



# Warwickshire North Pharmacy Report

October 2024

**healthwatch**  
Warwickshire

# Introduction

Between July and September 2024 Healthwatch Warwickshire asked people across Warwickshire North about their experiences of using pharmacy.

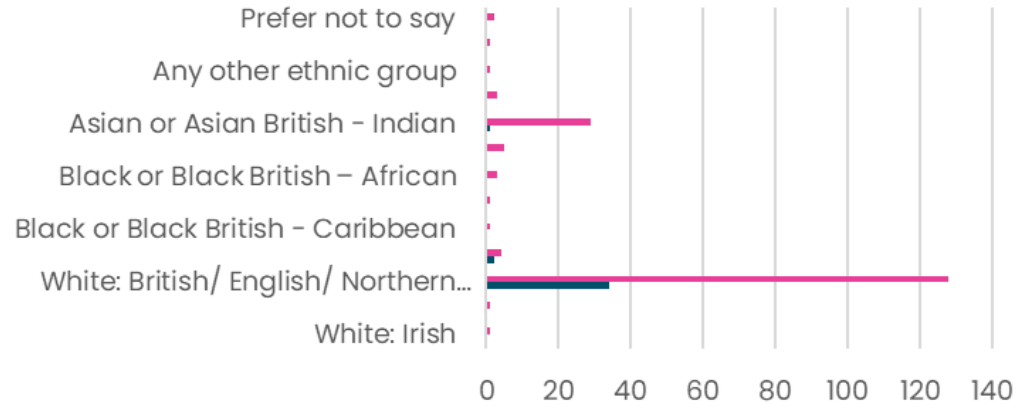
## Background

- Between December 2022 and March 2023 HWW received 352 pieces of feedback about prescriptions and pharmacies throughout Warwickshire. [Read our report here](#)
- In this 2024 targeted survey, we asked which pharmacies people choose to use, why, and how often they visit. We asked for people's experiences, including filling repeat prescriptions, hospital pharmacy and digital ordering. We asked about the understanding and experience of using Pharmacy First. Our **Rugby Pharmacy Report** and **South Warwickshire Pharmacy Report** have both been published. [Read the reports here.](#)
- We had **217 responses** from Warwickshire North residents (37 from North Warwickshire and 180 from Nuneaton & Bedworth). 129 people told us they have a Long-Term Condition, 48 that they have a disability, 32 that they are a carer, 9 that they are an Armed Forces Veteran, and 5 that they are a serving member of the UK Armed Forces.

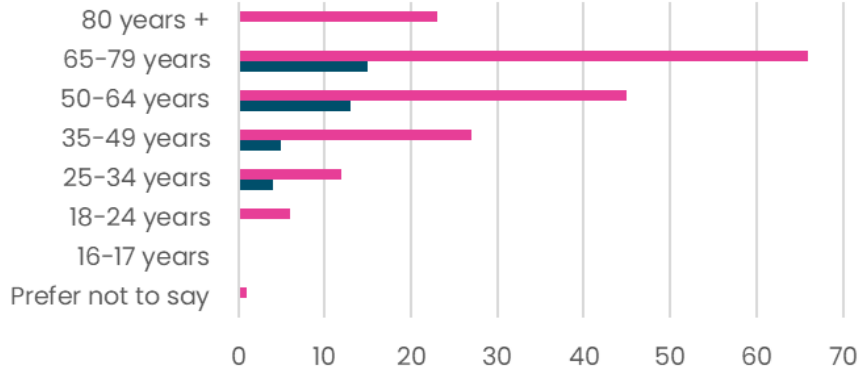
# Who we heard from



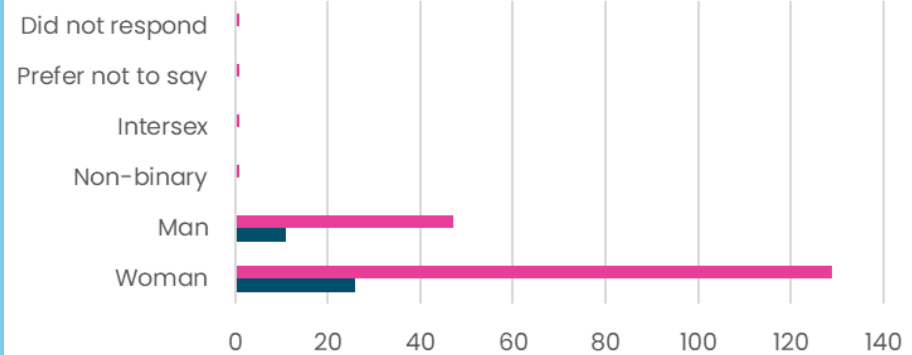
## Ethnicity



## Age



## Gender



# Use of community pharmacies

We asked which community pharmacies people choose to use, why, and how often they visit

