



Pharmaceutical Needs Assessment (PNA) 2025: An Insights Report

May 2025

healthwatch
East Riding of Yorkshire

Contents

Disclaimer.....	3
About Healthwatch	4
Why this Subject?	5
Aims and Objectives	6
Methodology.....	7
Data Review.....	12
Conclusion	31
Next Steps	31
Acknowledgements.....	32
Appendices.....	33

Disclaimer

All the views, opinions, and statements made in this report are those of the residents who participated in our survey.

The analysis of this report included the experiences of individuals of the East Riding of Yorkshire region in relation to their use of Pharmaceutical Services.

Due to this, the perception may not fully reflect the actual quality and availability of Pharmaceutical Services in the East Riding. Although, it is the opinion of the participants whose information Healthwatch East Riding of Yorkshire have collected.

About Healthwatch East Riding of Yorkshire

Healthwatch provides an independent voice for the residents of the East Riding of Yorkshire. We listen to people's lived experiences of health and social care services and report these experiences back to service providers. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.



Our vision

Equitable Health and Care services that meet the needs of every person within our community.



Our mission

To give every person in East Riding of Yorkshire the opportunity to have their voices heard and empower them to play an active role in shaping services in their community.



Our values are:

- We are proud to be **independent**, and not afraid to speak up and **challenge decisions** that do not meet the needs of our communities.
- We operate a culture of **transparency** and **openness**, ensuring we are accountable to the communities in which we serve.
- Our work is **evidence** based – led by **public voice** and need.
- We are **collaborative**, working with organisations that share our vision of **equitable health and care services** that meet the need of every person within our communities.
- **Partnering** with the Government, health and care services and the voluntary and community sector to make care better whilst retaining our independence.

Why this Subject?

Since 1st April 2013, the Health and Social Care Act 2012 has tasked Health and Wellbeing Boards (HWBBs) with publishing Pharmaceutical Needs Assessments (PNAs) every three years. The East Riding of Yorkshire HWBB published its last PNA for 2022-2025 and has issued 19 Supplementary Statements by December 2023, which will be included in the next PNA (2025-2028). The National Health Service Regulations 2013 mandates a 60-day public consultation on the draft PNA.

The Healthwatch teams of each region and city across the country have a statutory role in contributing to the PNA. Our contribution at Healthwatch East Riding of Yorkshire (HWERY) is to gather the voices of Pharmacy users across the county to formulate an overview of the public's experiences when using pharmaceutical services. With the data gathered, strategic decisions can be made in relation to Pharmacy provision by Public Health when shaping the future of pharmaceutical services.

Aims and Objectives

- Offer an opportunity to residents of East Riding to share their experiences of using Pharmacies to contribute to the Pharmaceutical Needs Assessment (PNA) 2025.
- Create awareness of good practice in Pharmacies across the East Riding region.
- Acknowledge areas of improvement in Pharmacies, with the pharmacy users' voices tailoring the future of the services.

Methodology

Public Engagements

HWERY spoke with local residents when attending public engagements and meetings across the region. An opportunity for these individuals to share their experience anonymously was provided.

A HWERY representative was available at the following public engagements to discuss and document any experiences or feedback relating to the use of pharmacies.

- Market Weighton Group Practice
- King Street Medical Centre
- The Medical Centre, Station Avenue, Bridlington
- Rowlands Pharmacy Bridlington
- King Street Medical Centre
- The Hinge Centre, Bridlington
- Bishop Burton College
- Hornsea Sixth Form
- Haltemprice Leisure Centre
- Goole Leisure Centre

Members of the public at these engagements and meetings were also made aware that they could complete the paper or online survey in their own time. The free post address was available for participants of the paper survey to make use of.

Paper Version of the Survey

The paper version of the survey was taken to all public engagements across the region, where the public were given the option to complete it in this format rather than the online method.



Online Survey

An online survey was designed and distributed to increase accessibility of patient engagement. For a direct link to the online survey, a QR code was generated and attached to the promotional posters that were designed and shared with organisations across the region.

The link for the survey was shared across all of the HWERY social media platforms, including Facebook, Instagram, TikTok, and LinkedIn.



Please see appendices 1.0 for a completed version of the online survey.

Digital Promotion

The lead Healthwatch representative for the PNA, Rhianna Smith, presented to the East Riding Population Health Community of Practice group the main objectives of the PNA 2025 and Healthwatch's involvement. Key stakeholders and health and social care colleagues were present in this group, where the PNA survey link was shared with them to distribute amongst their colleagues and on relevant social media platforms.

Also shared across the HWERY social media platforms was an informative and educational slideshow, giving insight to viewers about what the PNA is and how their involvement is beneficial.

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East Riding of Yorkshire

Are you a resident of East Riding of Yorkshire?

We want to hear from you!



Help shape the future of pharmacy services in your community today by completing the PNA 2025

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East Riding of Yorkshire

What is the Pharmaceutical Needs Assessment (PNA) 2025?

- A system wide **strategic assessment** that Public Health must do every three years
- The aim is to **align pharmacy provision with community needs** to help shape the future of the pharmaceutical services in that community- in this case, East Riding of Yorkshire.

Healthwatch East Riding of Yorkshire's involvement



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East Riding of Yorkshire

Our contribution to the PNA (2025)

We aim to gather as many responses to the **Pharmacy User Survey** as possible.

This will allow for the **best representation of the public voice** about engaging with pharmaceutical services across the region.

Complete a survey today by following this website:
<https://healthwatcheastridingofyorkshire.co.uk/pna-2025/>

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East Riding of Yorkshire

For any questions or enquiries...

Contact us:
Telephone:
01482 665 684

Email:
enquiries@healthwatcheastridingofyorkshire.co.uk

Website:
www.healthwatcheastridingofyorkshire.co.uk

Highlights of Findings

In total, 221 responses were gathered from residents of East Riding of Yorkshire. This included both online and in-person respondents. The '55-64' age group was the highest responding age category for the survey.

The main topics that were highlighted across many of the survey respondents consisted of accessibility to pharmacies, convenience of parking, extended hours of pharmaceutical services, and speed of service delivery.

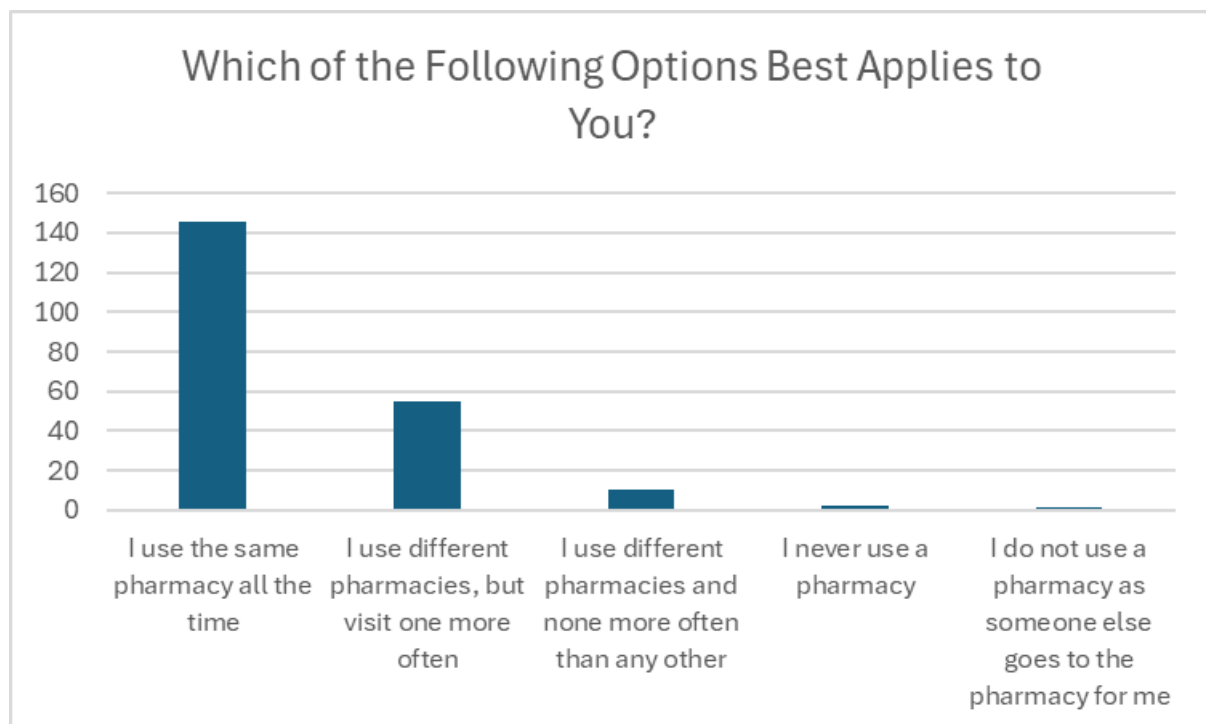
Data Review

“Which of the Following Options Best Applies to You?”

The survey asked individuals this question to create an overview of respondents’ general use of pharmacies.

146 respondents (68%) chose the “I use the same pharmacy all the time”, with 1% of people who responded choosing the “I never use a pharmacy” option.

Please see the graph below to view the total number of answers to each option.

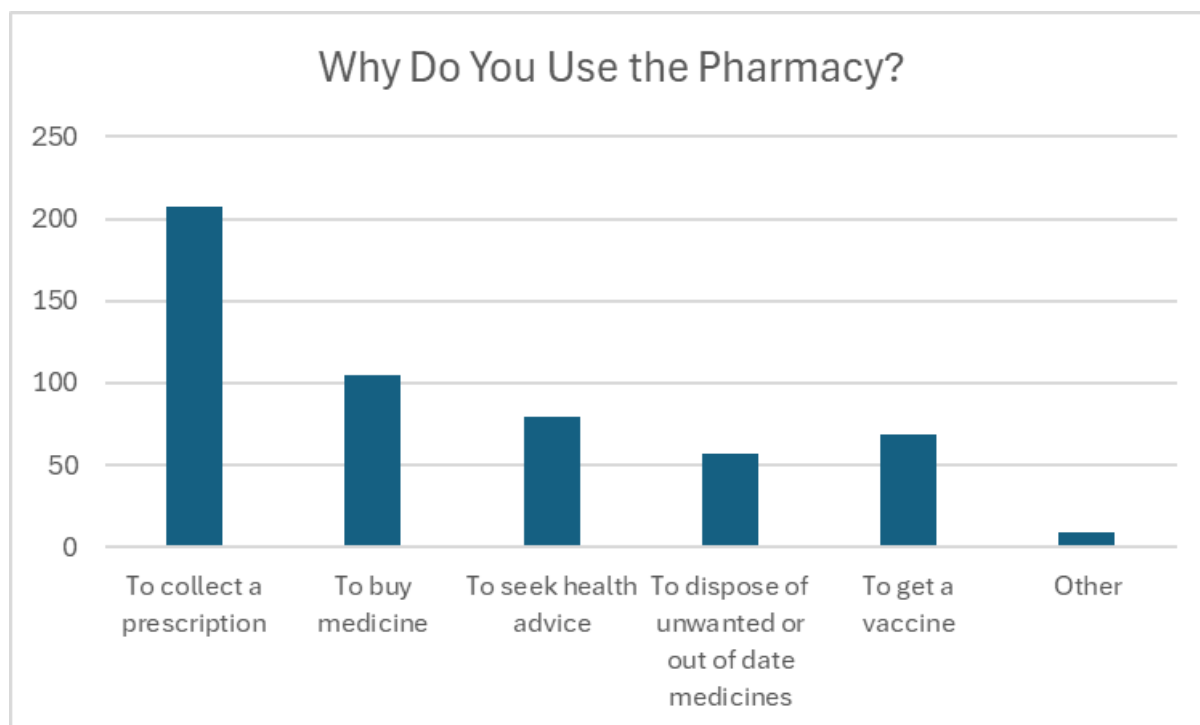


“Why Do You Use the Pharmacy?”

