



Pharmacy First

healthwatch
Walsall

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Introduction

Healthwatch Walsall is the independent voice of the public in health and social care in Walsall. We gather feedback from the public through engagement and projects and use that feedback to work with health and social care providers and commissioners to improve service delivery.

Healthwatch Walsall is delivered by Engaging Communities Solutions CIC (ECS) and ECS recently undertook a project across its seven local Healthwatch to gather feedback from people about their knowledge and experience of Pharmacy First and other community pharmacy services.

Pharmacy First was launched by the NHS in January 2024 with the aim of enabling pharmacists to provide advice and treatment such as antibiotics for a range of minor ailments. This service would then be able free up GP appointments for those with more serious or long-term health conditions.

This report outlines the feedback from the people of Walsall who took part in the project by completing the short survey.

Methodology

This project used a survey methodology. The survey was available online and as a hard copy where needed. We shared the survey link through our networks, social media channels and our website. We also undertook face to face surveys with the public as part of our outreach activities.

Who took part

There was a total of **102** surveys completed by people from Walsall.

There was a spread of people from different age groups, genders and ethnic backgrounds. Below is a breakdown of demographics.

Age

16-17 years – 8%	50-64 years – 28%
18-25 years – 9%	65-79 years – 29%
26-49 years – 21%	80 plus years – 5%

Gender

Women – 53%	Intersex – 3%
Men – 32%	Preferred to self-identify – 3%
Non-binary – 5%	Preferred not to say – 3%

Ethnic background

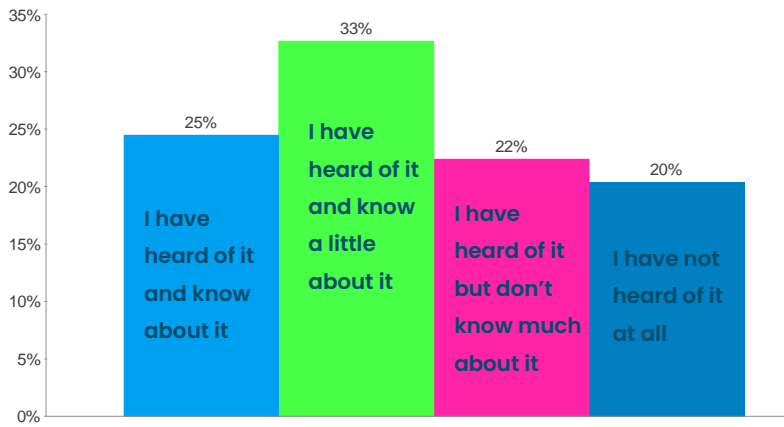
White British – 47%	Indian – 11%
White Irish – 4%	Pakistani – 6%
Another White background – 1%	Any other Asian background – 1%
Arab – 9%	Black/Black British Caribbean – 4%
Asian/British Asian – 28%	Any other Black background – 2%
Chinese – 5%	Mixed ethnic background – 2%
Banladeshis – 5%	Prefer not to say – 1%