- 217 people told us the area and branch of pharmacy that they used.
- Most people who responded to the survey (184 out of 217, 84%) had used a pharmacy most recently 'in the last month'.
- The most common response (155 out of 217, 71%) was from people who told us they use a pharmacy 'monthly'.
- 197 people told us that they always use the same pharmacy. 20 people told us they use different pharmacies most commonly due to convenience, lack of stock or variation in customer services.

**"It's the only one in town and opens to a convenient time."**

**"The Pharmacy is next to my doctors Surgery, has good parking and provides an excellent service."**

**"It's easier using the same pharmacy every time - you get to know the people."**

Community Pharmacy	NW	N&B
Allied	4	0
Arley	0	1
Asda	3	3
Atherstone Surgery	6	2
Boots	4	29
Botterills	1	4
Browns	2	3
Crowhill	0	5
Deakins	0	1
Gables	0	1
Garchays	0	9
Hartshill	1	2
Hazelwood Group Practice	3	0
Kasli	0	10
Lister	0	9
Lloyds	4	11
Magson	0	17
Military Pharmacy	0	1
No 8	0	12
Pharmacy Republic	0	12
Primary Care Pharmacy	0	4
Revel Pharmacy	0	1
Skeltons	0	6
Superdrug	1	6
Superhealth	1	0
Tesco	2	6
The Coleshill Pharmacy	2	0
Vantage	0	1
Vithlani	0	6
Well	0	8
Whitestone	0	2

# Use of hospital pharmacies

We asked which hospital pharmacies people have used and what their experience has been.

- We received 57 pieces of feedback about using hospital pharmacies. 26 of these were negative in sentiment, and 22 were positive.
- Most of the feedback was about George Eliot Hospital.
- 16 of the negative comments were about long waits to receive medication.
- Positive comments included appreciation of staff being courteous and professional, despite being very busy.

## UHCW

- “Very good, absolutely professional.”
- “Waited most of the day for prescriptions even though my husband could go home after 10.00am.”

## George Eliot Hospital

- “The wait time is very long, and it is an inconvenience especially when you have been waiting for a long time already for your appointment.”
- “Didn't get medicine on discharge, daughter had to collect day after. Medication not in stock.”
- “They are very busy, but they do a good job.”

## St Cross Hospital

- “The hospital pharmacy was efficient and well-managed, and I was very satisfied with the service I received.”

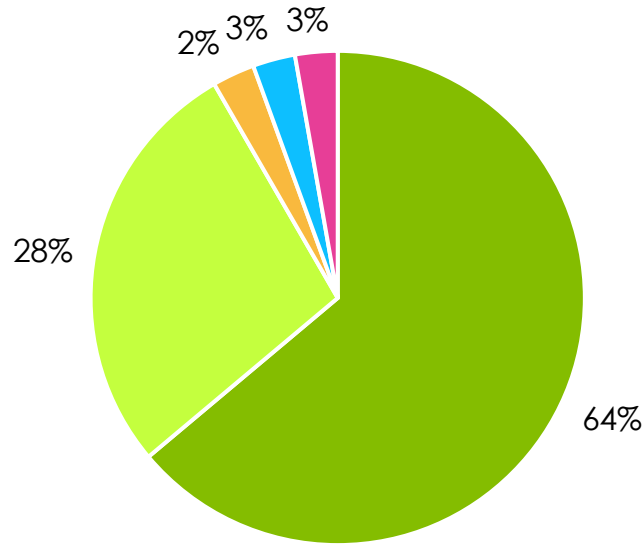
## Warwick Hospital

- “Great pharmacy. Don't have to wait long. Staff courteous.”

