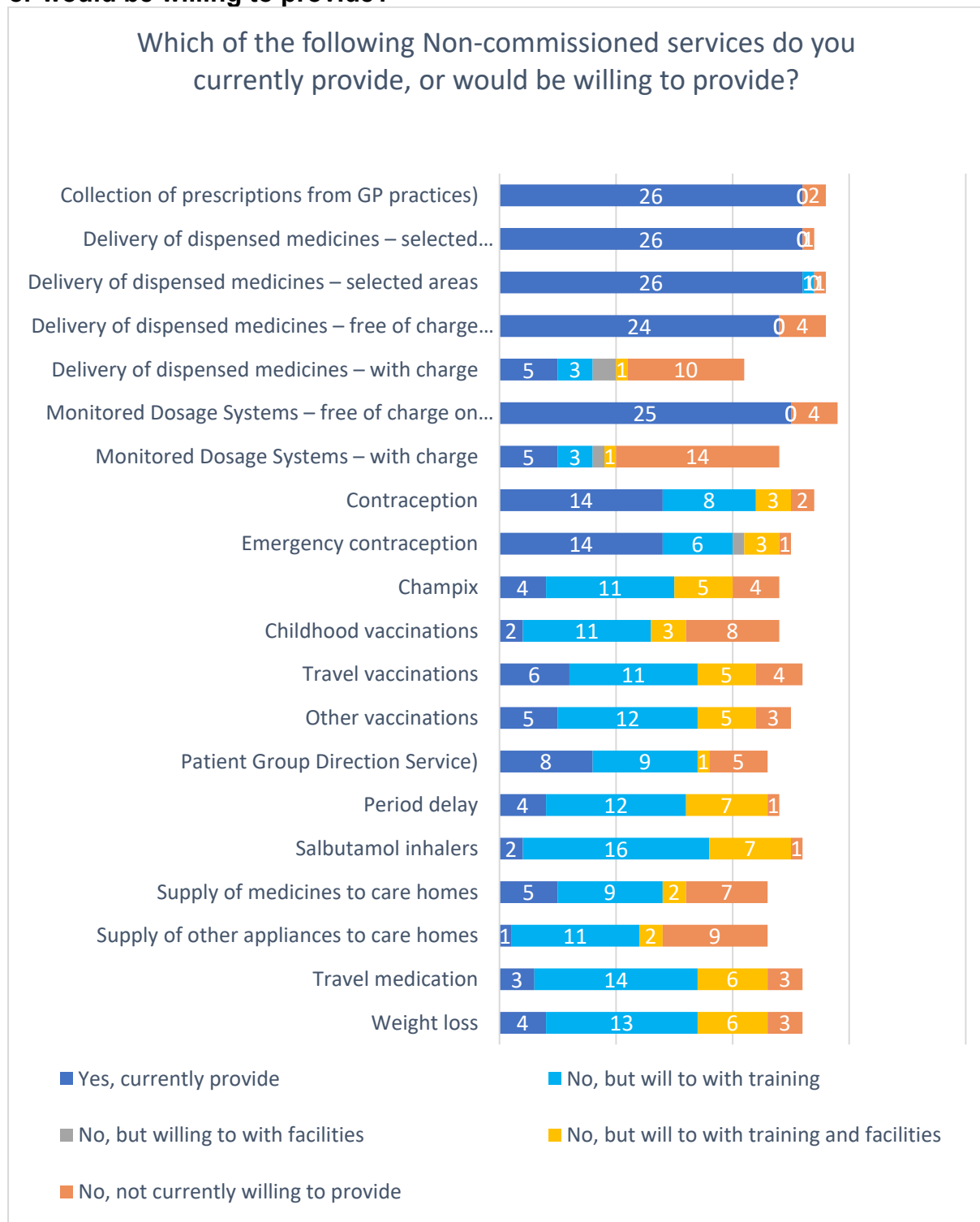
Which of the following Local Authority commissioned services do you currently provide, or would be willing to provide?



Which of the following CCG commissioned services do you currently provide, or would be willing to provide?



Which of the following Non-commissioned services do you currently provide, or would be willing to provide?



Please specify the patient groups to whom you provide delivery of dispensed medicines.

