

Pharmaceutical Needs Assessment Public Survey 2025

Leicester, Leicestershire and Rutland Results

Introduction

This Appendix presents the data gathered through the LLR PNA Public Survey in February and March of 2025. For more in-depth narratives and interpretation please consult the appropriate sections of the main PNA 2025 Reports Leicester, Leicestershire or Rutland.

In the following pages, the results of the surveys are presented in the following way:

1. All responses to **closed questions** are summarised in tables – including numbers and proportions for individual areas (Leicester, Leicestershire or Rutland) as well as LLR totals.
2. Responses to the **open-ended questions** include, for each area
 - a. a thematic summary (three most common themes),
 - b. two illustrative answers verbatim and a
 - c. thematic summary (where appropriate).
3. Summaries of responses appear in the original sequence of the questionnaire, grouped in themes, with the exception of the information on the survey respondents (see 'Population Profile of Respondents' section)

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1. Access to pharmacy, frequency of use, travel time

Table.7.Where.do.you.usually.get.your.prescription.medicine.from?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
A delivery from your usual pharmacy	17	10.6%	30	4.1%	13	4.0%	60	4.9%
A dispensary in your GP practice	4	2.5%	29	3.9%	88	27.3%	121	9.9%
A pharmacy/chemist's shop	137	85.6%	667	90.3%	216	67.1%	1020	83.5%
An online dispensing pharmacy	1	0.6%	11	1.5%	3	0.9%	15	1.2%
Other	0	0.0%	2	0.3%	0	0.0%	2	0.2%
(blank)	1	0.6%	0	0.0%	2	0.6%	3	0.2%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.8..Where.is.your.usual.pharmacy.based.(delivery.or.shop)?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Leicester City	148	92.5%	15	2.0%	0	0.0%	163	13.3%
Leicestershire	6	3.8%	672	90.9%	2	0.6%	680	55.7%
Rutland	0	0.0%	1	0.1%	222	68.9%	223	18.3%
(blank)	6	3.8%	51	6.9%	98	30.4%	155	12.7%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.9.Usual.mode.of.travel.to.the.pharmacy

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Walk	95	59.4%	343	46.4%	131	40.7%	569	46.6%
Car (driver)	38	23.8%	305	41.3%	151	46.9%	494	40.5%
Car (passenger)	3	1.9%	52	7.0%	29	9.0%	84	6.9%
Other (please specify)	7	4.4%	19	2.6%	5	1.6%	31	2.5%
I don't / someone goes for me	4	2.5%	11	1.5%	2	0.6%	17	1.4%
Bicycle	5	3.1%	1	0.1%	3	0.9%	9	0.7%
Public transport	4	2.5%	5	0.7%	0	0.0%	9	0.7%
Taxi	2	1.3%	1	0.1%	1	0.3%	4	0.3%
Wheelchair / mobility scooter	1	0.6%	2	0.3%	0	0.0%	3	0.2%
(blank)	1	0.6%	0	0.0%	0	0.0%	1	0.1%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

The additional responses specifying 'other' modes of travel (N=7) most commonly highlight **home delivery**.

Table.0..Travel.time.to.the.usual.pharmacy

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Less than 15 minutes	133	83.1%	589	79.7%	229	71.1%	951	77.9%
15 - 30 minutes	19	11.9%	130	17.6%	90	28.0%	239	19.6%
30 - 60 minutes	4	2.5%	4	0.5%	1	0.3%	9	0.7%
Over an hour	1	0.6%	1	0.1%	0	0.0%	2	0.2%
Unsure / I don't travel there	2	1.3%	15	2.0%	2	0.6%	19	1.6%
(blank)	1	0.6%	0	0.0%	0	0.0%	1	0.1%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.1.Frequency.of.using.pharmacy.for.health.reasons

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
A few times a month	35	21.9%	153	20.7%	62	19.3%	250	20.5%
Once a month	79	49.4%	280	37.9%	178	55.3%	537	44.0%
Every two to three months	27	16.9%	182	24.6%	37	11.5%	246	20.1%
Once or twice a year	16	10.0%	88	11.9%	32	9.9%	136	11.1%
Not in the last 12 months	3	1.9%	34	4.6%	13	4.0%	50	4.1%
(blank)	0	0.0%	2	0.3%	0	0.0%	2	0.2%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

2. Delivery of medicines

Table.2.Usual.mode.of.delivery.of.medicines.by.pharmacy

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Collection from pharmacy	137	85.6%	689	93.2%	296	91.9%	1122	91.9%
Delivered by pharmacy - free	21	13.1%	33	4.5%	16	5.0%	70	5.7%
Delivered by pharmacy - pay for delivery	0	0.0%	1	0.1%	0	0.0%	1	0.1%
Delivered by post	1	0.6%	10	1.4%	2	0.6%	13	1.1%
Other (please specify, including if you receive your medicines using multiple methods)	1	0.6%	2	0.3%	7	2.2%	10	0.8%
(blank)	0	0.0%	4	0.5%	1	0.3%	5	0.4%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

QUESTION: Can you tell us why you have your medicines delivered?