Long term condition / disability

Long term health condition – 50%
Disability – 33%

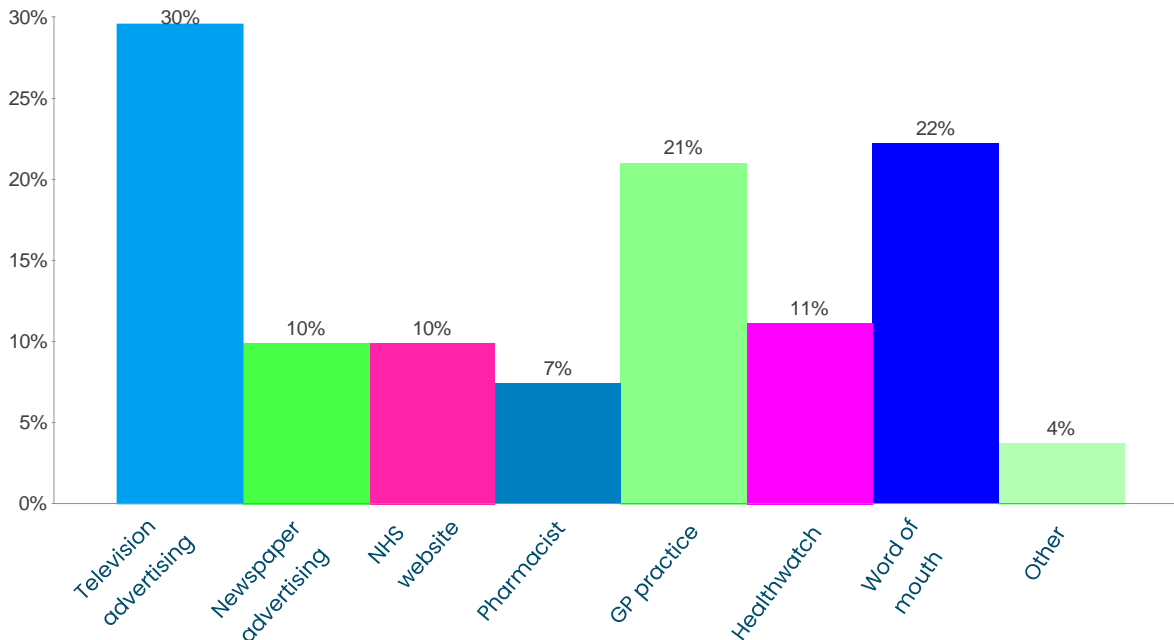
Findings

How aware of Pharmacy First are you?

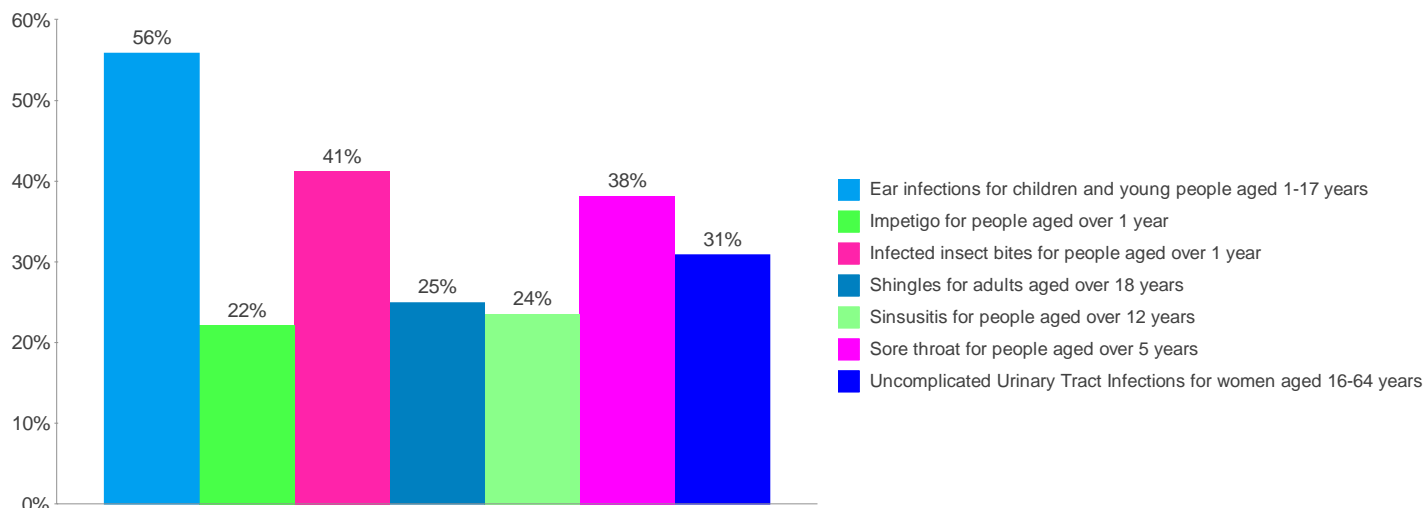


Those people who said that they had heard of Pharmacy First were asked how they had heard of the service. They were able to indicate all the ways that they had heard about the service. Below is a breakdown of what we heard.

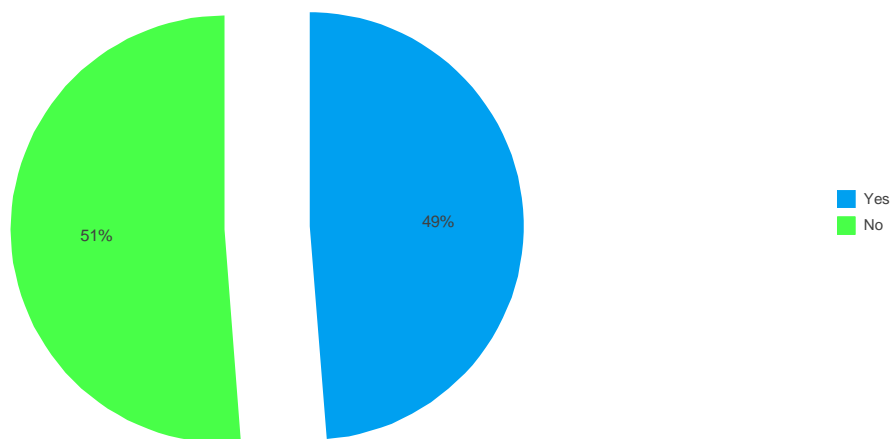
If you have heard of Pharmacy First service, how did you hear about it?