This question was asked to gather the reasons why people use the pharmacy. Respondents were asked to select all the options that applied to them for this question.

A total of 207 individuals selected the “to collect a prescription” option, which equates to 39% of respondents. This was followed by the next highest response rate to the “to buy medicine” option, with a total of 105 responses (20%).

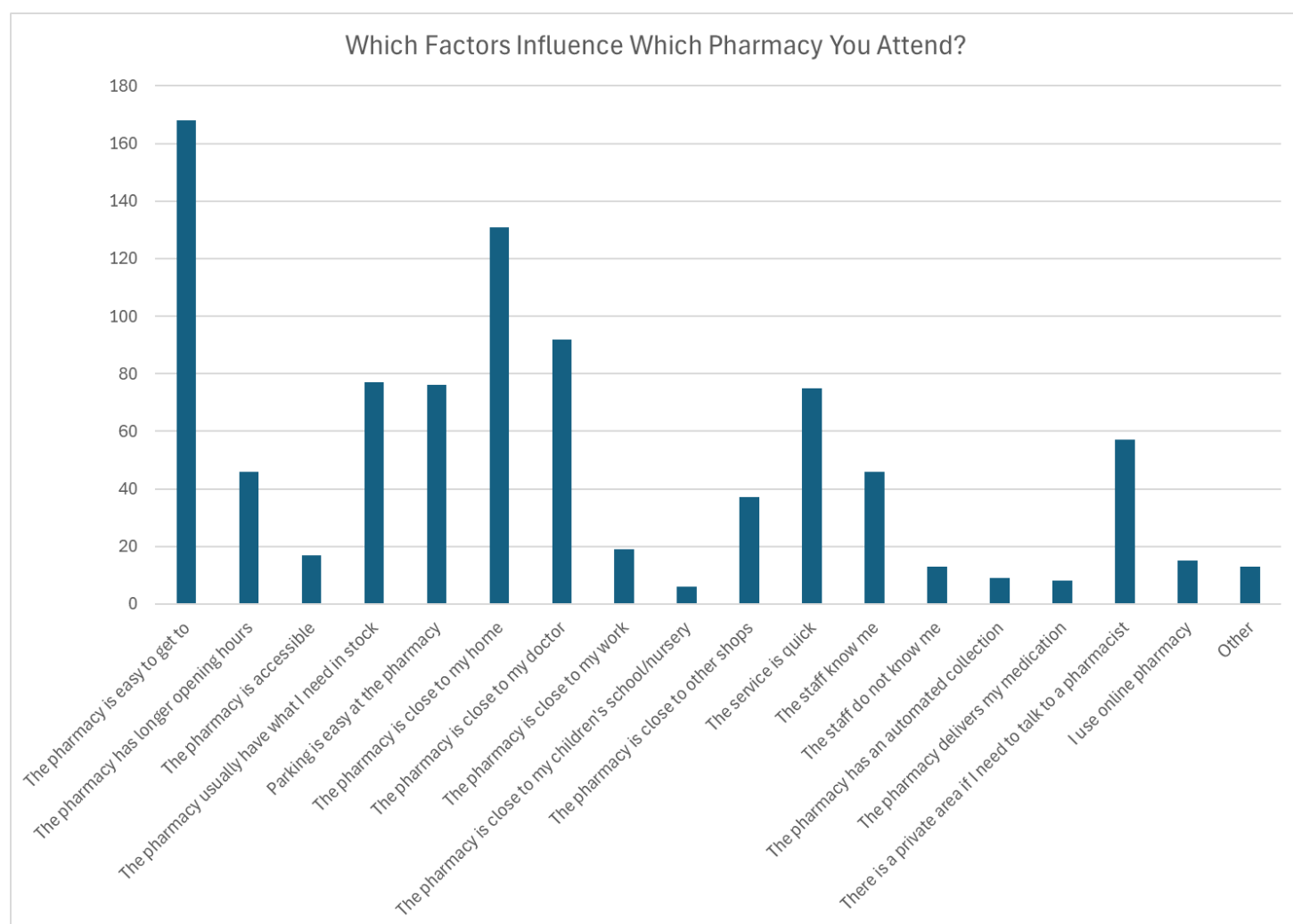
For a full account of the responses to each option, please see the graph below.



“Which Factors Influence Which Pharmacy You Attend?”

To understand the uptake of the public’s engagement with Pharmacies in East Riding, respondents of the survey were asked about the influencing factors of their choice in Pharmacy.

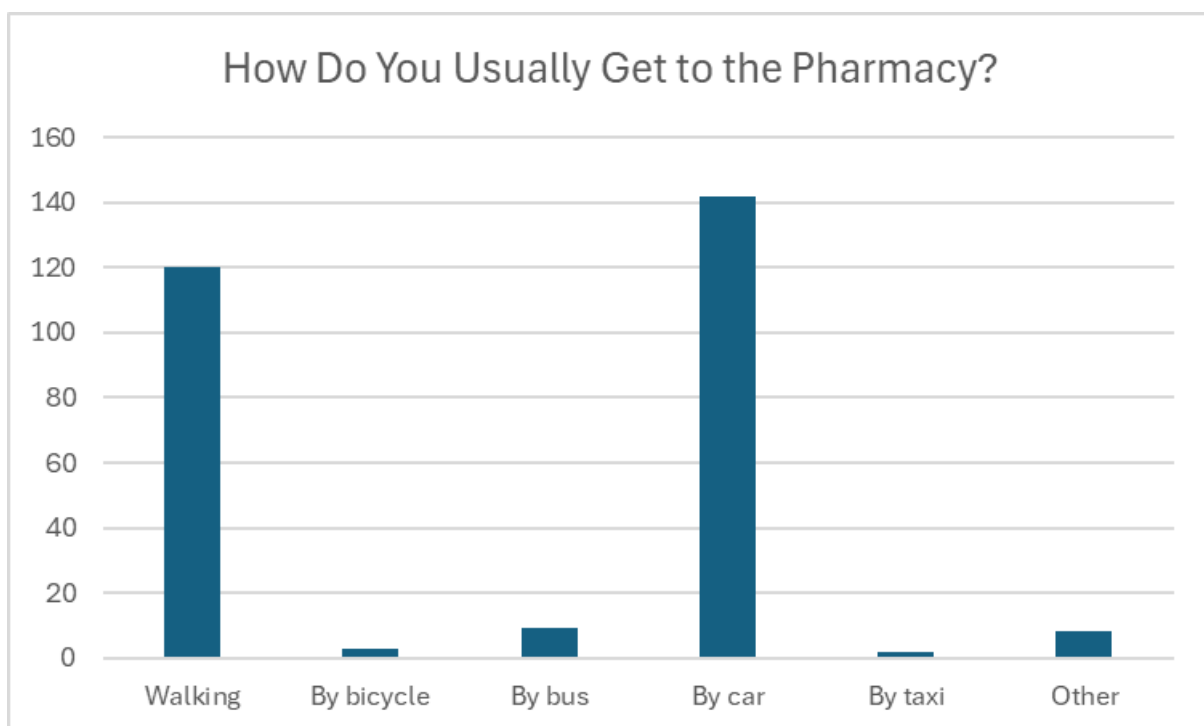
The graph below shows that 168 people (19%) are influenced by the ease of access in getting to their pharmacy. Many respondents chose the “Parking is easy at the pharmacy”, which reiterate the ease of attending a pharmacy influences engagement of the service.



There was a total of 131 responses (14%) for the “The pharmacy is close to my home” option, suggesting the value that residents have for being located within a close vicinity of a pharmacy. Additionally, this may contribute to the ease of attending the pharmacy with less considerations for things such as travel or parking.

“How Do You Usually Get to the Pharmacy?”

Respondents were asked “How do you usually get to the pharmacy?”, as a way to understand levels of accessibility to pharmacies and the preferred types of transport for attending this healthcare service.



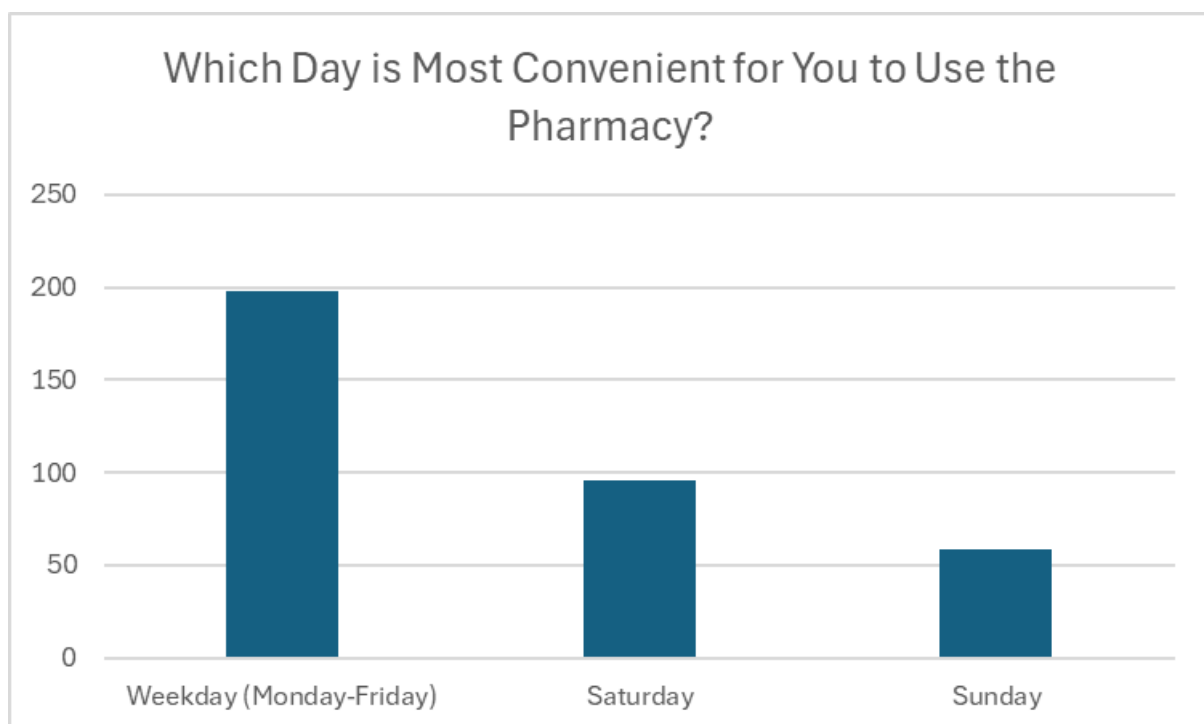
A total of 120 responses (40%) chose the “Walking” option, with a further 142 responses (50%) choosing the “By car” option. This supports other responses

from previous questions in relation to ease of access such as geographical location of a pharmacy and the availability of parking.

