

Healthwatch York Report: Community Pharmacy: Survey results 2023

Summary

1. This report is for the attention of Board members, sharing a Healthwatch report which looks at the results of a survey exploring people's experiences at community pharmacies, led by Healthwatch York in partnership with Healthwatch North Yorkshire and Community Pharmacy North Yorkshire.

Background

2. Healthwatch York provides information and advice about health and care services, signposts people to support, and listens to their experiences when accessing health and care services. Recently we have been working to improve our links with Community Pharmacy North Yorkshire. We wanted to better understand the pharmacy sector, the services they provide, and the challenges they experience.
3. We agreed to work with them and Healthwatch North Yorkshire to understand people's experiences of community pharmacies across North Yorkshire and York.

Main/Key Issues to be considered

4. Our report's key findings are:
 - Many people have very positive experiences when accessing healthcare and advice from their local Community Pharmacy
 - Pharmacies are often seen as a key part of the local community, and are greatly valued

- There is a lack of awareness of what the NHS pharmacy contract covers, and a lack of understanding of the realities of delivering pharmacy services
- Better awareness of the services Community Pharmacy can offer may help reduce demands on other services within the health and care system
- Better understanding of the pressures on Community Pharmacy may help improve attitudes and relationships between those delivering pharmacy services and those accessing them

Consultation

5. In producing this report, we worked with Community Pharmacy North Yorkshire to consult the public through a short, simple survey. We also used the experiences people had already shared with us.

Options

6. There are no recommendations within this report, and no specific options for the Board to consider.

Implications

7. There are no specialist implications from this report.

- **Financial**

There are no financial implications in this report.

- **Human Resources (HR)**

There are no HR implications in this report.

- **Equalities**

There are no equalities implications in this report.

- **Legal**

There are no legal implications in this report.

- **Crime and Disorder**

There are no crime and disorder implications in this report.

- **Information Technology (IT)**

There are no IT implications in this report.

- **Property**

There are no property implications in this report.

- **Other**

There are no other implications in this report.

Risk Management

8. There are no risks associated with this report.

Recommendations

9. The Health and Wellbeing Board are asked to:
 - i. Receive Healthwatch York's report, Community Pharmacy

Reason: To keep up to date with the work of Healthwatch York and be aware of what members of the public are telling us

Contact Details

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Chief Officer Responsible for the report:

Report Approved

✓

Date 08.03.2024

Wards Affected: All

All

For further information please contact the author of the report

Background Papers:

Annex A – [February 2024 Community Pharmacy report](#)