Which of the following services were you aware that Pharmacy First offers?



Have you used Pharmacy First?



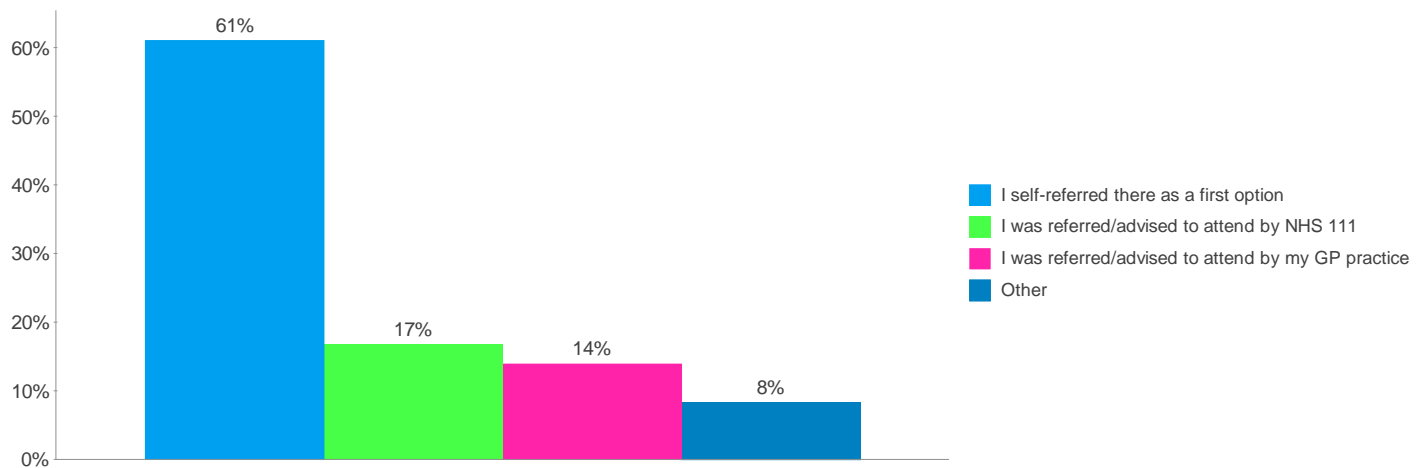
Those people who said that they had used the service were asked how they chose to use it.

61% of people said that they chose to use Pharmacy First as their first option

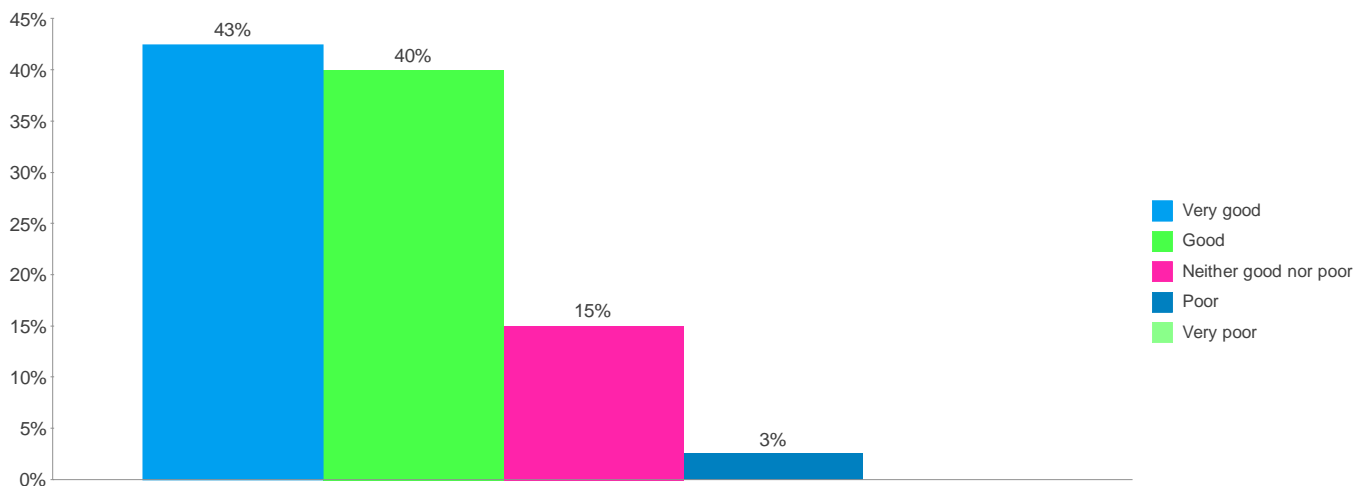
17% were referred or advised to attend by NHS 111

14% were advised to attend or referred by their GP practice

If yes, how did you choose to use the service?