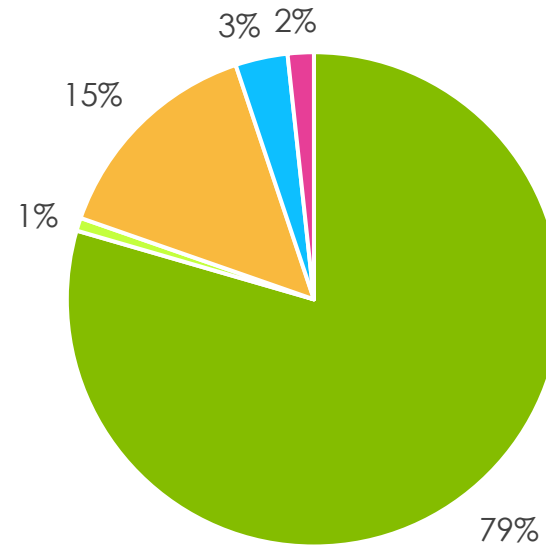
	Negative	Mixed	Positive	Neutral	Total
George Eliot Hospital	21	2	14	2	<b>39</b>
St Cross Hospital	0	0	1	0	<b>1</b>
University Hospital	5	3	6	2	<b>16</b>
Warwick Hospital	0	0	1	0	<b>1</b>
<b>Total responses</b>	<b>26</b>	<b>5</b>	<b>22</b>	<b>4</b>	<b>57</b>

**People's experiences:** We asked, "How satisfied are you with the pharmacy service received in the last 6 months?"

**North Warwickshire**



**Nuneaton & Bedworth**



■ Very satisfied   
 ■ Satisfied   
 ■ My satisfaction varies   
 ■ Dissatisfied   
 ■ Very dissatisfied

**"Long queues but to be expected in this day and age."**  
Satisfied

**"They are a great team, always helpful, service with a smile. Nothing seems too much trouble in person or on the phone."** Very satisfied

**"They tell me they haven't received anything from my GP when they actually have. Sometimes they don't seem to be very well organised."** My satisfaction varies

**"They are excellent, I usually give them a week to get all my medications as there are 12 items, but if I needed them quicker and they had the stock in they would do them for me. The staff work incredibly hard. I needed some eye drops last week which weren't in stock as they were preservative free, but they managed to get them for me by 5.30pm."** Very satisfied

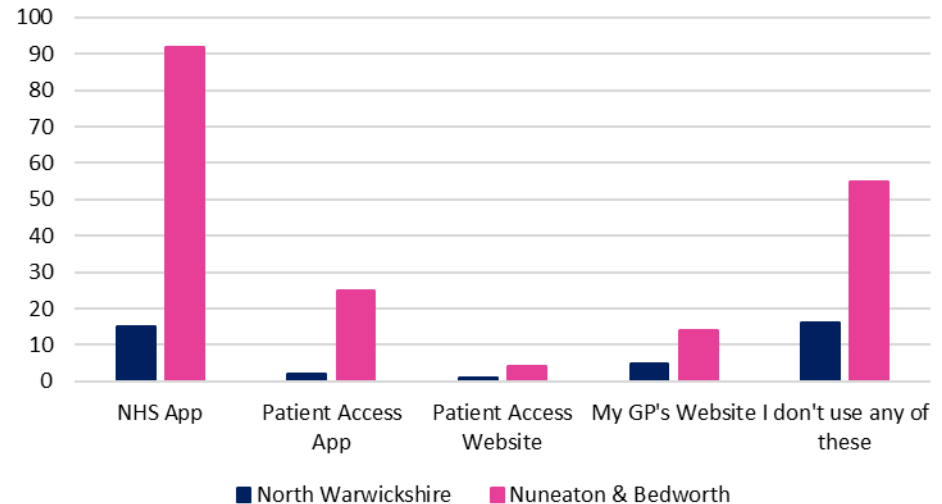


# People's experiences of using technology to manage prescriptions

We asked about alternative ways of filling repeat prescriptions.

- 110 people told us they use the NHS app, Patient Access app or their GP's website.
- 46 people told us that they had a positive experience of using technology to order their prescriptions.
- We heard feedback from 71 people who do not use technology to manage their prescriptions. Of which 8 people said that they could not download the apps due to their phones being too old or incompatible, it was too difficult to log in, or that there was lack of IT support available from their GP practice. 8 people said that they prefer to visit or call their GP practice.

Use of technology to manage prescriptions



**“Not enough IT support given to elderly population. Technology moves faster than ability to learn or even find suitable IT classes.”**

**“It's ok but why do they make things harder all the time, not everyone uses a computer.”**

**“Excellent, it's so helpful as I work full time and I'm a carer for my two boys and my partner it allows me to order and reorder medication when required.”**

# Peoples experience of POD (Prescription Ordering Direct)

We asked people how they will manage repeat prescriptions following the closure of the POD telephone service in March 2024.