“Which Day is Most Convenient for You to Use the Pharmacy?”

When asking respondents about their preferred day to use the pharmacy, they were given a choice of three options: “Weekday (Monday-Friday)”, “Saturday”, “Sunday”. Respondents were able to choose more than one option for this question.

198 people (56%) chose the Weekday option, and a following 96 (27%) chose the Saturday option. This can be seen in the graph below.

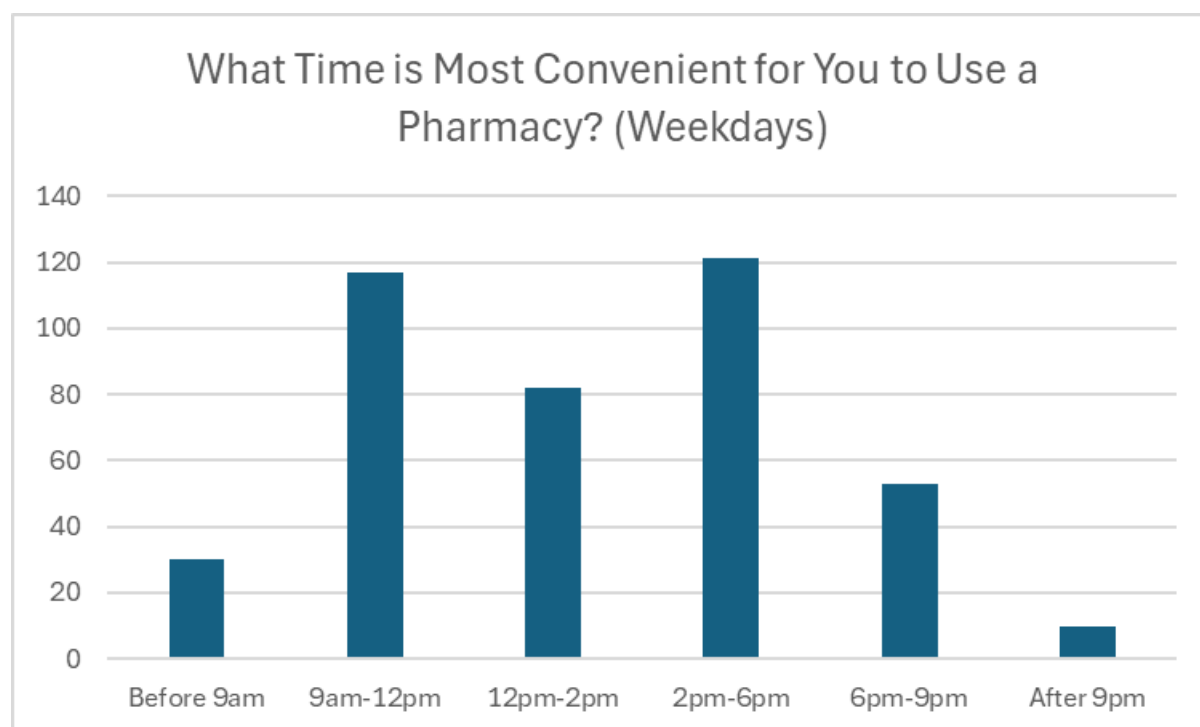


“What Time is Most Convenient for You to Use a Pharmacy?”

Weekdays (Monday-Friday)

The survey asked individuals who had selected “Weekdays (Monday-Friday)” as an answer to the previous question, what their preferred time to use to Pharmacy was. Respondents were able to select more than one answer to this question.

Please see the graph below for a complete overview of chosen options to this question.

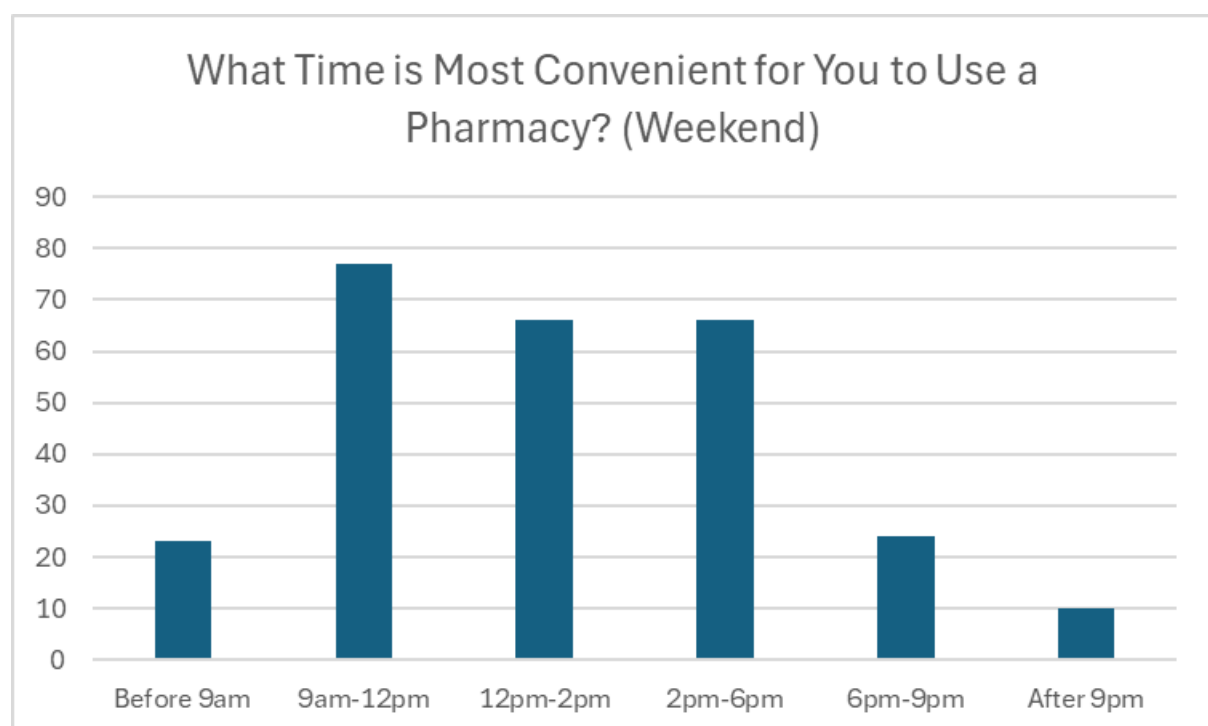


Most responses to this question were to the “2pm-6pm” option, with a total of 121 responses (29%). This was closely followed by the “9am-12pm” option, where a total of 117 respondents (28%) chose this option.

With respondents choosing the options “Before 9am” and “After 9pm”, equating to a total number of 40 responses, it can be suggested that there is a demand for extended services beyond the usual opening times.

Weekend (Saturday, Sunday)

Individuals who said that their most preferred day of the week to attend a Pharmacy was a weekend (Saturday, and Sunday) were asked what time is most convenient. Respondents were able to choose multiple answers to this question, where all responses can be seen in the graph below.



Most people chose the “9am-12pm” option, with a total of 77 responses (29%). For the options “12pm-2pm” and “2pm-6pm”, there was a total of 132 responses, equating to 50% of responses to this question.

Similar to the question about preferred times during the week, there were many respondents who chose the extended hours options, with a total of 57. This supports the previous suggestion that there is a demand for pharmacies to open their services beyond the usual opening times.

“Is There a More Convenient and/or Closer Pharmacy that You Don’t Use?”

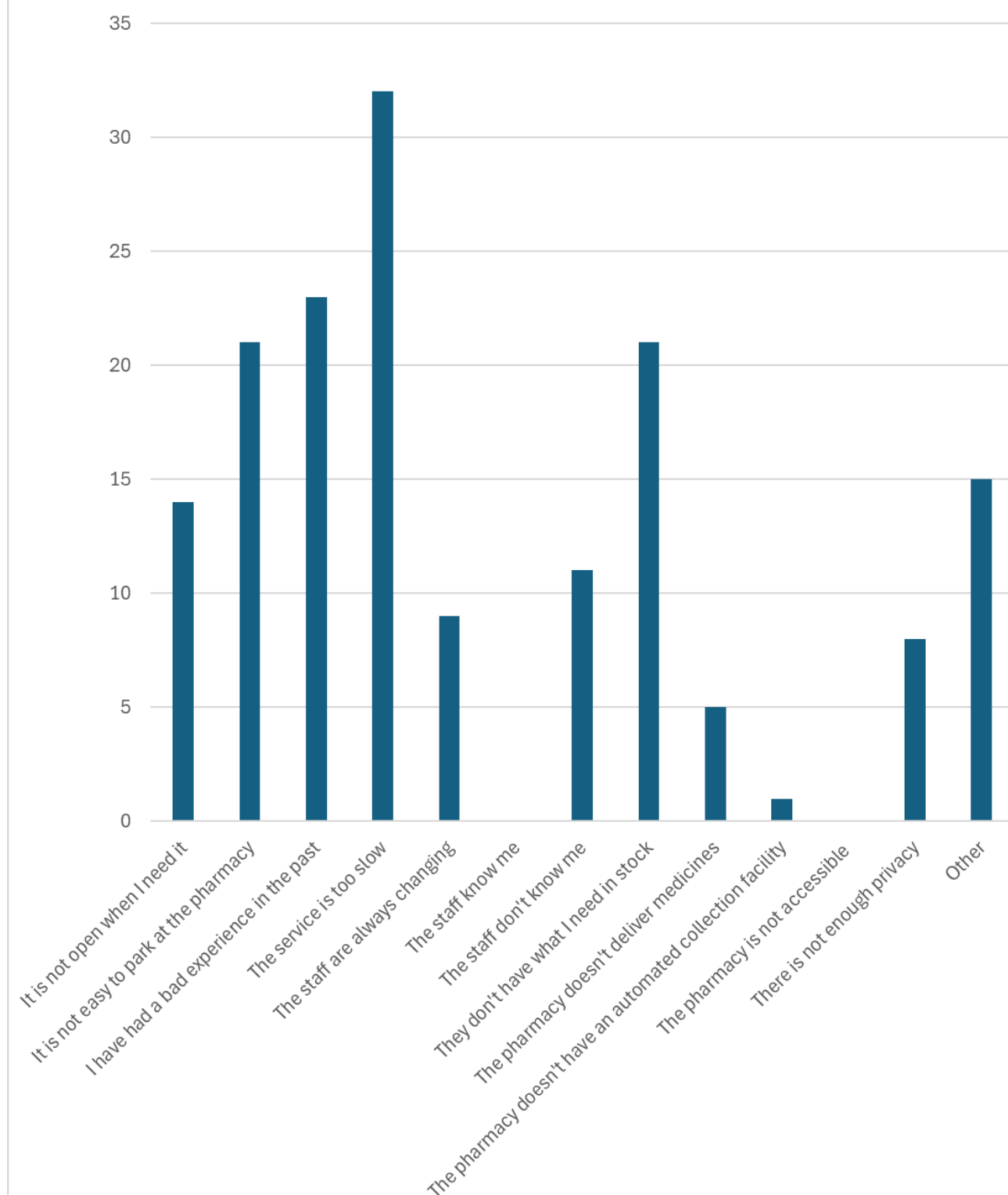
There was a total number of 60 individuals who said “Yes”, when they were asked if there was a more convenient and/or closer pharmacy that they do not make use of.