How would you rate the service you received from Pharmacy First?

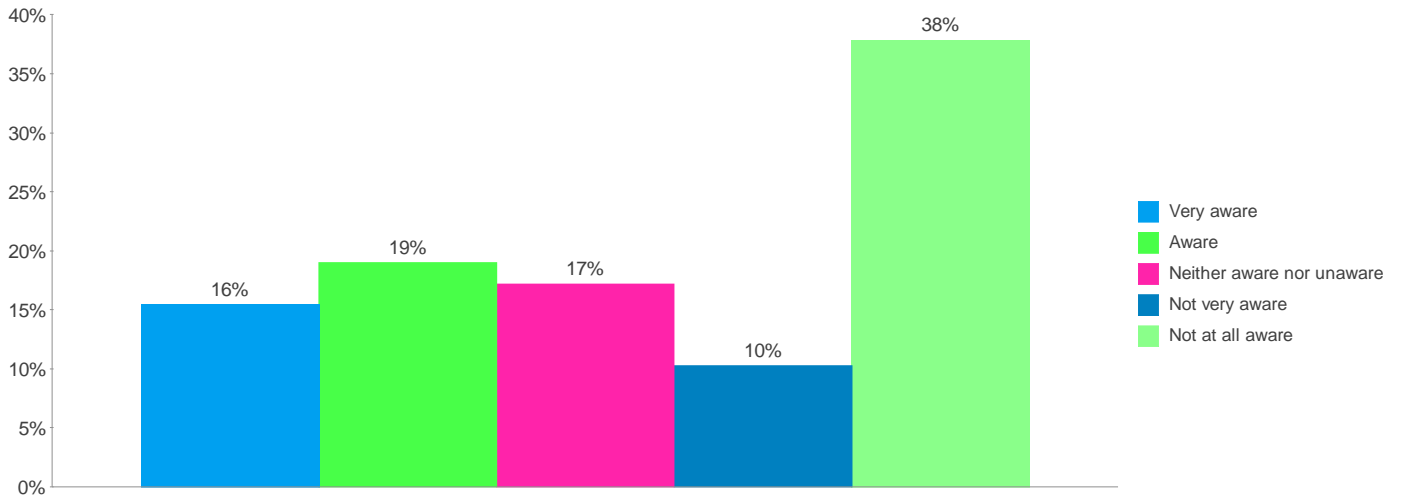


When asked for the reasons for their ratings, people spoke about the convenience of the service and the way they were treated by the staff.

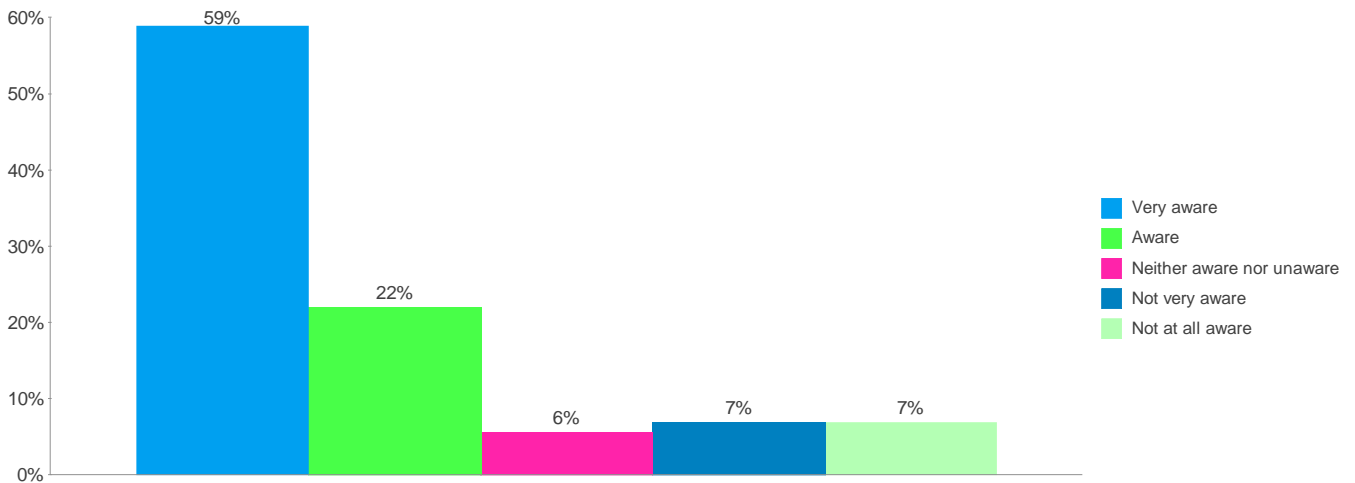
“It’s quicker and easier than my GP”
“Pharmacist was very helpful and reassuring.”