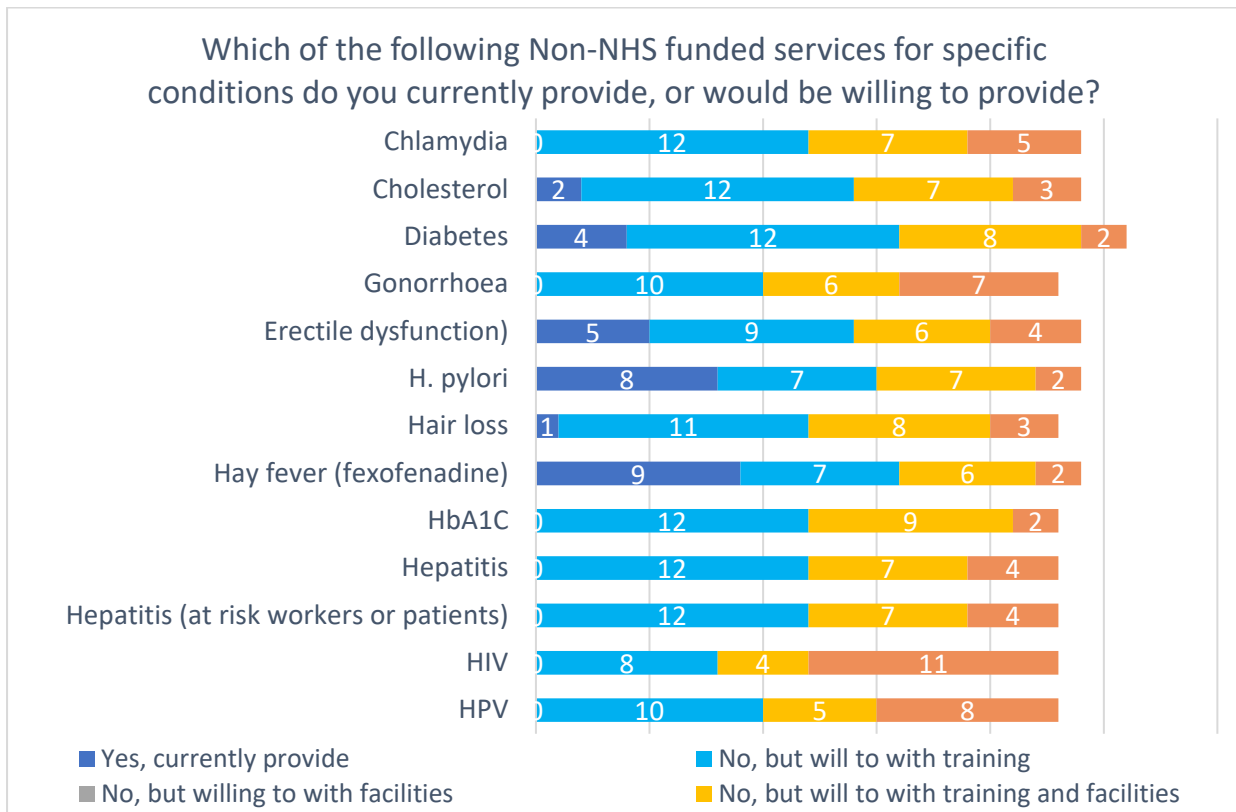
over 60 and housebound
 anyone who has paid for the service £30 for 6 months

housebound patients and the vulnerable
Old aged patients
Housebound & elderly
Patient with covid needing to isolate,
Disabled patient, Elderly all.
elderly, housebound, disabled
any one who has difficulty in accessing our pharmacy
Elderly and house bound mainly house bound
Elderly and vulnerable
Old ., Disabled, end of life, cancer patients Elderly, patients with disabilities
Over 60's and anyone else who requires OAP's/patients with disabilities
elderly or housebound patients All patient groups
Patient preference

