



**London Borough  
of Hounslow**

# Pharmacy Services in Hounslow

## What do you think?



Consultation on the  
Pharmaceutical Needs  
Assessment 2018



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# Pharmaceutical Needs Assessment



Every few years we have to look at pharmacy services in our area.



This is called a Pharmaceutical Needs Assessment.



Please read this report and let us know what you think by answering the questions which start on page 10.



Please let us have your answers by Friday 17th November 2017.

# Pharmacy services

These are services that you can get at your local pharmacy.

They include:



- Giving you medicines that your doctor thinks you need



- Selling you medicines



- Giving you advice about health

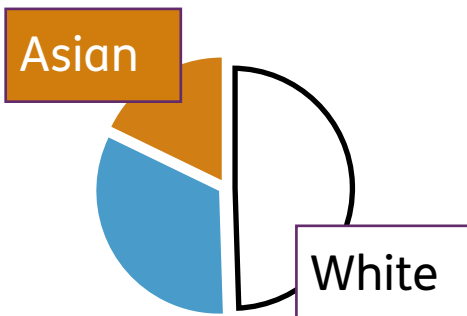


- Getting rid of old medicines safely

# About Hounslow



About 300,000 people live in Hounslow.



About half of the people are white, and about one third are asian.



About one in every 10 people is over age 65.



Some parts of Hounslow are well off. Other parts have people who are poor and finding life difficult.



On average we expect people in Hounslow to live to about age 80.

# Community Pharmacies in Hounslow



There are 21 community pharmacies for every 100,000 people in Hounslow.



Most are open in the evening and on Saturdays.

About a quarter of them are open on a Sunday.



Everyone in Hounslow can get to a pharmacy in about 5 minutes.

Everyone lives within a 15 minute walk of a pharmacy.



# What people said



We asked people what they thought about our pharmacies. They told us:

- Most people have a regular pharmacy that they visit
- Two thirds of people visit their pharmacy every month.
- Half of people want their pharmacy near to their doctor's surgery
- Most people want their pharmacy near to their home.
- About half of people want their pharmacy to have friendly staff.





- Very few people have any difficulty travelling to their pharmacy. Of these few people:

- Half have a problem with parking
- A third have a difficulty with where the pharmacy is



- Half of people walk to their pharmacy. About a third use a car or a taxi



- People said that they would like these new services:

- Help with small health problems
- An easy way to get medicines in an emergency
- Flu jabs
- Help to stop smoking



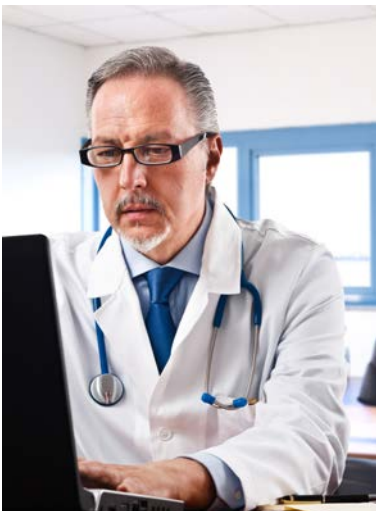




- Only a few people said that the best day to go to the pharmacy was a Saturday or Sunday



- Only a few people said that the best time to go was in the evenings



- Most people know that their doctor can automatically tell the pharmacy what medicines you need

# A good service



We think that Hounslow has a good number of pharmacies.



We think that they provide good services for people.



But we want to know what you think.



Please answer the questions which start on the next page and send your answers back by Friday 17th November 2017 to:



**Public Health (PNA 2018)  
Pink Zone  
Health and Wellbeing Unit,  
Hounslow Civic Centre  
Lampton Road  
Hounslow  
TW3 4DN**

# What do you think?



**Question 1:** We think that Hounslow has a good number of pharmacies which provide good services. Do you agree or disagree with this?