All the people who took part in the survey were asked about their awareness of the other additional services that are offered by community pharmacies.

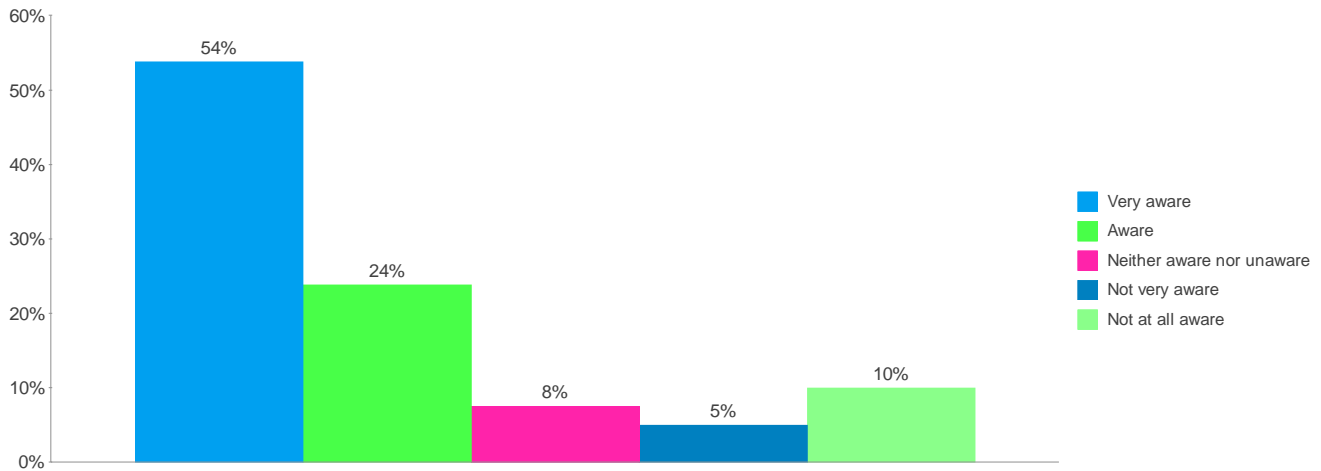
How aware are you of other additional services that are offered by community pharmacies?



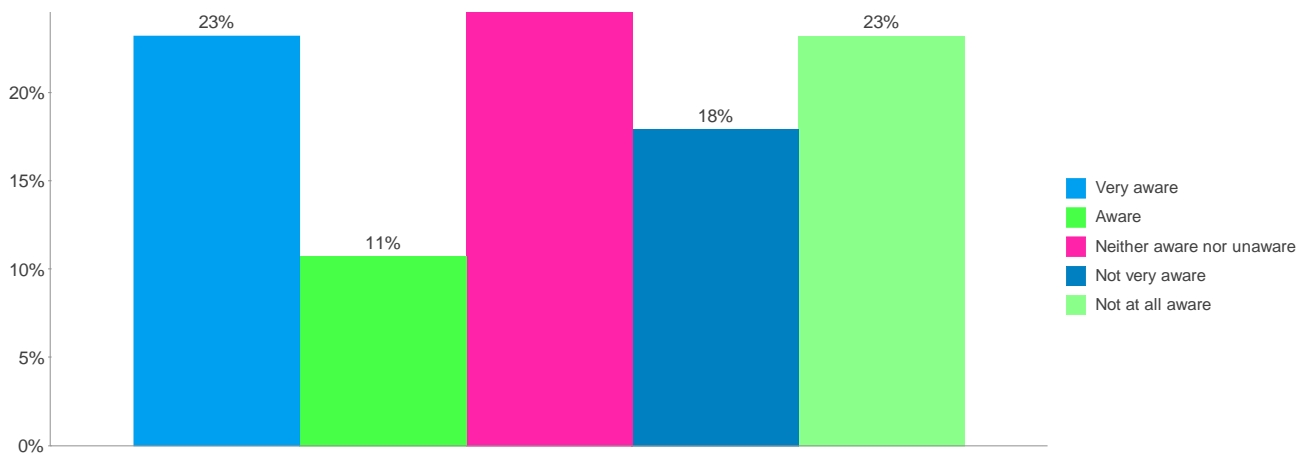
Are you aware of the Flu vaccination?