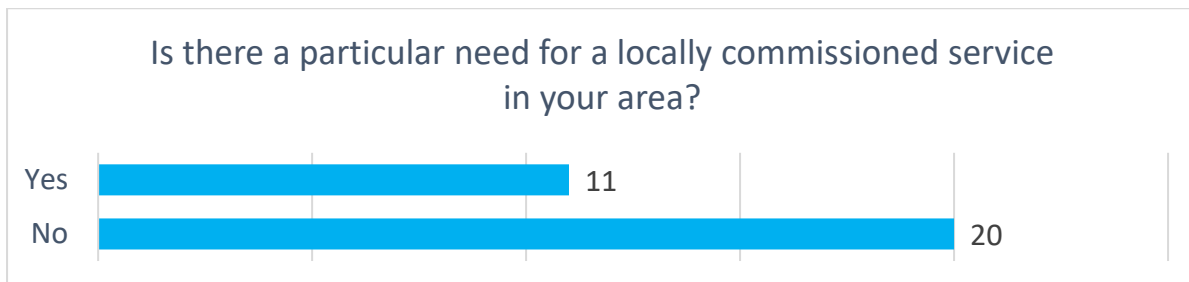
Please specify the selected areas where you provide delivery of dispensed medicines, for example the postcode area or town.

New Parks
west knighton and wigston
Delivery provided in within 3 mile radius from pharmacy
2 - 3 miles from LE3 0LP
LE4.
Leicester LE4,LE2,LE3 Loughborough
Within about 2km radius.
All over leicester
in around le4 1ef area
Highfields, evington, belgrave
le3
LE3
Le4, Le2, Le1, Le5, Le3
Surrounding area LE4
le5
all areas
LE2/ LE4/ LE5/ LE18/ LE1 LEICESTER AREAS ALL
LE2 6UL
LEICESTER
le2, le18,

Which of the following Non-NHS funded services for specific conditions do you currently provide, or would be willing to provide?



Is there a particular need for a locally commissioned service in your area?



Can you provide further details about what locally commissioned service is required and why?

free EHC is in demand local contractor unable to provide H-Pylori GP request is in demand local contractor refuse to do (Covid-19)

Diabetes, cholesterol, full blood counts

blood testing - lot of practices have reduced blood testing due to various reasons. most of the services that have been list are required in our area.

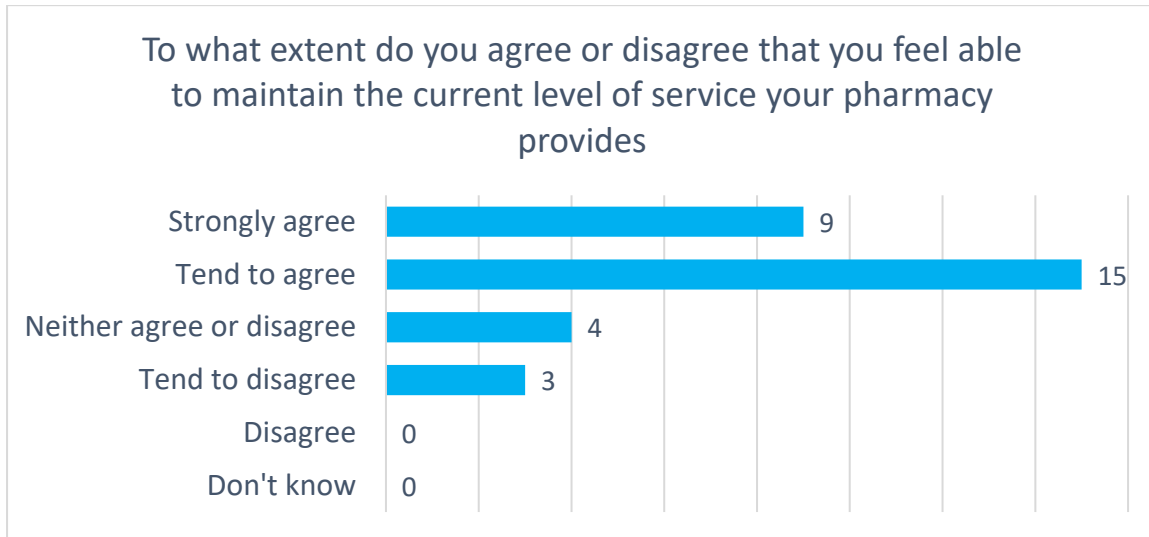
We need services to support our local people and improve there healthcare.

diabetes screening, hypertension

Diabetes, CHD, Cholesterol - Prevalent in area - many requests but often shy away as paying for tests can be costly

A full minor ailments service like we used to have many years ago.
 little gp appointments. if independent prescribing pharmacist in community could
 prescribe from a formulary which is funded under NHS + consultation payments and
 everything that goes alongside it that would be great for all

To what extent do you agree or disagree that you feel able to maintain the current level of service your pharmacy provides?