- 119 people told us they previously used the **POD** telephone service. 12 in North Warwickshire and 107 in Nuneaton & Bedworth.
- 15 people told us that this closure will negatively affect them saying that telephone queues to speak to a GP surgery, and the use of technology, were a problem.
- 23 people told us they now use the NHS App, and 16 use other apps or websites.

**“I do mine on the NHS app but can't for children's repeat. So, need to ring GP surgery and wait in a queue sometimes. Unnecessary & not needed! I don't have time to sit in lengthy queues on the phone.”**

**“It will make it easier. Using the POD was a nightmare, it was always busy, and I could never get through. I felt anxious every time I called.”**

**“Have to go to surgery to order as not got facility for NHS app.”**

**“The fact that I cannot telephone to order my repeat prescription is a problem for me as I have to ask my son to do it for me.”**

**“Now I have to call the surgery, takes a long time for the call to be answered.”**

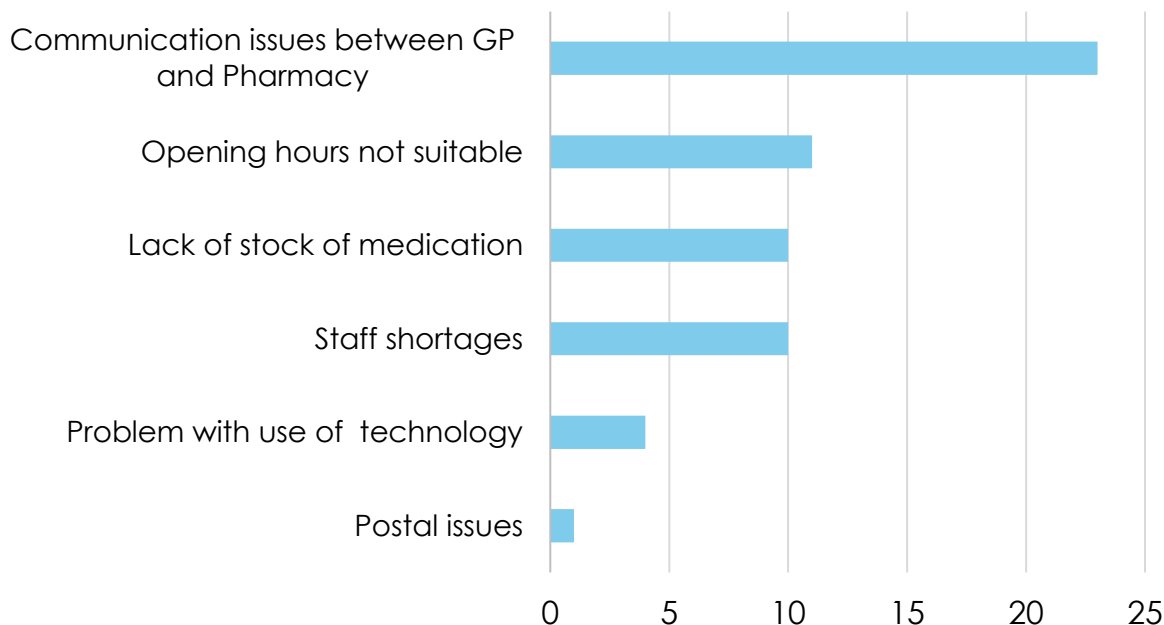
**“My grandparent independently rang POD for medication. Unfortunately, now they don't have a smart phone to get the NHS app, or a driving licence, so I have to order their medication. POD meant they had some independence. It is something else I have to remember to do.”**



# People's experiences about delays to medication and how they were resolved

In 41% of feedback people told us that delays were fixed within a week. Pharmacists were able to get alternative medications 15% of the time. It was less common for patients to visit different pharmacies or change their medication doses.

## If you have ever had a delay to medication, what do you think was the cause?



**"I have had to visit my doctor's receptionist to try and understand where there is a delay and a breakdown in communication."**

**"I go to the doctors, and they might prescribe me the same drug in a different dose which I can cut the tablet in half. I cannot use another drug to replace what I am on."**