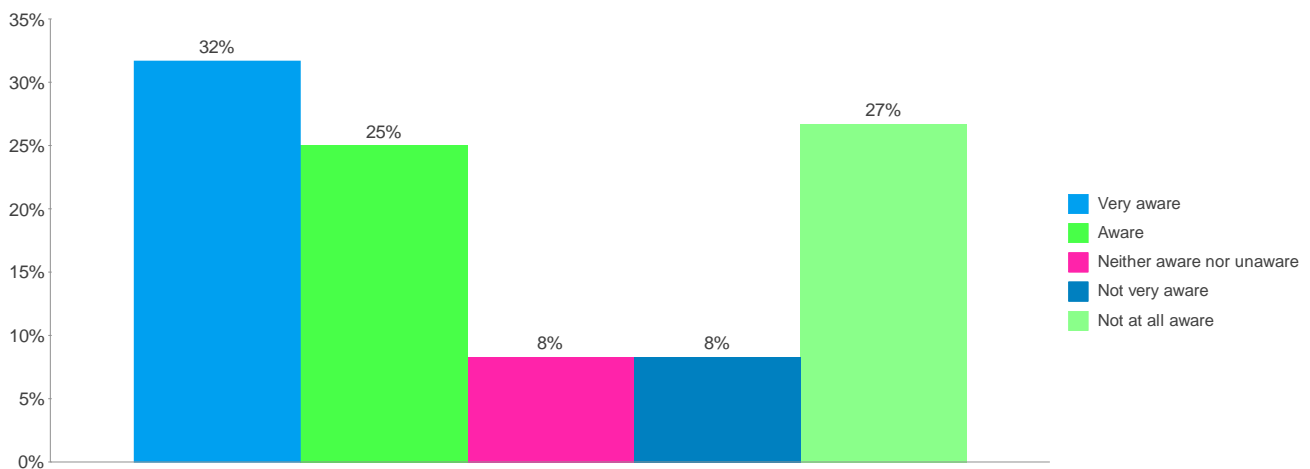
Are you aware of Blood Pressure checks?



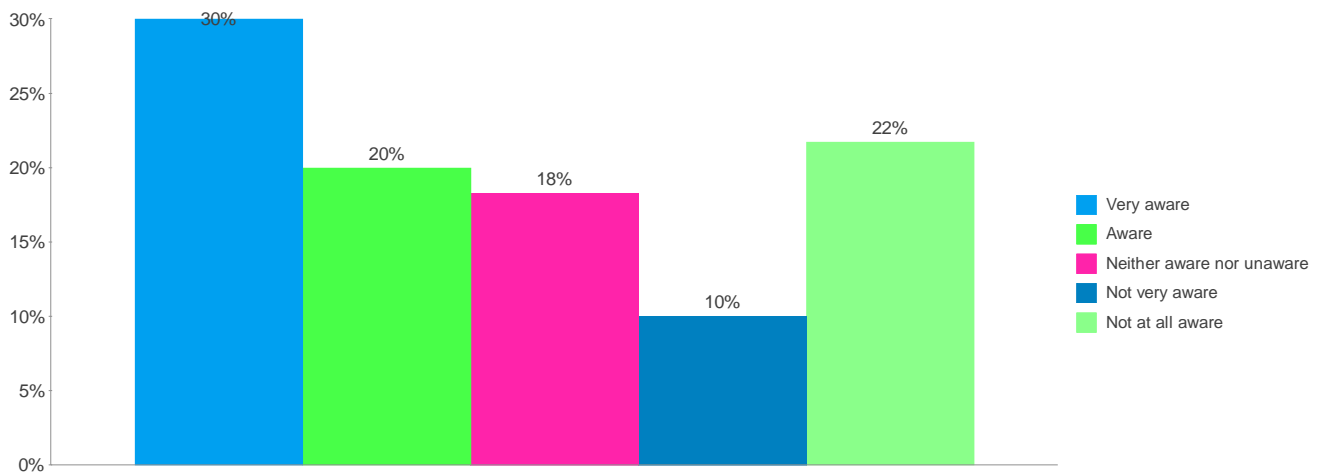
How aware are you of Lateral Flow service?