Why do you say this?

increase in YOY dispensing items with further staff cuts means unable to provide services
 We are managing at the moment with the current level of services we provide but would struggle with any extras unless we had extra staff
 Trained staff and experienced managers in place. very difficult to say which way to go at present
 We have sufficient staff to maintain the level of service we provide at the moment
 We have an excellent team of trained pharmacy staff & an experienced pharmacy manager Depending on how busy we are. If a locum pharmacist is on duty.
 The whole pharmacy profession is going more in to "clinical services" direction which is very encouraging but "community pharmacies" specially "independent community pharmacies" like mine are in danger of online services and competitors like Amazon (a threat on community pharmacies for a while now)
 Needs of our population.
 Too much demand from patients. Difficulty in contacting surgeries. Paperwork overload. Difficulty in recruiting proper staff
 It is a difficult time in pharmacy currently with inflation rising and pharmacy funding still being flat rate. difficult to say
 Too busy with not enough remuneration and therefore cannot recruit trained staff
 Pharmacy runs pretty smoothly and efficiently. Managed to keep on top of services and PGDs effectively.

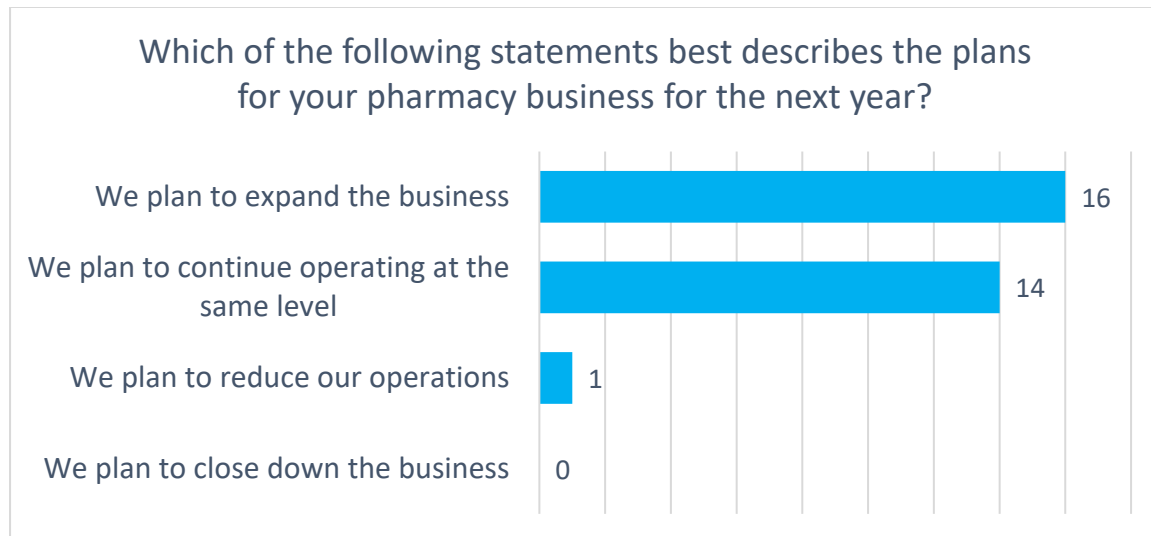
We provide the services which patients are requesting ,within our resource .It is obviously impossible for community pharmacies to provide everything the NHS wants us to given that , GP's and other providers seem to be shifting service workload .What exactly are GP's doing?

