



# Pharmacy Findings Summary

Warwickshire  
November 2024

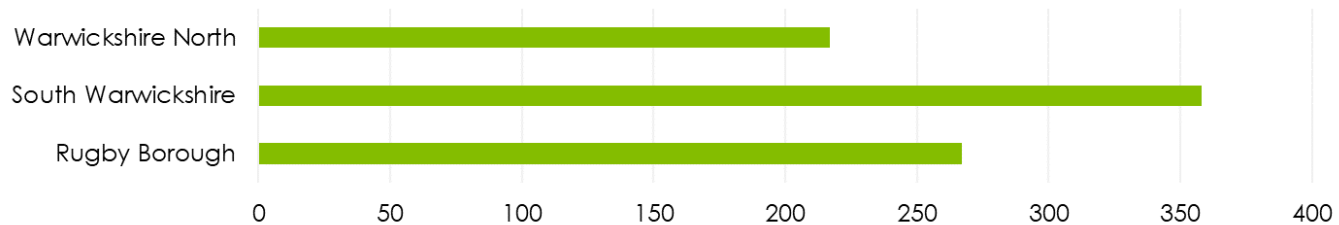
**healthwatch**  
Warwickshire

# Introduction

Between May and September 2024, we heard from 842 Warwickshire residents about their experiences of using pharmacies. Individual HWW Pharmacy Reports are available for Warwickshire North, Rugby Borough and South Warwickshire.

[Read our reports here](#)

Number of survey responses by Warwickshire Place



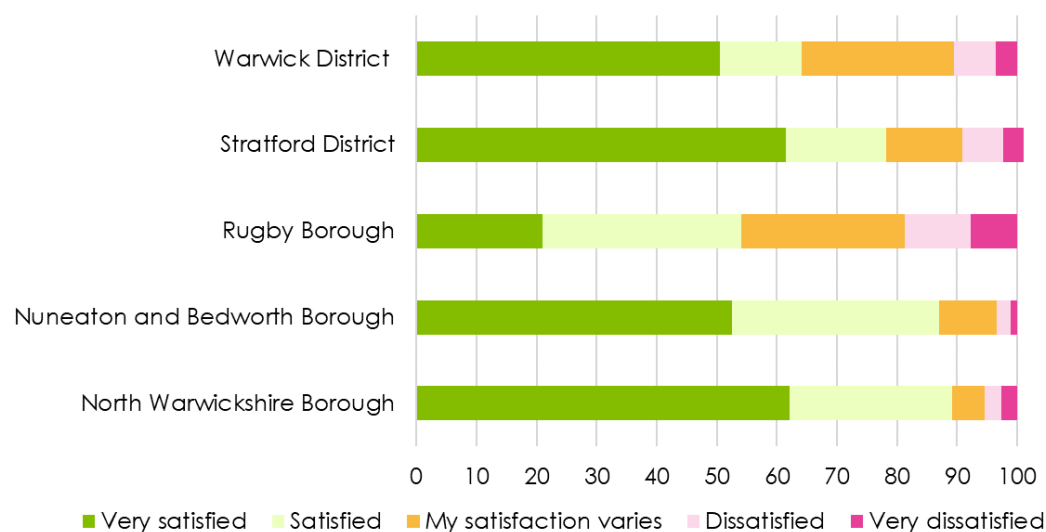
- **540 people (64%)** told us about **delays to their medication**. Lack of stock was the most common reason. People told us about having to source alternative medication themselves through additional appointments, travel, or phone calls.
- **200 people (24%)** told us they **do not use technology** to help order medication or communicate with pharmacies. Reasons included: no access to technology, frustration when using technology, preferring face-to-face communication.
- **176 people (21%)** told us they **do not visit a pharmacy themselves**, to collect medication on repeat prescription. The majority have their medication delivered by their pharmacy and highly value this service.
- **15 people (2%)** told us the **closure of the POD** (Prescription Ordering Direct) telephone service will negatively affect them saying that telephone queues to speak to a GP surgery, and the use of technology, were a problem.

# Community Pharmacies

The majority of people who responded told us they had visited a pharmacy most recently 'in the last month', and that they visit a pharmacy 'monthly'.