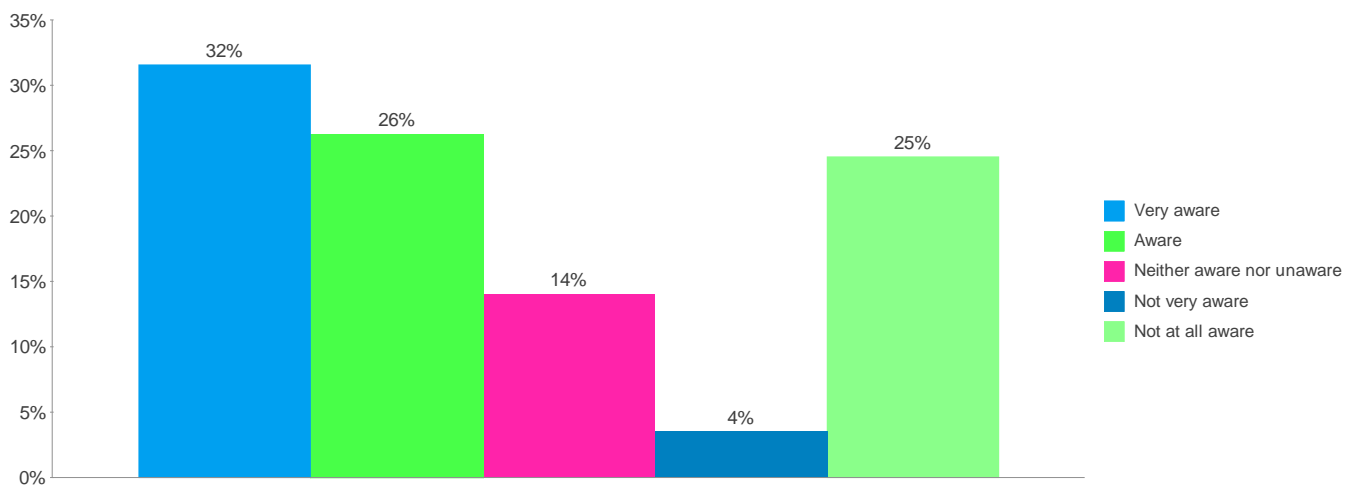
How aware are you of the new medicine service?



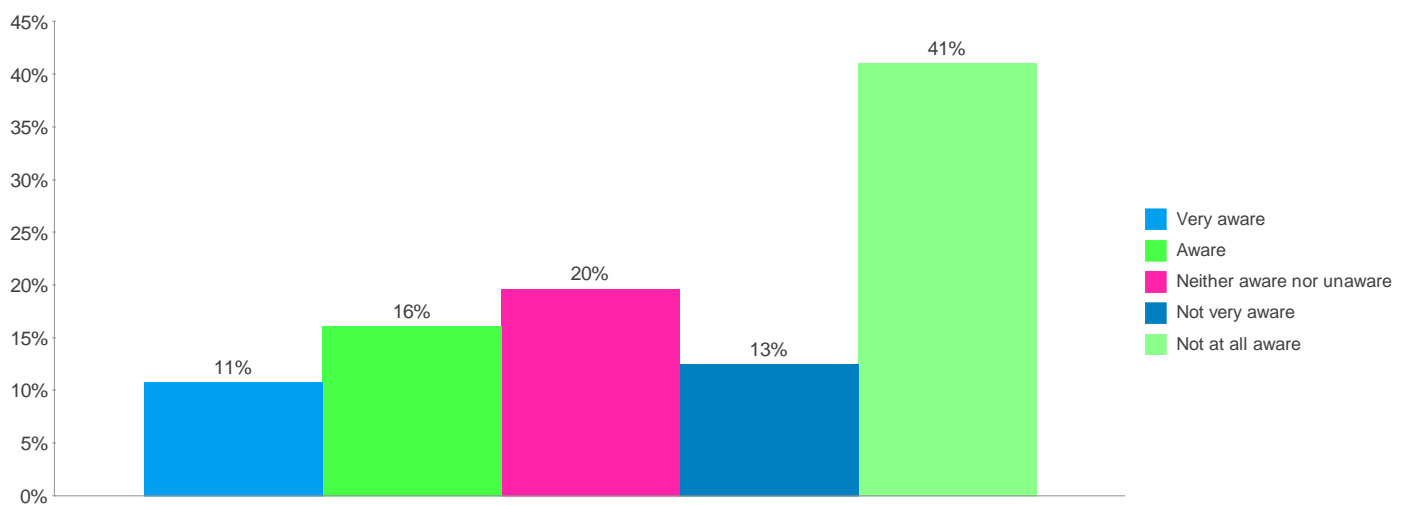
How aware are you of Pharmacy contraception service?



