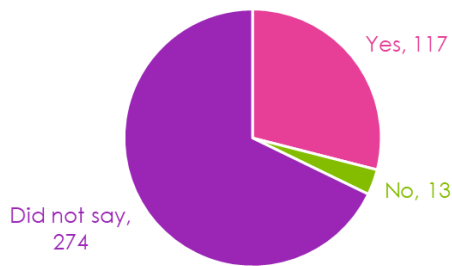


Between December 2022 and March 2023, we received 404 pieces of feedback from Warwickshire residents on our '3 Quick Questions Winter Outreach'. **352 of these pieces of feedback told us about prescriptions and pharmacies.**

On our website, online survey and at in person events, we asked:

“Do you have a choice in where you get prescriptions? Do you get your prescriptions from a pharmacy or ordering service (POD, online or hospital)? Please tell us your experience good or bad, including the name of the service/ pharmacy.”

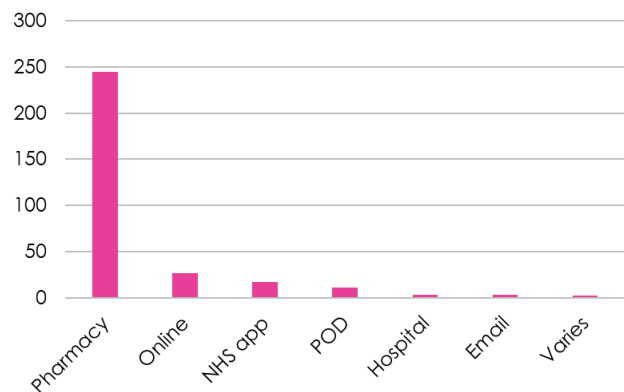
Do you have a choice where you get prescriptions?



Of the 130 people who told us whether they have a choice where they get their prescriptions, 90% said yes and 10% said no.

The majority (80%) of people we heard from fill their prescriptions at a pharmacy. 11 people told us they use Prescription Ordering Direct (POD).

Where do you get your prescriptions filled?

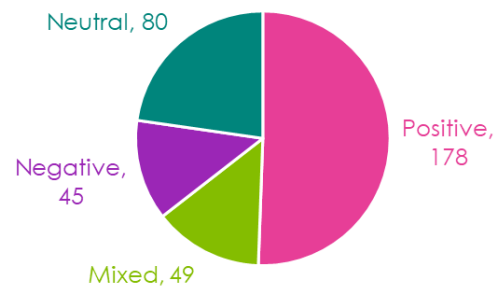


Sentiment of comments from people using POD	
Positive	5
Mixed	1
Negative	3
Neutral	2

One person told us they have no choice whether to use POD and one person told us they do have a choice whether to use POD.

Just over half of the feedback we heard about prescriptions and pharmacies was completely positive in nature.

What was the sentiment of what people told us about prescriptions and pharmacies?



We themed the separate issues that people told us about pharmacies and prescriptions.

The most common **positive** issues were around:

- Home delivery being available (mentioned 17 times)
- Convenient location of the pharmacy for home or work (15 times)
- Professionalism of pharmacy staff (10 times)

'I have a choice of pharmacy and can ring up and have it delivered if I need. I use a supermarket pharmacy and it works perfectly.'

The most common **negative** issues were around:

- Delays, at all stages of the prescription filling process (33 times)
- Medication being incorrect, missing, or unavailable (30 times)
- Poor communication, at all stages of prescription filling (17 times)

'Yes, I do have a choice, but it would mean having to travel. Our local pharmacy has been under pressure and it would appear that they cannot cope with demand, even if they have had a prescription for a week, it is not ready to collect, there have been instances of having to queue between 30 minutes to an hour to be served and then a further 30 minutes, sometimes more, to wait for the prescription.'