From these individuals, they were asked “Which of the following factors are why you don’t use that pharmacy?”. Respondents were able to choose more than one option to this question.

32 responses (20%) were calculated for the “The service is too slow” option. “I have had a bad experience in the past” was the second most chosen option, with 23 responses (14%). Accessibility to parking and lack of stock for what the pharmacy user needs accumulated to a total of 42 responses (26%).

Please see the graph on the next page for an overview of responses to this question.

Which of the Following Factors Are Why You Don't Use That Pharmacy?



“Is there any Further Information that You Would Like to Share with Us About the Local Pharmacies?”

Respondents were given a free text box to share any further information about local pharmacies in East Riding. The following quotes are some of the responses that were received.

For all of the responses to those who chose to answer this question, **please refer to the appendices 2.0.**



“Staff are very busy. Sometimes we have to wait appreciable amounts of time for prescriptions to be made up. We greatly appreciate the service.”



“The closure of the two other Cottingham pharmacies has put unbearable pressure on the remaining business. It’s heartbreaking to see the abuse the staff receive, plus the endless queues of elderly people waiting for their prescriptions.”



“I find the GP pharmacy very efficient for monthly medication and use the one in South Cave or Beverley for advice/vaccinations”





"Pharmacies of the future need to be accessible for a 24-hour service, covering care at home or close to home therefore reducing the patient's risk of a hospital crisis admission..."



"Very long wait times at both Boots pharmacies in Pocklington. Staff are brilliant but evidently, they struggle with capacity to deliver to the rising number of residents in the area. Often don't have the stock needed."



"I use a pharmacy which I am happy with apart from disabled access (which is poor) at Marton Road Pharmacy"

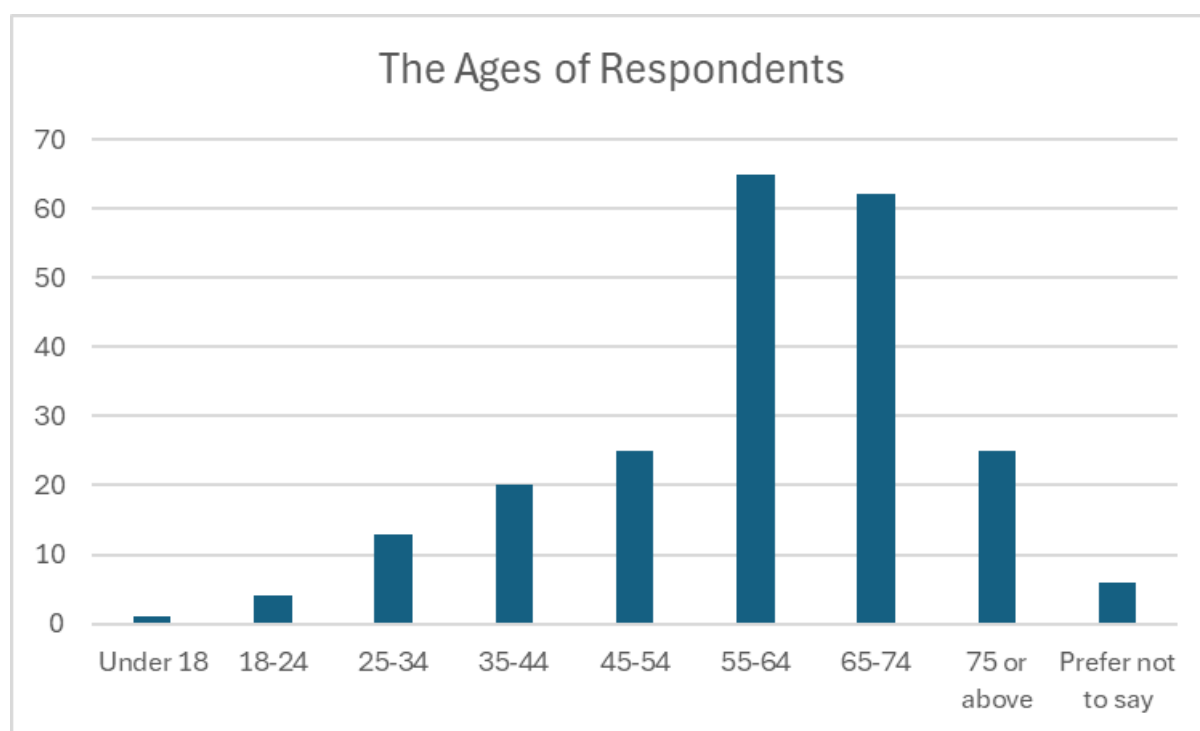


"Serious shortage of pharmacy provision in Cottingham. Only one now when there used to be three all of which were usually busy. The queues at the remaining one are horrendous at times especially if the pharmacist is called away for a consultation."



Age Demographics

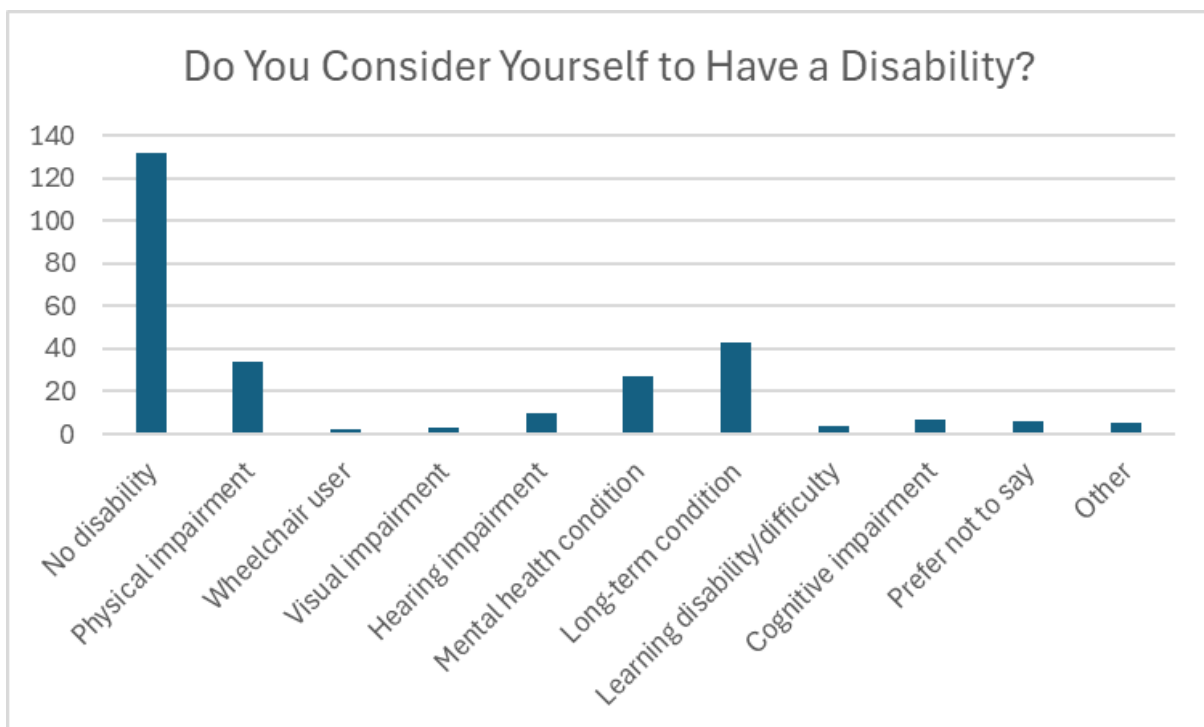
The graph below shows the different age categories of the residents who took part in sharing their experiences with Pharmaceutical Services.



There was a total of 65 respondents in the age category 55-64 years of age, which accounted for 29%. This was followed by the 65-74 age category, where 28% of respondents told us that they were in this age group. The lowest uptake of survey responses was gathered from individuals of the Under 18 age category, with one response.

“Do You Consider Yourself to Have a Disability?”

The survey asked respondents, “Do you consider yourself to have a disability?”. The results of this question can be seen in the graph below, where respondents could select all the relevant options that applied to them.

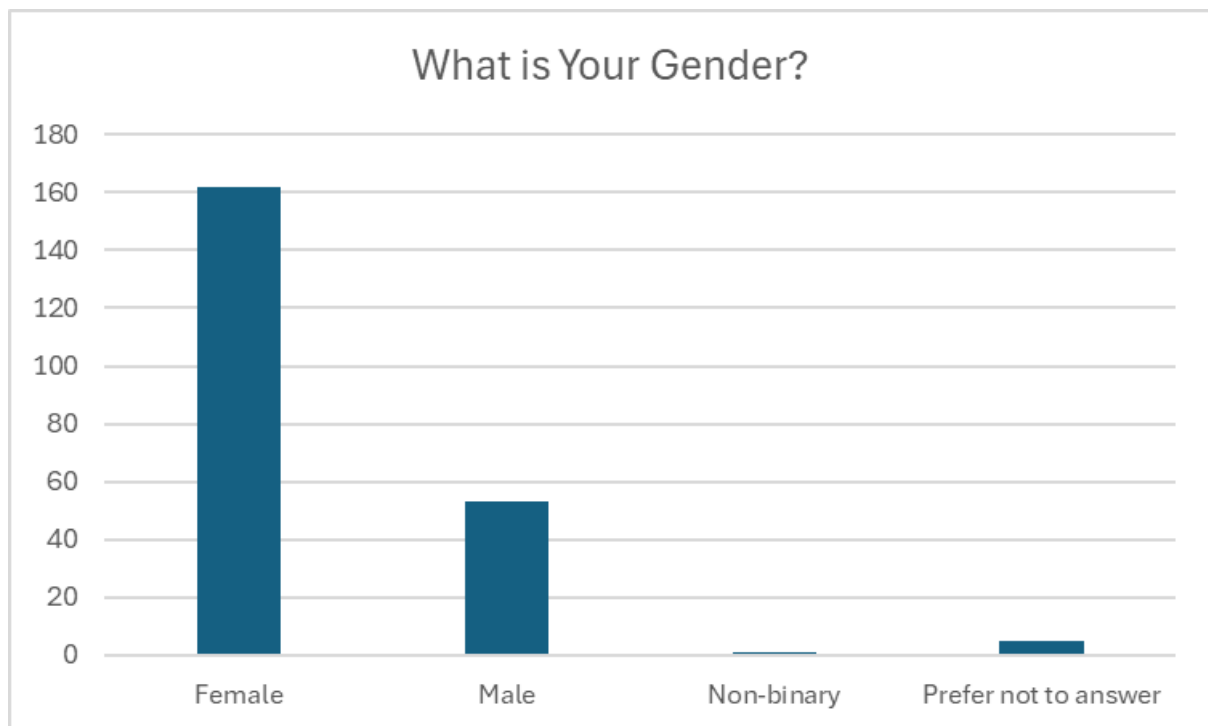


There was a total of 132 responses (48%) for those who chose “No disability”. The next highest total was seen to equate to 43 responses (16%) for the “Long-term condition” option, which referred to conditions such as diabetes and chronic heart disease.