Agree  
strongly

☐

Agree

☐

Not sure

☐

Disagree

☐

Strongly  
disagree

☐

Don't  
know

☐

If you disagree please say why





**Question 2:** Do you agree or disagree with anything else about the report?



Agree strongly

☐

Agree

☐

Not sure

☐

Disagree

☐

Strongly disagree

☐

Don't know

☐

If you disagree please say why





**Question 3:** Do you think that the report is right about the pharmacy services that we have in Hounslow right now?



Yes,  
definitely

☐

Yes a bit

☐

No

☐

Don't  
know

☐

If you tick 'no' please say why





**Question 4:** Do you think that the report is right about what pharmacy services we need in Hounslow right now?



Yes,  
definitely

☐

Yes a bit

☐

No

☐

Don't  
know

☐

If you tick 'no' please say why





**Question 5:** Do you think that the report is right about what pharmacy services we need in Hounslow in the future?



Yes,  
definitely

☐

Yes a bit

☐

No

☐

Don't  
know

☐

If you tick 'no' please say why



**Question 6:** Do you think that pharmacy services are fair to all the different communities of people in Hounslow?



Is there anything else you want to say?



# About you



**Question 7:** Are you answering these questions as...

- ☐ A member of the public?
- ☐ A carer?
- ☐ A pharmacist?
- ☐ A GP?
- ☐ A health professional?
- ☐ A Councillor?
- ☐ A worker at the Council?
- ☐ A worker for another organisation?

Please tell us the name of the organisation

**Question 8:** What is your post code?





### Question 9: How old are you?

- |                                   |  |
|-----------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 16 - 24             |
| <input type="checkbox"/> 25 - 34  | <input type="checkbox"/> 35 - 44             |
| <input type="checkbox"/> 45 - 54  | <input type="checkbox"/> 55 - 64             |
| <input type="checkbox"/> 65 - 74  | <input type="checkbox"/> 75 - 84             |
| <input type="checkbox"/> Over 84  | <input type="checkbox"/> I prefer not to say |



### Question 10: Do you have a disability?

- ☐ Yes
 ☐ No
 ☐ I prefer not to say

If yes, what type of disability?

- ☐ Physical Disability
- ☐ Difficulty with sight or hearing
- ☐ Mental Health condition
- ☐ Learning Disability
- ☐ Long term illness

Other - please say



**Question 11: What is your ethnic group?**

☐ I prefer not to say

**White**

☐ British ☐ Irish

☐ Gypsy or Irish Traveller

☐ Any other white background - please say



**Mixed race**

☐ White and Black Caribbean

☐ White and Black African

☐ White and Asian

☐ Any other mixed race background - please say



**Asian**

☐ Indian ☐ Pakistani

☐ Bangladeshi ☐ Chinese

☐ Any other Asian background - please say





## Black

☐

African

☐

Caribbean

☐

Any other Black background - please say



## Any other ethnic group

☐

Arab

☐

Any other ethnic group - please say



## Question 12: Are you...

☐

Male

☐

Female

☐

Transgender

☐

Transexual

☐

I prefer not to say



**Question 13: What is your religion or belief?**

- |   |                                    |
|---|------------------------------------|
| <input type="checkbox"/> No religion        | <input type="checkbox"/> Buddhist  |
| <input type="checkbox"/> Baha'i             | <input type="checkbox"/> Christian |
| <input type="checkbox"/> Hindu              | <input type="checkbox"/> Jain      |
| <input type="checkbox"/> Jewish             | <input type="checkbox"/> Muslim    |
| <input type="checkbox"/> Sikh               |                                    |
| <input type="checkbox"/> Other - please say |                                    |

- ☐ Prefer not to say



**Question 14: Are you...**

- ☐ Bisexual - attracted to both men and women
- ☐ Heterosexual or straight- attracted to people of the opposite sex
- ☐ Gay Woman or Lesbian - women who are attracted to women
- ☐ Gay Man - men who are attracted to men
- ☐ I prefer not to say
- ☐ Other - please say

# Thank you



Thank you for completing this survey.

Please return it by Friday 17th November in the envelope provided.

## For more information



If you need more information please contact us at:

Email: **publichealth@hounslow.gov.uk**



Tel: **020 8583 3076**



Web: **www.hounslow.gov.uk/pnaconsultation**



Post:

**Public Health (PNA 2018)  
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