- **724 people (86%)** told us they always visit the **same pharmacy**.
- People who told us they vary the pharmacy they visit said this was due to: location convenience, availability of stock, opening hours, and variation in customer service.
- **406 people (48%)** told us they were aware of **Pharmacy First** and 106 people (13%) had asked a pharmacist for advice about one of the seven conditions outlined under Pharmacy First.

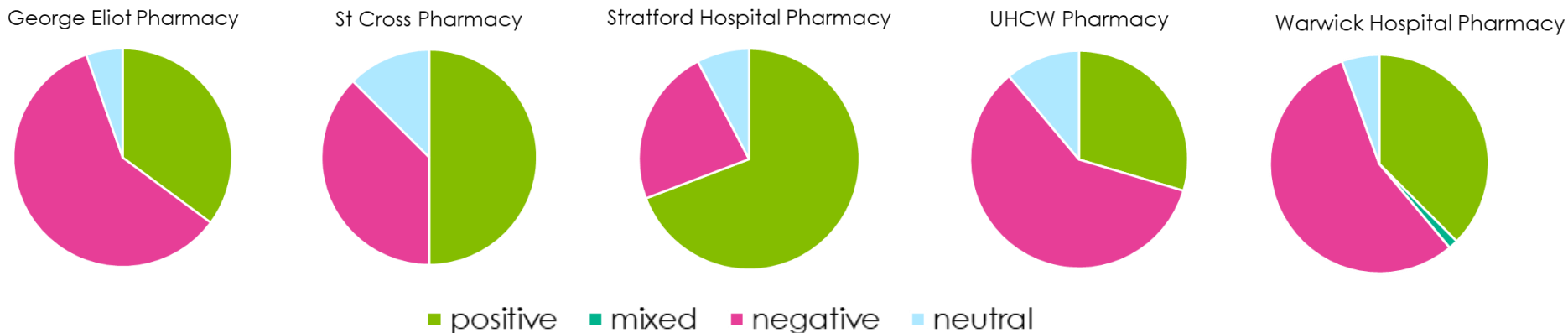
Overall satisfaction with recent pharmacy experience (%)



- People we heard from are generally satisfied with pharmacy services, appreciating helpful and friendly staff.
- People told us about the pressures locally on pharmacies and pharmacists.
- Common issues include long waiting times, stock shortages, and occasional miscommunication between GPs and pharmacies.

# Hospital Pharmacies

**209 people shared their experiences of using hospital pharmacy in the last 6 months. We themed the feedback as positive, mixed, negative or neutral.**



	George Eliot	St Cross	Stratford	UHCW	Warwick
Told us they had visited	44	36	18	62	83
Shared their experience with us	37	32	13	54	73

- **94 people (45%)** who told us about using hospital pharmacies mentioned waiting times as being an issue for them.
- We heard about the impact of needing to travel to hospital pharmacy for medication and the further impact if there is a wait, due to reliance on public transport, cost of parking, taking time off work or having to make a repeat journey the next day.
- **73 people (35%)** shared positive comments and praise for hospital pharmacy staff.
- People told us about lack of stock and communication between pharmacy and hospital departments, being issues for them.

## What people told us

### ...about community pharmacy

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

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

*"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."*

*"It can have very long queues. Often medication isn't ready, and I have to come back another day. It is the only pharmacy in my town."*

*"My local pharmacy is brilliant. They are always helpful and polite. The only problem is they are overwhelmed with the number of prescriptions they currently receive."*

*"The stock levels vary each month and it's rarely clear when there are delays and why."*

*"I've not got a smart phone. When I am sent online information, I have to ask my daughter to deal with it. I don't want to use these services."*

### ...about hospital pharmacy

*"Not easy, I can't walk far and it's too far to walk from car to pharmacy."*

*"Efficient. Relatively quick. Like it when they use the beeper/alert system."*

*"Staff member could not find prescription given to them by dermatology team, for my husband. I had to contact the team myself to sort this out."*

*"They are very busy, but they do a good job."*

*"Didn't get medicine on discharge, daughter had to collect day after. Medication not in stock."*

*"Two queues. One to hand in and then the other queue to collect. Waited 1 hour."*

*"The consultant said they would send him home with antibiotics but when we left, he didn't have them. I called the hospital pharmacy who said they were there but could only be released to the ward. It was frustrating but I was able to get the doctor at the care home to sort it out."*

# For more information

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