5 responses (2%) were provided for the “Other” option. When respondents were asked to elaborate on this response, they included: Functional Neurological Disorder, Hypothyroidism, Intermittent Aphasia, Severe Asthma, and Asthma.

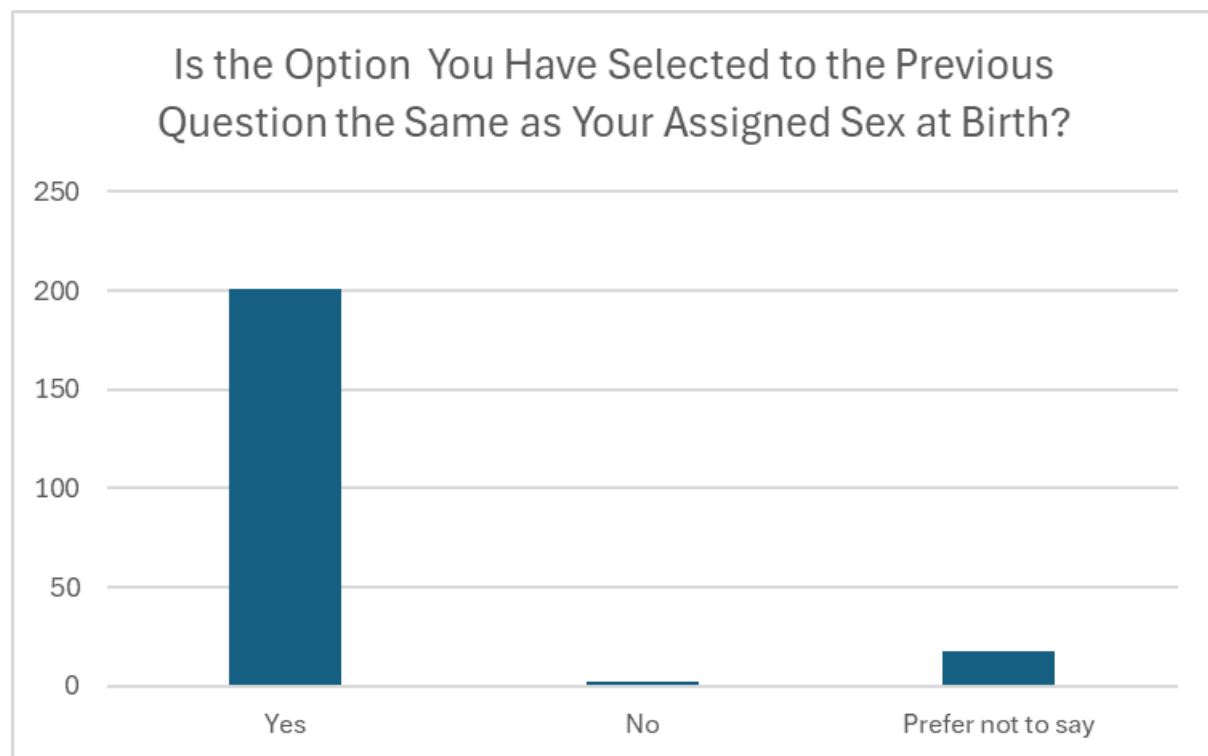
“What is Your Gender?”

Respondents to the survey were asked, “What is your gender?”, where the options of “Female”, “Male”, “Non-binary”, “Prefer not to answer”, and “Other” were provided. Below is a graph showing the data of this question.



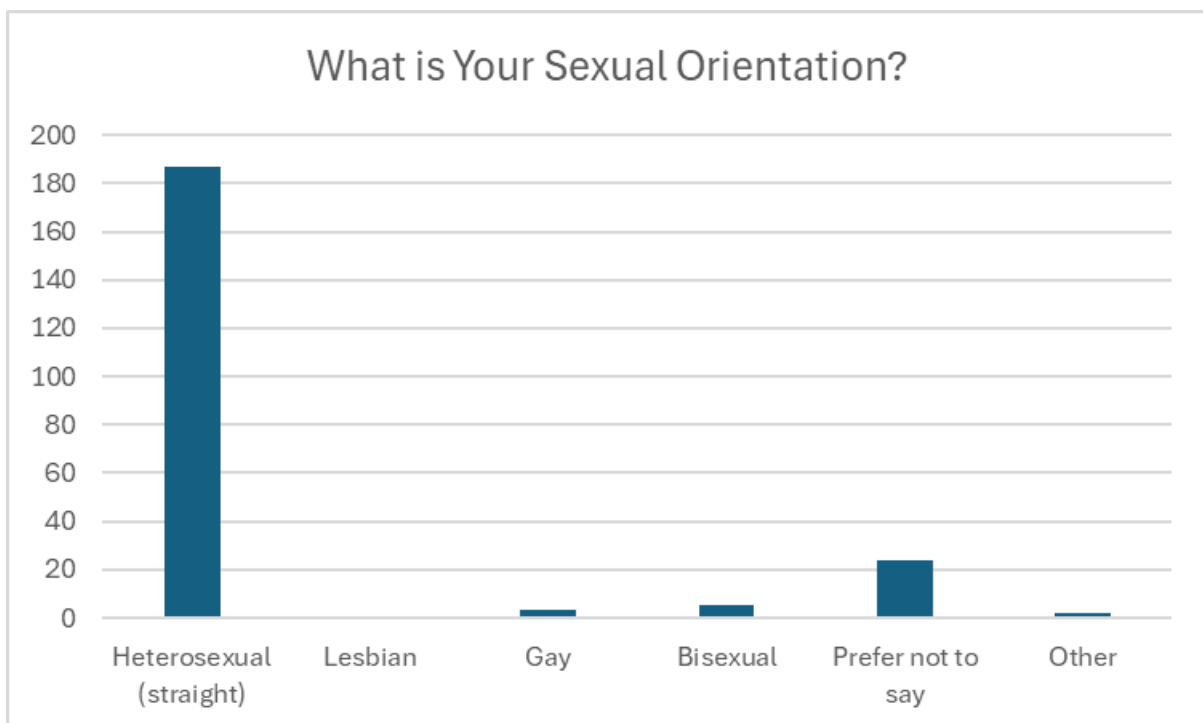
There was a total of 162 female respondents, 53 male respondents, and 1 non-binary respondent. This left a remainder of five respondents who chosen the “Prefer not to answer” option. None of the individuals who engaged with this survey chose the “Other” option.

The survey then asked individuals, “Is the option you have selected to the previous question the same as your assigned sex at birth?”, where the number of responses to each option can be visualised in the graph below.



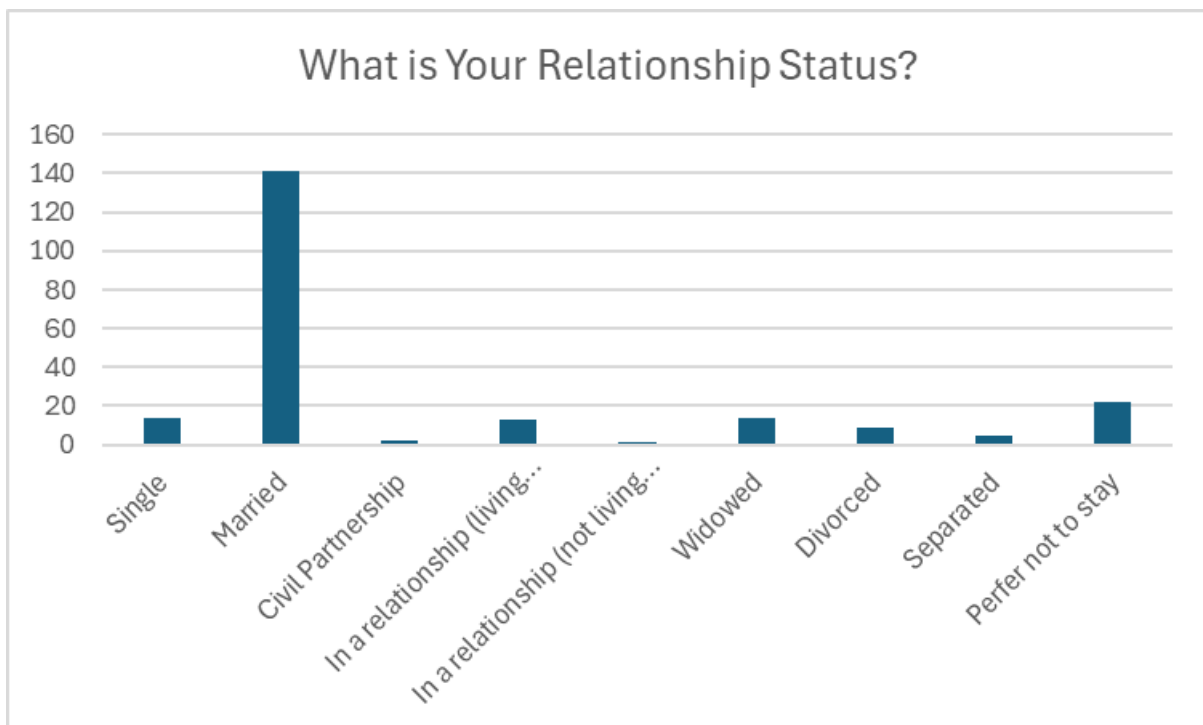
“What is Your Sexual Orientation?”

As seen in the graph below, the majority of respondents said that they were “Heterosexual (straight)”. Two people chose the “Other” option, where the responses “Asexual”, and “non-sexual” were used to describe what their choice was.



“What is Your Relationship Status?”

To gather more insight into the demographics and the population of people that responded to the survey, respondents were given a question about their current relationship status.

