

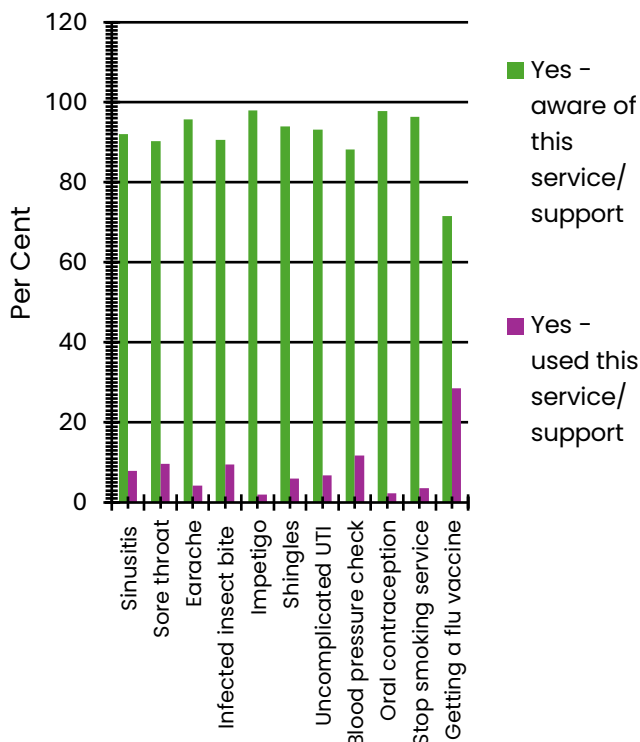
Poll Results: Pharmacy Services

In July 2024, Healthwatch in Sussex sought experiences of people using pharmacy services. This was due to the recent expansion in services provided by pharmacies and the launch of 'Pharmacy First' in January 2024 which you can read more about [here](#)

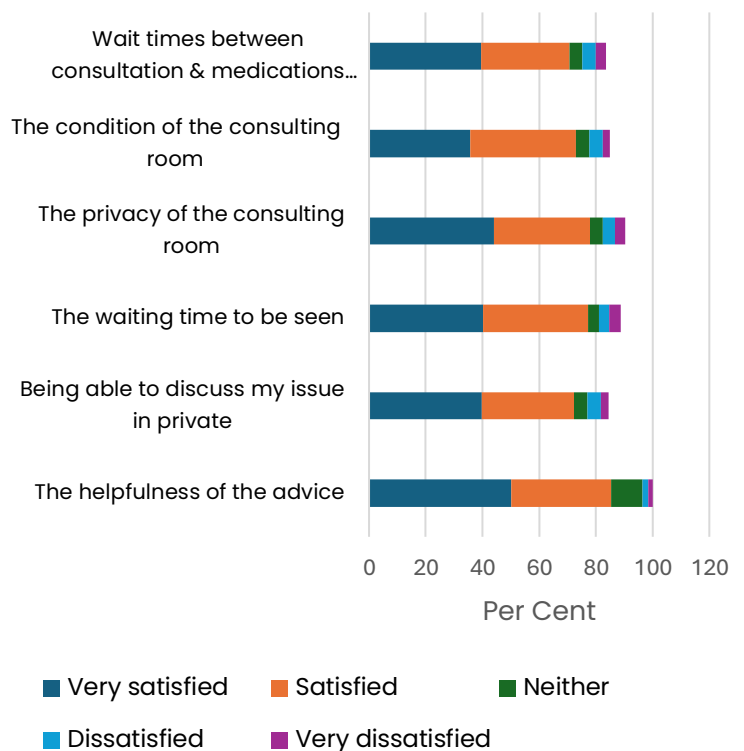
483 people from across Sussex shared their views with us. We heard:

- Many respondents were aware of the new services offered by pharmacies. For example, over 50 per cent of respondents were aware you can get a flu vaccine and a blood pressure check at a pharmacy and access support for sore throats and earaches.
- Uptake of new pharmacy services by respondents was generally lower than their levels of awareness, ranging from 2-12 per cent with flu vaccinations the highest at 28 per cent.
- If respondents had not used the services offered by pharmacies, the majority would go to either a GP (82 per cent) or a nurse at their local surgery (38 per cent) instead. Nearly a third (30 per cent) would also use 111 services.
- Respondents are generally very satisfied with services offered by pharmacies.
- However, 62 per cent of respondents have been affected by lack of available medication in pharmacies and 28 per cent by pharmacy opening hours.
- Respondents want to see more convenient opening times, more staff, quicker prescription turnaround and better relationships between pharmacies and GPs.

Are you aware of, and have used, any services or support from a pharmacy around the following health issues?



If you have used one or more of these services offered by the pharmacy, how satisfied were you with the following?



Respondents to our poll said the following:

Pharmacies are too busy (62 comments)

"Less queuing, I have changed pharmacies as my original one was just too busy".

"The first time I tried to use the service [...] the wait time was so long I gave up and left after nearly 1 hour - when there were still three people waiting in front of me."

"More pharmacies are needed as I've seen queues outside the door at times"

Problems with dispensing of medication (47 comments)

"More staff dispensing prescriptions as often not ready when we go to collect them - we have to leave it 3 days before collecting. They are very busy"

"When medication is ordered at the pharmacy I use, it can take anything up to ten days before it's available. When it's regularly ordered meds, I find this extremely disturbing"

Longer/ more accessible opening hours (38 comments)

"Longer opening hours. Do NOT CLOSE at lunchtime. Open early and later - before/after work."

"My local pharmacy (XXX) is excellent in all respects except that it closes on Saturdays, which can be a problem if urgent prescriptions are required".

Many people also had very positive things to say about their local pharmacy (57 comments)

"[XXX Pharmacy] are a prime example of what a good chemist should be.... can't fault them."

"I think they do an amazing job, and my frequently used pharmacy are excellent in patient care"

"The pharmacy that I use is excellent and a model of good practice".

Tell us your experience

We always want to hear more about people's experiences of health and care services. Share your story with your local Healthwatch:

Healthwatch Brighton & Hove

info@healthwatchbrightonandhove.co.uk or 01273 234 040

Healthwatch East Sussex

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Healthwatch West Sussex

helpdesk@healthwatchwestsussex.co.uk or 0300 012 0122