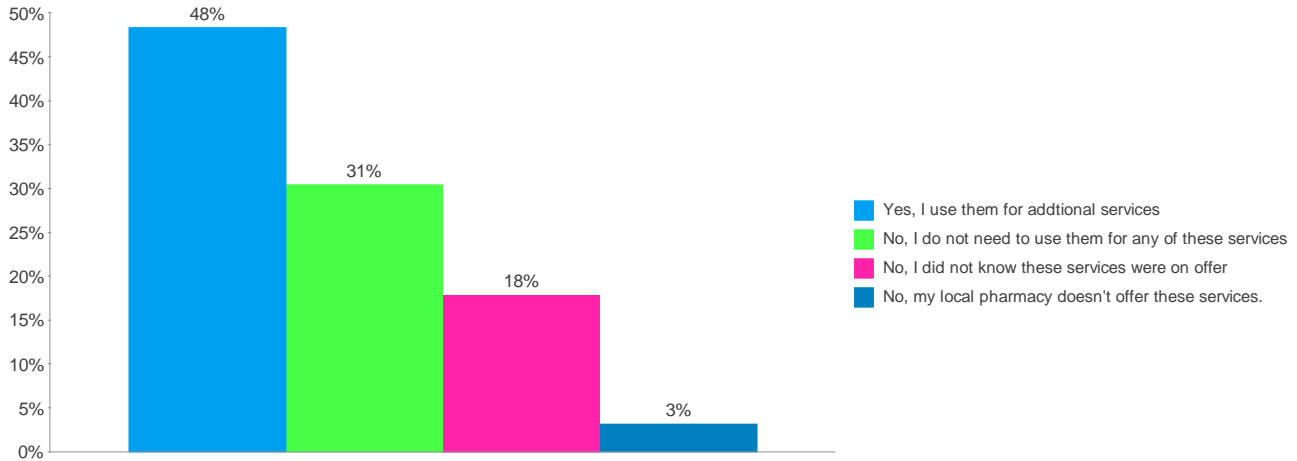
How aware are you of Pharmacy smoking cessation service?



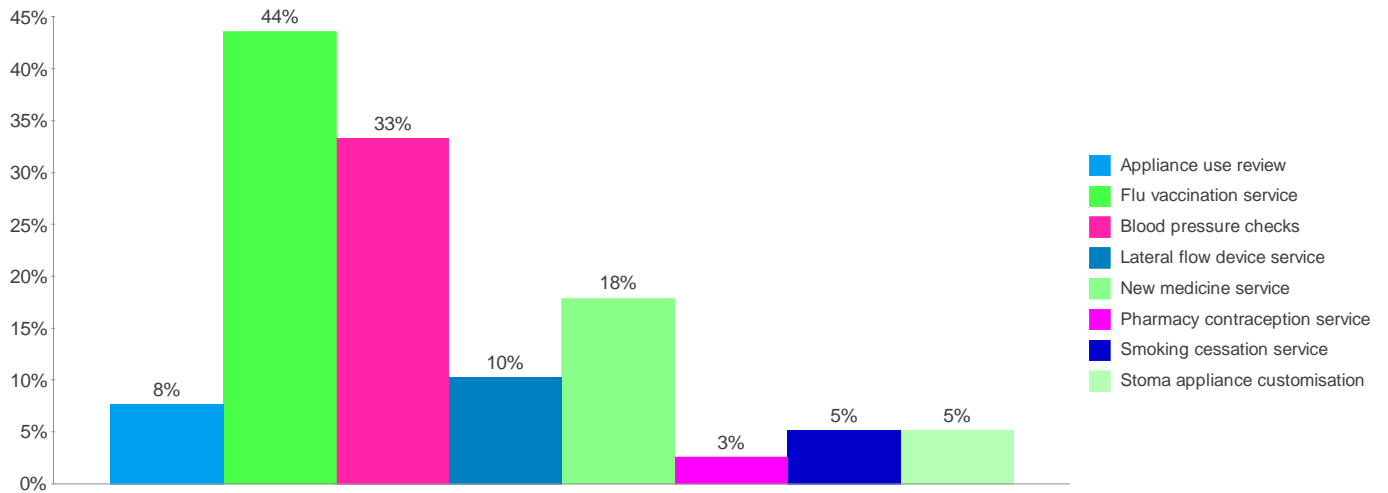
How aware are you of Stoma application customisation service?



Have you used your local Pharmacy for any additional services?



Which services did you use?



Conclusion

The knowledge of Pharmacy First was variable amongst people who took part in the survey with a quarter of people saying that they had heard of the service and knew a lot about it, but conversely a fifth of people said that they knew nothing about the service at all.

Awareness of the services offered through Pharmacy First was variable with over half of people saying that they knew about the service for infections in children and young people, however less than half of people knew about the other ailments that can be treated through Pharmacy First. Awareness of other services offered through community pharmacies was also variable, but more people were aware of the flu vaccination service and blood pressure checks than other services offered.

For those who had used the Pharmacy First service, satisfaction with the service was high with 83% of people saying that it was very good or good and commenting that it was a friendly and efficient service that reduced the need for a GP appointment.

Recommendations

Whilst awareness of Pharmacy First as a service was relatively high, the levels of knowledge of what ailments it covered was relatively low. Therefore, it is recommended that more should be done to communicate the details of what the service is able to provide.

Share your Walsall Health and Social Care services experiences by getting in touch by using our services review platform "Have Your Say" on our website. Link: <https://tinyurl.com/3778j3ps>



**Committed
to quality**

We are committed to the quality of our information. Every three years we perform an in depth audit so that we can be sure of this.

healthwatch
Walsall

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