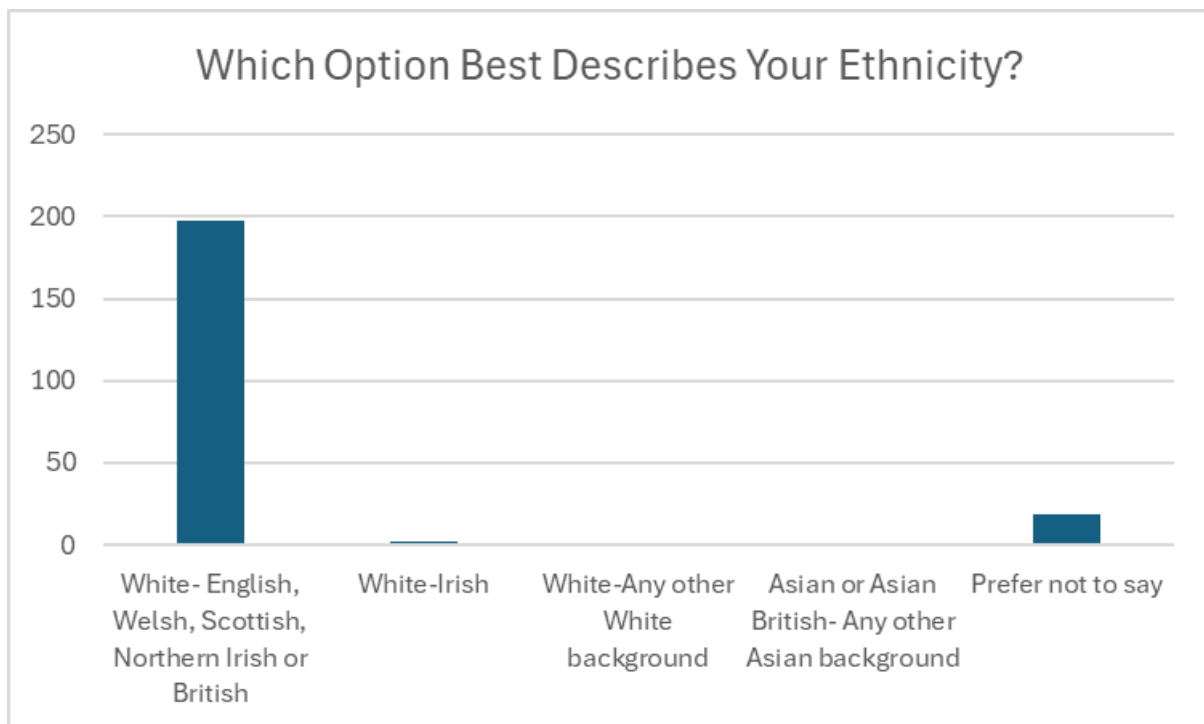


The above graph shows the number of responses for each option of the question about relationship status.

“Which Option Best Describes Your Ethnicity?”

The survey asked respondents “Which option best describes your ethnicity?”. 197 respondents (90%) chose the “White- English, Welsh, Scottish, Northern Irish or British”. 19 people (9%) selected the “Prefer not to say” option.

Please see the graph for all of the other responses to this question.



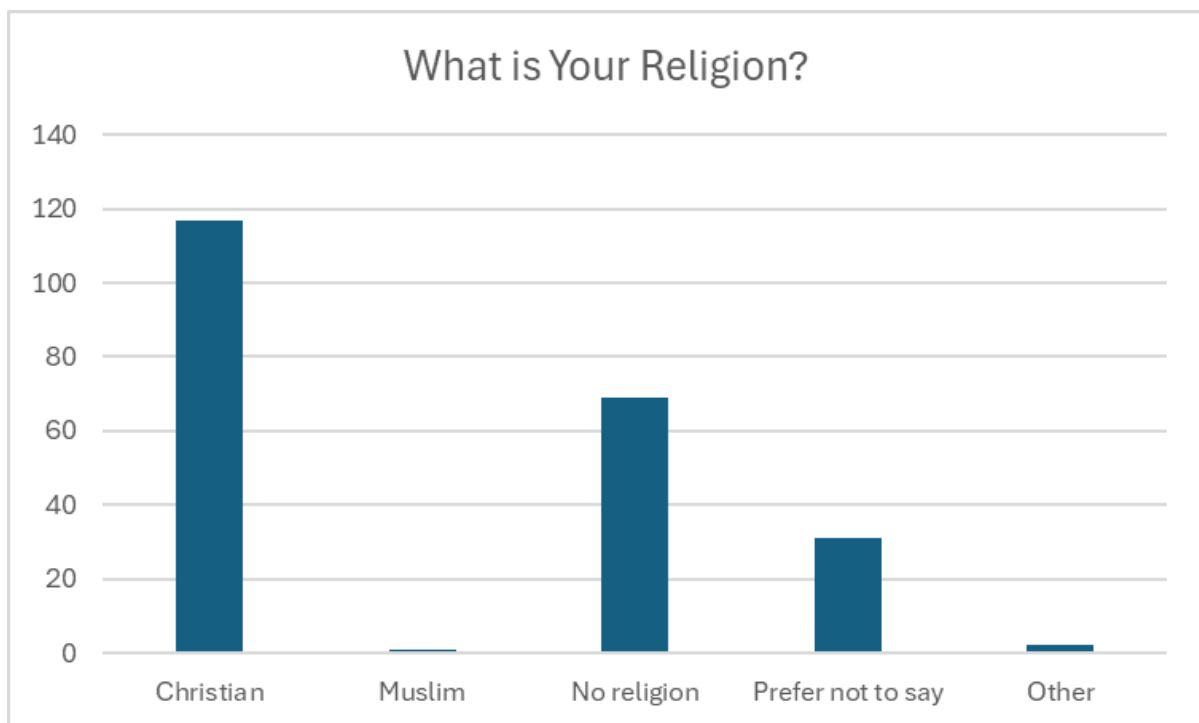
“What is Your Religion?”

Respondents were asked to select the answer about what their religion is from the following options: “Christian”, “Muslim”, “Buddhist”, “Sikh”, “Jewish”, “Hindu”, “no religion”, “prefer not to say”, and “other”.

Two individuals responded to this question with the “Other” option, where their answers included “Greek Orthodox” and “Catholic”.

There was a majority number of responses to the “Christian” option, with a total of 117 (53%).

See below the graph for a summary of results to this question.



Conclusion

The collected data was a valuable way to gather a better understanding of accessibility of pharmaceutical services in the area, listening directly to the voices of lived experience. The information showed that residents use pharmacies to primarily collect prescriptions but also attend to seek health advice, vaccinations, and disposing of unwanted medicines. There were many respondents who attend the pharmacy by walking and car; therefore, it can be suggested that engagement with pharmacies is more likely when they are easy to get to and have adequate parking available.

Next Steps

The data gathered in this insights report will be **fed back to the PNA steering group**. This public engagement data will be included in the finalised PNA 2025 document, which will be **presented to the East Riding Health and Wellbeing Board** for approval in June 2025.

Acknowledgements

Healthwatch East Riding of Yorkshire would like to give recognition and our appreciation to **the residents of East Riding** who completed the survey and shared their experiences to help gather a better understanding of Pharmacy use in the region. The patient voice of our communities allows for relevant organisations to hear firsthand about what is working well, and which areas have room for improvement.

Healthwatch East Riding of Yorkshire would like to thank the **organisations** who helped promote our Pharmacy User Survey to increase patient engagement as much as possible.

Appendices

1.0. Online Survey

Pharmaceutical Needs Assessment (PNA) – Pharmacy User Questionnaire

Step 3 of 4

75%

Introduction

Pharmacies have an important role in providing quality healthcare. These questions are about pharmacies, often referred to as chemists, where you would visit to collect a prescription or purchase medicines that don't require a prescription. This includes both in person and online pharmacies. Hospital pharmacies, areas of a pharmacy that you can purchase cosmetic or general products, and general shops that you can buy medicines such as paracetamol should not be included in this survey. Since 1st April 2013, the Health and Social Care Act 2012 has tasked Health and Wellbeing Boards (HWBBs) with publishing Pharmaceutical Needs Assessments (PNAs) every three years. The East Riding of Yorkshire HWBB published its last PNA for 2022–2025 and has issued 19 Supplementary Statements by December 2023, which will be included in the next PNA (2025–2028). The National Health Service Regulations 2013 mandates a 60-day public consultation on the draft PNA.

Which of the following options best applies to you? *(Required)*

Please select one of the following options.

- ☐ I use the same pharmacy all the time
- ☐ I use different pharmacies, but visit one more often
- ☐ I use different pharmacies and none more often than any other
- ☐ I do not use a pharmacy as someone else goes to the pharmacy for me
- ☐ I never use a pharmacy
- ☐ Other

Other

Why do you use the pharmacy? *(Required)*

Please select all that apply.

- ☐ To collect a prescription
- ☐ To buy medicine
- ☐ To seek health advice
- ☐ To dispose of unwanted or out of date medicines
- ☐ To get a vaccine
- ☐ To use other pharmacy services

What factors influence which pharmacy you attend? *(Required)*

Please select all that apply.

- ☐ The pharmacy is easy to get to
- ☐ The pharmacy has longer opening hours
- ☐ The pharmacy is accessible for example, wheelchair access
- ☐ The pharmacy usually have what I need in stock
- ☐ Parking is easy at the pharmacy
- ☐ The pharmacy is close to my home
- ☐ The pharmacy is close to my doctor
- ☐ The pharmacy is close to my work
- ☐ The pharmacy is close to my children's school/nursery
- ☐ The pharmacy is close to other shops
- ☐ The service is quick
- ☐ The staff know me
- ☐ The staff do not know me
- ☐ The pharmacy has an automated collection facility
- ☐ The pharmacy delivers my medication
- ☐ There is a private area if I need to talk to the pharmacist
- ☐ I use an online pharmacy
- ☐ Other

How do you usually get to the pharmacy? *(Required)*

Please select all that apply.

- ☐ Walking
- ☐ By bicycle
- ☐ By bus
- ☐ By car
- ☐ By taxi
- ☐ Other

Which day is most convenient for you to use a pharmacy? *(Required)*

Please select all that apply.

- ☐ Weekday (Monday-Friday)
- ☐ Saturday
- ☐ Sunday

During a weekday (Monday–Friday), what time is most convenient for you to use a pharmacy? *(Required)*

Please select all that apply.

- ☐ Before 9am
- ☐ 9am–12pm
- ☐ 12pm–2pm
- ☐ 2pm–6pm
- ☐ 6pm–9pm
- ☐ After 9pm

During a weekend, what time is most convenient for you to use a pharmacy? *(Required)*

Please select all that apply.

- ☐ Before 9am
- ☐ 9am–12pm
- ☐ 12pm–2pm
- ☐ 2pm–6pm
- ☐ 6pm–9pm
- ☐ After 9pm

Is there a more convenient and/or closer pharmacy that you don't use? *(Required)*

- ☒ Yes
- ☐ No

Which of the following factors are why you do not use that pharmacy? *(Required)*

Please select all that apply.

- ☐ It is not open when I need it
- ☐ It is not easy to park at the pharmacy
- ☐ I have had a bad experience in the past
- ☐ The service is too slow
- ☐ The staff are always changing
- ☐ The staff know me
- ☐ The staff don't know me
- ☐ They don't have what I need in stock
- ☐ The pharmacy doesn't deliver medicines
- ☐ The pharmacy doesn't have an automated collection facility
- ☐ The pharmacy is not accessible for example, wheelchair access
- ☐ There is not enough privacy
- ☐ Other

Is there any further information you would like to share with us about the local pharmacies? *(Required)*

Next

What is your age? *(Required)*

Please select one of the following options.

- ☐ Under 18
- ☐ 18–24
- ☐ 25–34
- ☐ 35–44
- ☐ 45–54
- ☐ 55–64
- ☐ 65–74
- ☐ 75 or above
- ☐ Prefer not to say

Do you consider yourself to have a disability? *(Required)*

- ☐ No disability
- ☐ Physical impairment e.g. mobility issues
- ☐ Wheelchair user
- ☐ Visual impairment e.g. being blind
- ☐ Hearing impairment e.g. being deaf
- ☐ Mental health condition e.g. depression
- ☐ Long-term condition e.g. diabetes, chronic heart disease
- ☐ Learning disability/difficulty e.g. dyslexia
- ☐ Cognitive impairment e.g. autistic spectrum disorder
- ☐ Prefer not to say
- ☐ Other

What is your gender? *(Required)*

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Prefer not to answer
- ☐ Other

Is the option you have selected to the previous question the same as your assigned sex at birth? *(Required)*

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

What is your sexual orientation? *(Required)*

- ☐ Heterosexual (straight)
- ☐ Lesbian
- ☐ Gay
- ☐ Bisexual
- ☐ Prefer not to say
- ☐ Other

Other

What is your relationship status? *(Required)*

- ☐ Single
- ☐ Married
- ☐ Civil Partnership
- ☐ In a relationship (living together)
- ☐ In a relationship (not living together)
- ☐ Widowed
- ☐ Divorced
- ☐ Separated
- ☐ Prefer not to say

Which option best describes your ethnicity?