Due to excellent management / support staff

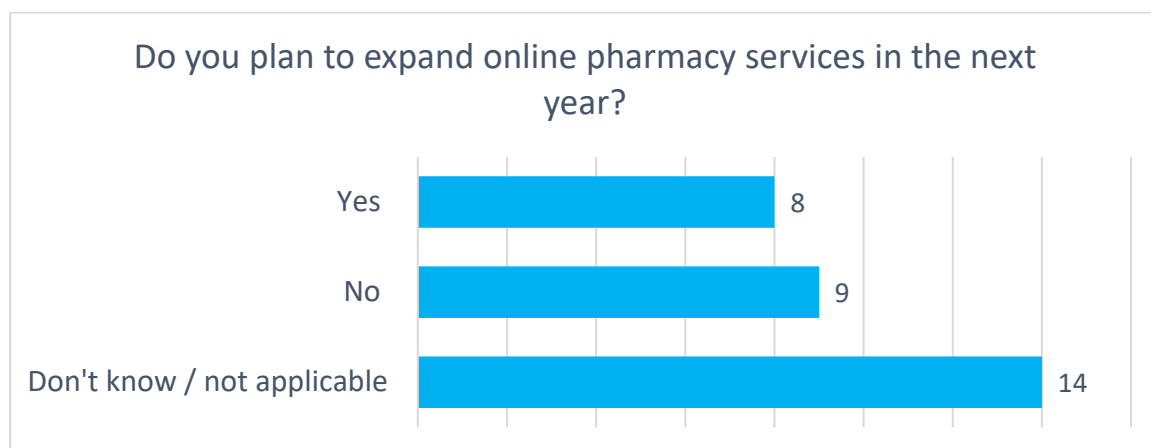
We have a full team and all are trained appropriately very little help locally.

Hoping to provide consistent level of service and maintain standards

Which of the following statements best describes the plans for your pharmacy business for the next year?



Do you plan to expand online pharmacy services in the next year?



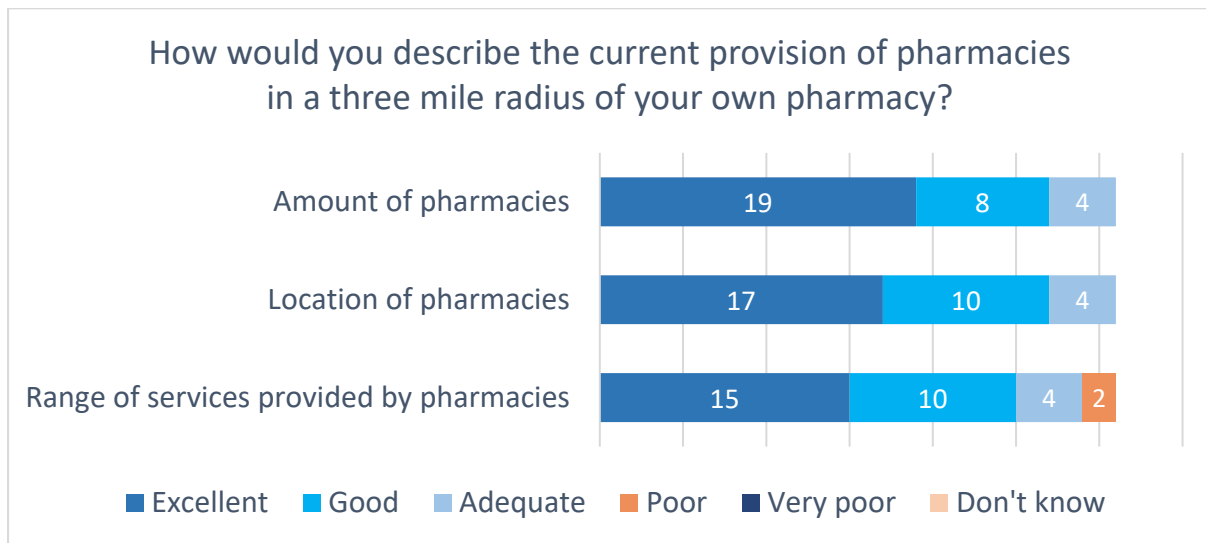
Are there any services you feel you could provide in the future not specified elsewhere in the survey?

Independent Prescribing Service, blood testing service

Any new services to pharmacy must be remunerated properly

Main goal is to maintain and improve service, after that expand

How would you describe the current provision of pharmacies in a three mile radius of your own pharmacy?



If poor, why is this?

staff cuts no time for services

not enough locally commissioned services in pharmacy to meet the needs of patients or reduce the stress from general practice