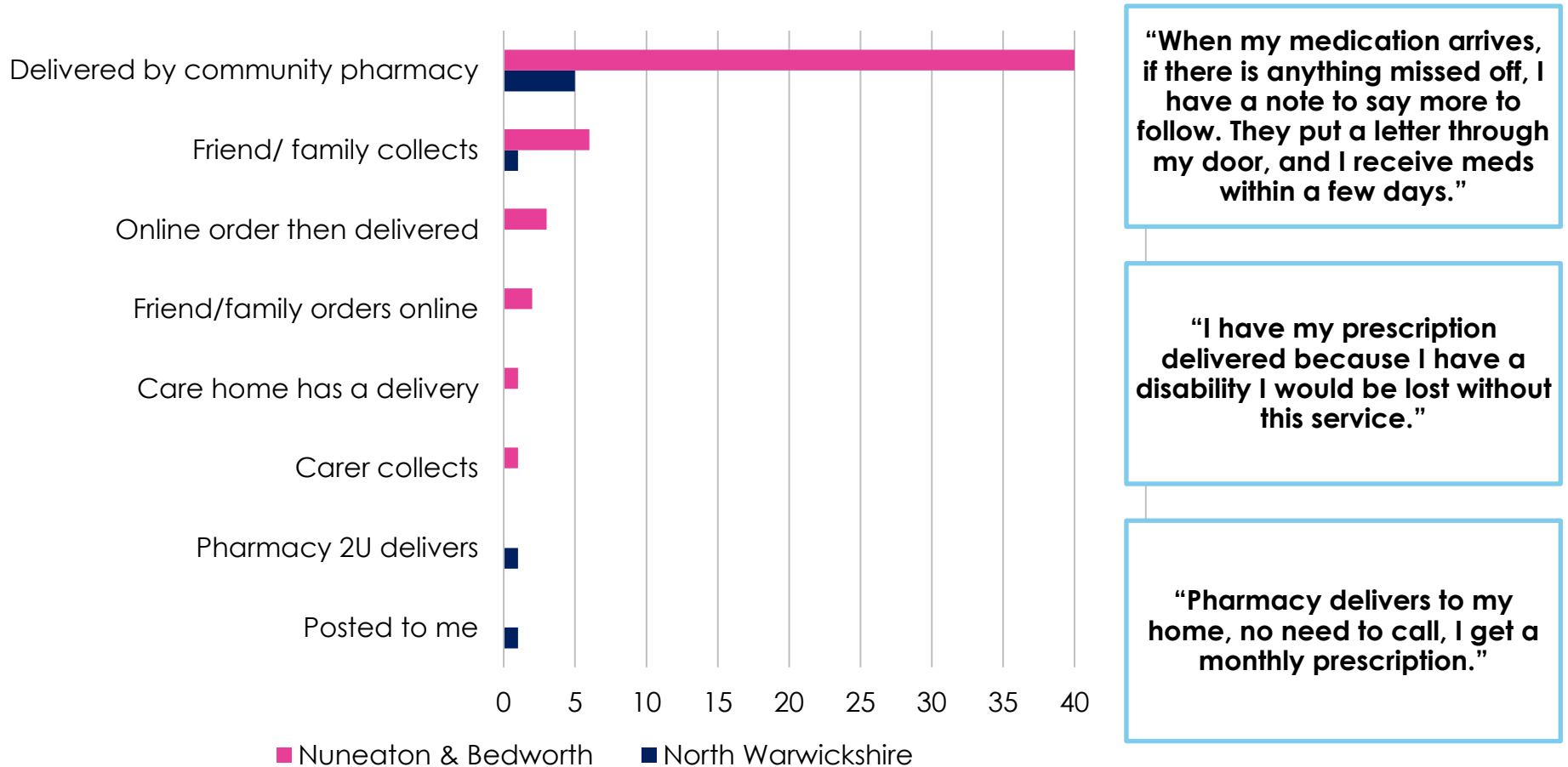
**"Pharmacy say they have not received the prescription, GP says they have. GP was right. This has happened more than once."**

**"We were given our prescriptions and told to call round other pharmacies to find an alternative supply."**

# People's experiences of getting repeat prescriptions

We asked people how they get medication on repeat prescription, if they do not visit a pharmacy to collect their medication themselves.

We received 61 pieces of feedback from people who do not pick up their repeat prescriptions themselves. 8 people from North Warwickshire and 53 people from Nuneaton & Bedworth.



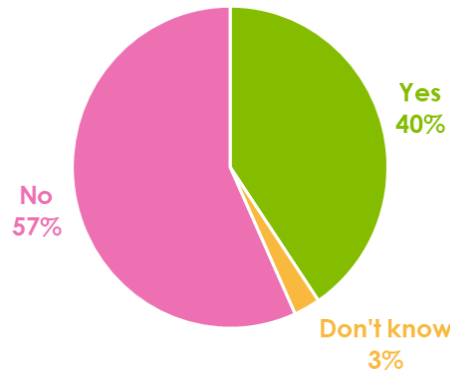
# Peoples experience of Pharmacy First

We asked people if they were aware of Pharmacy First, and whether they had experience of asking for advice at pharmacies.