- ☐ White- English, Welsh, Scottish, Northern Irish or British
- ☐ White- Irish
- ☐ White- Gypsy or Irish Traveller
- ☐ White- Any other White background
- ☐ Mixed- White and Black Caribbean
- ☐ Mixed- White and Black African
- ☐ Mixed- White and Asian
- ☐ Mixed- Any other mixed background
- ☐ Asian or Asian British- Indian
- ☐ Asian or Asian British- Pakistani
- ☐ Asian or Asian British- Bangladeshi
- ☐ Asian or Asian British- Chinese
- ☐ Asian or Asian British- Any other Asian background
- ☐ Black or Black British- Caribbean
- ☐ Black or Black British- African
- ☐ Black or Black British- Any other Black background
- ☐ Arab
- ☐ Prefer not to say
- ☐ Other

Other

What is your religion?

- ☐ Christian
- ☐ Muslim
- ☐ Buddhist
- ☐ Sikh
- ☐ Jewish
- ☐ Hindu
- ☐ No religion
- ☐ Prefer not to say
- ☐ Other

Other

Previous

Submit

2.0. Is There any Further Information You Would Like to Share with Us About the Local Pharmacies?

"The one on the high street has closed and now we just have one that is on a housing estate. It's fine for me, but a lot of people (especially elderly) won't be able to get to it very easily due to the distance (if they don't drive)."

"Was recommended to the one I use after being let down by boots"

"Long queue and medicines not always ready"

"I question the confidentiality of my nearest pharmacy so no longer use it."

"I'd like them to let me know when my prescription is ready"

"The pharmacy I use because it is closest to me is not accessible for disabled, it has broken steps to reach the platform where the pharmacy is sited. I will have to drive to a pharmacy further away when I can no longer manage the steps"

"It used to be better when prescription was automatic"

"Staff are very busy. Sometimes we have to wait appreciable amounts of time for prescriptions to be made up. We greatly appreciate the service."

"Use pharmacy next to GP for repeat meds and town centre pharmacy for health advice"
"The service in general is horrendous. Often takes 2 weeks, they never have stock (I don't need 'unusual' items), the queues are very long, they seem to be run very inefficiently."
"Very professional, friendly, very helpful (Boots, Drifffield). Always help with questions-don't understand what the doctor has prescribed. I like that they know you and explain things better than the doctor. You don't get enough time at the doctors."
"Takes too many days from a repeat prescription being approved by the doctor to it being ready at the pharmacy"
"I still go to the pharmacy closest to my doctors because they know my needs well. There are others closer to me, but I prefer that one."
"All normally very helpful"
"They're all good, nothing is too much trouble"
"The local pharmacy is inefficient, often doesn't stock basic prescription meds, i see them frequently telling people that they cannot fill part of the prescription, they have huge delays, they send a message when they receive the prescription but never tell me when it's ready, so I often have to call in multiple times for my medication."
"They don't have the capacity to support the exponential growth in the Town"
"2 Boots pharmacies within a mile of each other. Constantly under-or poorly staffed."
"I sought medical advice today from the pharmacist at Boots Chemist in York and was prescribed a remedy for my problem."
"Processing of prescriptions takes a long time."
"Cottingham has gone from 3 pharmacies to one in recent times. I had to change to one on Bricknell Avenue as I didn't have the time to wait in line at the remaining pharmacy. Then that one got too busy and now I use the one at my local Morrisons, which is well staffed, well stocked and has short queues"
"Helpful and approachable staff"

<p>"The staff are very stressed and over worked. Repeat prescriptions are rarely on time because the town is now too big for the size of the pharmacy."</p>
<p>"The pharmacy is usually extremely busy on many occasions they haven't had what my husband or I gave needed always a massive que"</p>
<p>"The pharmacies in the area struggle with obtaining stock, the pharmacy I have to use because my family can help me collect it, but they are always getting my prescription wrong. The prescriptions are being filled in Leeds and then brought to the chemist shop, they are never checked correctly and when there are missing items often the one item that needs to be given correctly this creates a problem because the stock onsite is very limited.</p> <p>The nearer pharmacy are also no viable for me because I work full time and when I get a lunch break so does the pharmacist which means I do not have the support needed because the pharmacy is always shut and unfortunately despite the local pharmacist's being boots (there are 3 within 10-15 minute walk) I cannot go to them because the pharmacist all have the same lunch times instead of staggering them for the reasons that I have highlighted.</p> <p>There are no pharmacists open at the weekend near me. Boots are open but often they do not have a pharmacist on duty."</p>
<p>"Need to be able to assist people with minor injuries/ illness like abroad"</p>
<p>"Some pharmacies are very poorly trained about the NHS app."</p>
<p>"I have confidence in the pharmacy that I use."</p>
<p>"It is mismanaged, no idea where the prescriptions were. Often thrown on floor whilst looking for them. Wrong scripts given. All happened after the chemist was brought out by another company. Previously it was a good chemist"</p>
<p>"Very happy with my pharmacy which has always met my needs and has friendly and helpful staff."</p>
<p>"Very long queues and long dispense times. Often don't have the right drug and have to call GP for an alternative."</p>

<p>"My nearest pharmacy (Thorngumbald) has been without a pharmacist since mid Feb which means that I need to go to Hedon to collect my prescriptions and parking is terrible there, especially as I can't walk far."</p>
<p>"There is a distinct lack of pharmacies which are open through the night. Even the pharmacy within Hull Royal Infirmary will shut while there is a long queue in the A&E department.</p> <p>The primary recommendation for round the clock stock is Witham, in which the pharmacy is located on a very confusing and busy junction with limited and dangerous parking (if not familiar).</p> <p>Doctors don't appear to have an idea of the stock levels at local pharmacies, therefore more niche drugs are the responsibility of the patient to ring around the city to source.</p> <p>More technology or an online platform needs to be created which allows the patient to input a code or something which will link to a pharmacies stock.</p> <p>I would recommend a text message service from the pharmacy stating your item is ready to collect, similar to parcel deliveries, this will avoid the countless calls asking if their item is ready."</p>
<p>"Very helpful and friendly"</p>
<p>"The pharmacy I use opens at 9am. An 8.30am opening time would better suit those of us who start work at 9am."</p>
<p>"Not enough for the amount of people in Cottingham"</p>
<p>"I would use a different pharmacy if I could because my local one is so slow - I can easily wait 40 minutes to an hour just to collect a repeat prescription and they never prepare anything ahead of time, even if the script was sent by the doctor 10 days previously, they'll have to make it up then and there"</p>
<p>2Only 1 pharmacy in our nearest village as 2 others have closed, and consequently the 1 left is so busy that getting prescriptions on time is hard, especially when you work full time, so opening hours aren't suitable."</p>
<p>"The pharmacy cos3st to me is inefficient with constant long queues. Many people believe it is because it's the only pharmacy in the village</p>

however it has been the same throughout and since Covid, when 2 other pharmacies were open also. The layout is poor which contributes. The hours are 9-6 Mon to Sat which contributes as working individuals struggle to access the service during these times."
"We desperately need a second large pharmacy in Cottingham. One establishment is not enough for the size of Cottingham"
"Staff are worked very hard. Appreciative of the good ones!"
"As now the only pharmacy in the area, it is very, very busy, the staff are under pressure through the sheer number of prescriptions they do"
"Good parking next to my doctors and staff helpful"
"The pharmacies in our town (Pocklington) are both run by Boots, they are mostly empty of stock and the staff seem to struggle to keep up with demand. The monopoly isn't great for the town especially when they both offer consistently substandard service."
"Yes, Boots have a monopoly their practises are poor as are their systems. Never enough staff"
"I have recently changed to this pharmacy as it is much closer and more convenient than the previous one. Easier parking and, if necessary, staff will help carrying medication to the car."
"Having access to an approachable, and sympathetic pharmacist. I am also concerned about the already busy workload of pharmacists, who now have other diagnostic roles devolved to them from GPs. Having a pharmacy attached to or adjoining the GP surgery is ideal."
"The local pharmacy staff are very helpful and it's easy-to-get access to the pharmacist when you want some medical advice. They are great with helpful advice and dealing with urgent prescriptions when I have forgotten to order. My local pharmacy is in the same building as the doctor which is great, however it is out of town and there are no direct buses and it is quite a distance from the bus stop, which is prohibitive if you have mobility problems. They did have another shop in town but because of lack of money they have had to close that."
"Why go elsewhere you should always use your local pharmacy. Use it or lose it"

<p>"Only pharmacy we have in our village, serves all the local area. All other pharmacies are miles away which will cause travel issues if unable to drive. Our bus service is crap, one here and there."</p>
<p>"Our local pharmacy is a pivotal point in our community. We have a local volunteer group who work with the pharmacy to deliver customers medication to their homes if needed."</p>
<p>"These pharmacies are a must for those of us that need medication to feel at least close to normal. The issues I have are that medications I need are not always available."</p>
<p>"The closure of the two other Cottingham pharmacies has put unbearable pressure on the remaining business. It's heartbreaking to see the abuse the staff receive, plus the endless queues of elderly people waiting for their prescriptions."</p>
<p>"We only have one which always has a queue and quite often don't have it ready or don't have medicines in stock, so have changed to a chemist which I have to drive to"</p>
<p>"Attach repeat prescription form listing all my medication to the outside of the package – if picked up by others then they can see what meds I have and can deduce medical conditions this breaches my privacy so don't use them now all online"</p>
<p>"Delivers our medication good local pharmacy not part of a major chain"</p>
<p>"Quite often, I have one opportunity to visit the pharmacy on a given day, and on arrival they tell me that the pharmacist is out at lunch and therefore they will not hand over my prescription. This is plainly stupid."</p>
<p>"Staff are brilliant at station avenue"</p>
<p>"I find the pharmacy that I use to be very convenient as it is in the supermarket I use every week."</p>
<p>"Flu vaccination at our local Tesco pharmacy in Goole is always quick and easy, friendly service. Our local high street pharmacy Boots (Howden) does tend to be quite busy with a constant queue but always helpful and friendly staff when I do use it – simple to collect repeat prescriptions and ask for medical advice, particularly regarding our</p>

children. Would be handy to open before 9am with school runs/work but it's not a big issue. We are very lucky to have it."
"It does a fine job considering there I a population of about 20000 served by it and another which is rarely open and when it is rarely has a qualified pharmacist there"
"The local private pharmacy in Willerby Square is so much better organised than the previous Boots, the staff are now attentive, professional, and quick."
"Helpful and knowledgeable staff"
"East Riding pharmacy in Hedon is far more efficient, friendly and professional than Boots pharmacy in Hedon"
"On several occasions the medication is out of stock and the only solution is either going to an alternative site or back to the GP practice. On some occasions scripts have not been able to be given as there wasn't a pharmacist on site. Goole area."
"Elloughton Pharmacy is professional and friendly"
"I live in Cottingham. One Boots has closed. The Lloyds is now Jhoots. The service at Jhoots was dreadful and now its closed! That means after having 3 chemists in Cottingham we now have one Boots. The queues are dreadful and the service terrible. We desperately need another Chemist in Cottingham"
"Very efficient"
"Our village has one pharmacy now, the service is appalling, and the staff are not helpful. I have heard them being disrespectful to customers. However, if we don't use the facilities, we will lose the pharmacy and that will be very difficult for the elderly and disabled in our village."
"I use the pharmacy associated with my doctor's surgery"
"Staff in the Holmes pharmacy based at south cave surgery have been unnecessarily rude and unhelpful on multiple occasions."
"All times of the day a long queue"
"As I live in a rural area on a farm, I always have to travel to a pharmacy"

