

# Waltham Forest Pharmaceutical Needs Assessment

## Special Interest Groups survey

### Introduction

Every three years a review of local pharmacy services is undertaken to ensure there are adequate services in Waltham Forest both now and in the near future.

As part of that review the public are asked for their views on current services provided by pharmacies, and whether they meet their needs.

For some groups of the population accessing pharmacy services can be potentially difficult for a various reasons such as language barriers or physical access problems. These people may also find it difficult to access the online survey. It is useful to gather views from these groups as well as from the general population

Attached is a short questionnaire that can be used to discuss pharmacy services with particular groups where it is considered they may either have problems accessing services or they have particular needs that may not be catered for.

Typically the questionnaire could be used

1. At an existing meeting
2. By setting aside 10 minutes or so on the topic
3. To stimulate discussion about pharmacy services generally.

The information will be useful for assessing the overall position of the services in the area.

Responses received by **16<sup>th</sup> October 2017** will be in time to be included in the consultation report on these services. There will be further opportunities to comment on services as part of a longer consultation in November/December 2017

Please send responses to Richard Willmer on [rwillmer@btinternet.com](mailto:rwillmer@btinternet.com)

Or by post to:

Swabrina Njoku  
Walthamstow Town Hall  
Forest Road Walthamstow  
London, E17 4JF



## Group session

1. Introduce the session by saying that the pharmacy services in the area are reviewed every three years to ensure they meet the public's needs.
2. We are taking 5-10 minutes (of the meeting) to gather views on the current services.

<b>Meeting details:</b>	
<b>Date:</b>	
<b>Group represented:</b>	
<b>Numbers present:</b>	
<b>Contact</b>	

**Questions:**

1. How many of you have used your pharmacy in the last 6 months?  
Please state numbers that have

2. Do the opening times of your pharmacy suit you? Count numbers saying yes or no.

Yes  No

Any comments?

**3. Is there easy access into and around your pharmacy? Count numbers saying**

**Yes**

**No**

**Any comments?**

**4. Is it easy to be understood in the pharmacy? Count numbers**

**Yes**

**No**

**Any comments?**

**5. Is it easy to talk confidentially in the pharmacy? Count numbers**

Yes

No

**Any comments?**

**6. Overall how do you rate your local pharmacy? Count numbers**

**Very good**

**Good**

**Not so good**

**Comments?**

**7. Are there any other comments you would like to make about your local services? (use extra sheets if necessary)**

Thank you for taking part in the survey. There will be further opportunities to comment on services in November and December during formal consultations

Please send your responses by email to Richard Willmer on [rwillmer@btinternet.com](mailto:rwillmer@btinternet.com)

Or by post to:  
Swabrina Njoku  
Walthamstow Town Hall  
Forest Road Walthamstow  
London, E17 4JF