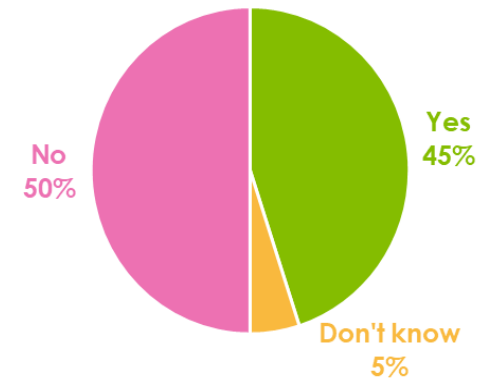
- 96 people told us they are aware of Pharmacy First. 22 people told us where they had seen or heard of Pharmacy First, including 8 via a pharmacy, and 7 on TV adverts.
- 3 people who were aware of Pharmacy First commented negatively about Pharmacy First at their usual pharmacy, and 2 people commented positively.
- 30 people told us they had asked a pharmacist for advice about one of the seven conditions outlined under Pharmacy First. 5 (14%) in North Warwickshire, and 25 (31%) in Nuneaton and Bedworth.

## Have you heard of, or seen any advertising for, Pharmacy First?

North Warwickshire Borough



Nuneaton & Bedworth Borough



**“I was informed I needed to speak to my doctor as they could only sort it if it had come from a referral. It was all sorted that day though.”**

**Urinary tract infection or UTI (woman aged 16 to 64 years)**

**“I got sound advice.”**

**Sore throat (patient aged 5 years and over)**

**“The pharmacy assistant was able to advise on some cough medicine but recommended that I contact my GP for an appointment about a sinus infection.”**

**Sinusitis (patient aged 12 years and over)**

**“Great advice, no issues, very knowledgeable.”**

**Infected insect bite (patient aged 1 year and over)**

## Other things people shared with us

**“While the closure of the POD doesn't affect me personally, I have several friends and family members who are unable to use online services and are anxious about how they will order their repeat prescriptions in the future. The impact, particularly on elderly family members who are unable to access the internet, has been to make ordering prescriptions a much more difficult and distressing process.”**

Pharmacy User, Nuneaton & Bedworth

**“Pharmacies are a very important part of community health. They seem to be picking up and helping with gaps in GP provision.”**

Pharmacy User, Nuneaton & Bedworth

**“Although I find the online prescription ordering convenient and easy to use, I think there should be a comparable service available for people who are not comfortable using the NHS app or do not have access to a computer.”**

Pharmacy User, Nuneaton & Bedworth

**“My pharmacy has secure boxes where medication is kept. I receive a code and can pick up the medication at any time, including when the pharmacy is closed. I really like this as I don't have to worry about picking my medicine up during pharmacy opening and closing times.”**

Pharmacy User, Nuneaton & Bedworth

**“I'm not happy that my pharmacist now shuts on a Saturday, but they are not the only ones doing it. But otherwise, I love my pharmacist service. They are so helpful.”**

Pharmacy User, Nuneaton & Bedworth

**“Please help stop drug wastage. The lady who takes the meds not needed in our village reports having a container full of perfectly good medication and nutritional supplements. Sometimes they go straight into the container without being taken out of the boxes. I'm sure people doing this as a good deed but as a BHS nurse, it infuriates me!”**

Healthcare Professional, North Warwickshire

## Next steps, summary, and recommendations

**All the findings from our pharmacy engagement will be shared with the Regional Pharmaceutical Committee, our local partners, and on our website.**

- Most people visit a pharmacy monthly for repeat prescriptions, over-the-counter medication, and pharmacist advice.
- People are generally satisfied with pharmacy services, appreciating helpful and friendly staff.
- Common issues include long waiting times, stock shortages, and occasional miscommunication between GPs and pharmacies.
- Most people use the NHS App, GP website, and Patient Access for managing prescriptions, though some struggle with app usability and the transition from the Prescription Ordering Direct (POD) service.
- Home delivery services are highly valued, especially by those with mobility issues and chronic conditions.
- There is some awareness of Pharmacy First, with some using it for minor ailments, while others are unaware of its benefits.

# For more information

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