<p>"One is too small, very busy and rarely has stock in, the other never has stock in and even on electronic scripts, I have to wait about 4 hours to get basic antibiotics. Much easier with a paper script"</p>
<p>"They go above and beyond. Don't like hearing them being abused or blamed I'd there's a problem with the suppliers"</p>
<p>"There aren't enough. At present we only have one"</p>
<p>"They are so helpful and should have more support to enable them to ease the pressure on A&E and GP's."</p>
<p>"It is very difficult to get to see the GP but often a chat with a pharmacist helps and generally is no waiting time."</p>
<p>"Serious shortage of pharmacy provision in Cottingham. Only one now when there used to be three all of which were usually busy. The queues at the remaining one are horrendous at times especially if the pharmacist is called away for a consultation. People are encouraged to go to a pharmacy for certain treatments to ease the pressure on doctors, but this is just moving the problem somewhere else. With all the new builds in the area there should be the infrastructure in place to support the extra demand."</p>
<p>"There are no pharmacies where I live"</p>
<p>"The surgery that is nearer is too difficult to park at"</p>
<p>"My local pharmacy is clearly trying to do the best they can. But there is not enough staff and there are too many delays with products/prescriptions. This means grumpy customers who complain which cause further delays (I had to wait behind a customer who decided to complain to staff for 15mins when the staff member couldn't help them anyway because their prescriptions weren't ready for collection. Added waiting time for everyone and horrible experience for staff too. More staff would have meant this could have been dealt with more quickly.) I also frequently get messages saying my prescription is delayed and to wait for a follow up message which will tell me it's ready. Two weeks later I still haven't heard so I call in and the prescription is ready, but I haven't</p>

had a message saying so. The automated system is clearly not working as it's supposed to!"
"The pharmacy I use is invaluable to the community. It's friendly and the staff are very knowledgeable and helpful."
"We don't have enough as prescriptions take 10 days from arriving from the Gp to been able to collect"
"The local pharmacy always has long queues and very often does not have my full prescription, which means that I have to go back and stand in a long queue again. There are often no assistants around, so I have to wait for one to appear."
"I find the GP pharmacy very efficient for monthly medication and use the one in South Cave or Beverley for advice/vaccinations"
"My local is friendly and adjacent to the medical practice. I trust the pharmacist and feel confident about any advice I seek."
"Not really but why did the boots in Market Weighton close"
"I am very happy with the pharmacy at the Ridings surgery in South Cave"
"There is only one in my area and although they do an amazing job given the demand, i feel the demand is too high and that unfortunately affects perception of their performance and service."
"Really good service from Pharmacy First last time - Allied Driffeld"
"Pharmacies need adequately funding to ensure their survival for the future. Service payments have gone down, and many pharmacies are struggling to survive."
"Pressure within pharmacy's is growing and wait times for PX collection is significantly affected. Poor links with GP surgeries patients are left to sort issues out such as medication shortages. Not enough out of hours provision linking into communities."
"Very long wait times at both Boots pharmacies in Pocklington. Staff are brilliant but evidently, they struggle with capacity to deliver to the rising number of residents in the area. Often don't have the stock needed."

"Pharmacies are always open when I need them and have always given me the correct medical advice best suited for my medical needs."
"The one I use is closest to me."
"Local Morrisons pharmacy is brilliant. Staff lovely and can't do enough to help despite being under pressure."
"My local pharmacy is convenient helpful and efficient. I get a text message when my prescription is ready for collection. The pharmacist can help with advice vaccinations and can treat some illnesses."
"I found the main pharmacy I use efficient and effective. A recent improvement included getting an email when my prescription is ready for collection."
"The one I attend gives excellent service"
"It's good that they are now beginning to offer services like ear syringing, health care in general. Medication guidance."
"Having to wait over 7 days to collect repeat medicines is unreasonable, especially when you can only order them a week before you run out. It can be very stressful not knowing if you will run out if critical meds. I have left 2 pharmacies due to them being unable to provide insulin."
"I use a pharmacy which I am happy with apart from disabled access (which is poor) at Marton Road Pharmacy"

<p>"Pharmacies of the future need to be accessible for a 24hour service, covering care at home or close to home therefore reducing the patient's risk of a hospital crisis admission.</p> <p>Quite often patients are prescribed medication to commence in hospital e.g. weekends, out of hours, bank holidays and don't have sufficient supply and discharge letters for changes in medication don't always get through to primary care in a timely manner, giving the G.P. & Pharmacies time to set up an electronic on-line service & dispensation.</p> <p>Too many patients complain about this but don't understand the processes in place and the time it takes for prescribed medication to be available.</p> <p>The nhs app doesn't allow for the flexibility of ordering prescription early for bank holidays, on when a patient needs extra due to vacation.</p> <p>With more local services and surgery at local hospital etc. There needs to be a flexible, accessible 24hour service for our population, the largest town in the East Riding of Yorkshire."</p>
"Privacy and confidentiality"
"My GP Practice nominated current pharmacy and sends repeat prescriptions directly to pharmacy which is very effective and reliable."
"Too busy, not enough staff"
"I live in Market Weighton. The only Pharmacy is at the GP practice. It is not on a public transport route & only accessible if I drive."
"Pharmacies need to have better checks that they can for fill their contractual obligations"
"There appear to be plenty of options for local pharmacies"
"Staff are always friendly and helpful. I can get all I need in my village pharmacy."
"Very long queues, often closed during the day, usually around lunchtime but sometimes at other times at random, and after waiting for a long time they often don't have items required. Staff are not always helpful or pleasant, but they are under extreme and constant pressure."
"Open Saturday even for half a day would be useful."
"We have great service from coop"

<p>“Easy to get to with parking and next door to doctors I use. They are friendly, helpful and because I have been using them for a number of years they know me.”</p>
<p>“The pharmacist I asked for advice was quite rude before advising me that no advice could be given as over 70.”</p>
<p>“It would be good if departments at local hospitals could transmit prescriptions to the local pharmacy rather than to the one on the hospital”</p>
<p>“Always a queue at Boots, King Street Cottingham. The only one now in Cottingham. Absolutely ridiculous for size of village.”</p>
<p>“Local pharmacy not open at weekends when doctors practice is closed”</p>
<p>There was one nearer that I used but it closed so now I use the one I do”</p>
<p>“More pharmacies and pharmacists required. Closures of other pharmacies mean long queues at our local pharmacy; the staff are struggling to cope with demand.”</p>
<p>“Since Walmart took over Boots the service has declined rapidly (we only have Boots in Pocklington). It can take a significant amount of time to get a prescription and the whole experience is not good for anyone with a chronic illness or disability.”</p>
<p>“Cottingham is now very poorly served by pharmacies. Many people have been forced to use online pharmacies or drive to other pharmacies in the local area. It is very important to have sufficient local pharmacies in a large and expanding village. Being able to collect medicines where you are known is important for older and vulnerable people.”</p>
<p>“In Cottingham we have recently gone from three to one pharmacy. The King St Boots struggles to serve and has not surprisingly has staffing issues at times due to stress. My bulky bimonthly repeat prescription usually takes 7 to 10 days to arrive. Jahoots pharmacy looks to be closed now.”</p>

<p>"Boots waiting times are terrible. There isn't a private area to ask anything. Everyone can hear your name and address. Jhoots are only open for 1 hour a day to dispense medication. As there are no pharmacists employed there. The staff all walked out."</p>
<p>"Boots waiting times are terrible. There isn't a private area to ask anything. Everyone can hear your name and address. Jhoots are only open for 1 hour a day to dispense medication. As there are no pharmacists employed there. The staff all walked out."</p>
<p>"There had been a number of occasions when they didn't have the medication I need. So decided to change to the pharmacy that always had the medication in stock."</p>
<p>"We had 2 boots chemist one closed and Lloyds got taken over by Jhoots which is now going to close which leaves one boots for the whole of the village."</p>
<p>"There's only one pharmacy in our town, so we don't have any choice but to get our prescriptions from there"</p>
<p>"Only one in town often very busy and not near town centre"</p>
<p>"My local staff are friendly and efficient. They give excellent service."</p>
<p>"The queues at Cottingham pharmacies are always too long. I prefer to telephone ahead to schedule my prescription collection then pick it up in the car."</p>
<p>"In Cottingham we used to have three pharmacies which was excellent for both choice and the size of Cottingham itself. Following the closure of Lloyds, Jhoots opened but they are inadequate and rarely have a pharmacist available. This has led to the Pharmacy being closed more often than not, local GPs rerouting patient prescriptions to Boots, the remaining establishment, and Boots closing their books to patients due to sheer capacity and inability to serve customers safely. For people like me who are disabled and don't drive as well as having complicated, often urgent medication lists this could be dangerous. We urgently need a second reliable pharmacy in the Cottingham area or pharmacies attached to the local surgeries themselves like others in the local area."</p>
<p>"Very busy pharmacy"</p>

<p>"The local pharmacy is a vital part of our community & should be supported to continue to provide a good, local service"</p>
<p>"I have had to start using Pharmacy2U because the waiting time for a repeat prescription to be dispensed and then standing in a very long queue once it ready for collection is ridiculous. We are down to just 1 Pharmacy in the Village is ridiculous."</p>
<p>"My local store, Market Street Pocklington, is extremely important to me as it saves me needing to catch a bus, on a regular basis, into York City centre to purchase items not stocked in the Pocklington town branch. I use my local branch on numerous occasions throughout the week."</p>
<p>"Until recently there were three pharmacies in our village. Now there is only one that has a regular pharmacist, so the queues are often very long."</p>
<p>"Not enough pharmacies"</p>
<p>"The pharmacy I use close for an hour at lunch which can be inconvenient."</p>
<p>"Local pharmacies are essential for any community. They need more resources to keep them open especially as they are now expected to provide other services such as vaccines and treatment for minor illnesses"</p>
<p>"Dr Sree Reddy has a let's say not so cosher arrangement with both west hill pharmacy and Marton Road pharmacy. West hill pharmacy is owned by Dr Reddy's Brother, Jaya and both there and Marton Road are linked to a Mr James Hesp and let's say it's not all above board."</p>



healthwatch

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