Of the 93 respondents who had their **medicines delivered by the pharmacy or by post**, 82 had given reasons why:

Leicester

Themes:

- Continued delivery service is important, especially when pharmacies are not nearby.
- Distance or time needed to walk to pharmacy is a barrier for some.
- Mobility challenges and personal risks (e.g., health or safety) affect ability to access services.

Leicestershire

Themes:

- Importance of convenience in receiving medications or prescriptions.
- Need for local collection options and proximity to a trusted pharmacy.
- Inability to drive or walk long distances—especially for older people or those with medical conditions.

Rutland

Themes:

- Convenience is the top priority.
- Responses highlight preferences for walking, driving, or delivery depending on mobility.
- Clear emphasis on flexible access, especially for rural residents.

Illustrative answers:

Leicester:

fI.am.disabled.and.cannot.always.walk.to.the.pharmacyf
fConveniencef

Leicestershire

fAll.family.medication.is.requested.together.and.collected.at.the.same.timef
fShielded.during.covid.75pandemic?now.have.service.in.placef

Rutland

fBecause.they.offer.the.servicef

3. Satisfaction with services, pharmacy opening times

Table.3.Level.of.satisfaction.with.advice.received.from.a.pharmacy-chemist

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very satisfied	81	50.6%	435	58.9%	197	61.2%	713	58.4%
Fairly satisfied	39	24.4%	142	19.2%	35	10.9%	216	17.7%
Neither satisfied nor dissatisfied	13	8.1%	65	8.8%	23	7.1%	101	8.3%
Fairly dissatisfied	12	7.5%	34	4.6%	4	1.2%	50	4.1%
Very dissatisfied	5	3.1%	14	1.9%	3	0.9%	22	1.8%
Don't know / not applicable	7	4.4%	21	2.8%	12	3.7%	40	3.3%
(blank)	3	1.9%	28	3.8%	48	14.9%	79	6.5%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.4.Level.of.satisfaction.with.advice.received.from.a.GP.dispensary

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very satisfied	27	16.9%	169	22.9%	86	26.7%	282	23.1%
Fairly satisfied	17	10.6%	58	7.8%	36	11.2%	111	9.1%
Neither satisfied nor dissatisfied	11	6.9%	19	2.6%	29	9.0%	59	4.8%
Fairly dissatisfied	6	3.8%	4	0.5%	6	1.9%	16	1.3%
Very dissatisfied	5	3.1%	4	0.5%	3	0.9%	12	1.0%
Don't know / not applicable	58	36.3%	183	24.8%	72	22.4%	313	25.6%
(blank)	36	22.5%	302	40.9%	90	28.0%	428	35.1%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.75.Level.of.satisfaction.with.an.online_only.pharmacy

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very satisfied	5	3.1%	28	3.8%	9	2.8%	42	3.4%
Fairly satisfied	3	1.9%	12	1.6%	5	1.6%	20	1.6%
Neither satisfied nor dissatisfied	4	2.5%	14	1.9%	5	1.6%	23	1.9%
Fairly dissatisfied	1	0.6%	1	0.1%	1	0.3%	3	0.2%
Very dissatisfied	2	1.3%	8	1.1%	1	0.3%	11	0.9%
Don't know / not applicable	102	63.8%	309	41.8%	147	45.7%	558	45.7%
(blank)	43	26.9%	367	49.7%	154	47.8%	564	46.2%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.76.When.do.you.most.commonly.use.pharmacy.services?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Between 9am-6pm on weekdays	131	81.9%	650	88.0%	295	91.6%	1076	88.1%
Saturday	17	10.6%	47	6.4%	9	2.8%	73	6.0%
After 6pm on weekdays	9	5.6%	30	4.1%	12	3.7%	51	4.2%
Before 9am on weekdays	2	1.3%	5	0.7%	3	0.9%	10	0.8%
Sunday	0	0.0%	1	0.1%	2	0.6%	3	0.2%
(blank)	1	0.6%	6	0.8%	1	0.3%	8	0.7%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.77.Do.you.agree.that.the.opening.times.of.pharmacy.services.meet.your.need?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Strongly agree	46	28.8%	312	42.2%	169	52.5%	527	43.2%
Tend to agree	69	43.1%	281	38.0%	108	33.5%	458	37.5%
Neither agree nor disagree	17	10.6%	77	10.4%	19	5.9%	113	9.3%
Tend to disagree	20	12.5%	46	6.2%	19	5.9%	85	7.0%
Strongly disagree	7	4.4%	18	2.4%	3	0.9%	28	2.3%
Don't know	0	0.0%	1	0.1%	3	0.9%	4	0.3%
(blank)	1	0.6%	4	0.5%	1	0.3%	6	0.5%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

QUESTION: Please explain your answer to whether pharmacy opening hours meet your needs

Leicester

Themes:

- Limited late opening – pharmacies are closed when people finish work.
- Work schedules make it hard to access during standard hours.
- General dissatisfaction with evening availability.

Illustrative responses:

- fOpen.at.times.when.I.am.at.workf
- fOpen.during.the.day.when.I.workj.Closed.when.I.can.gof

Leicestershire

Themes:

- Pharmacies generally open on Saturdays, which is appreciated.

- Requests for later or more convenient weekday hours.
- Overall more positive tone than Leicester.

Illustrative responses:

- fUsually.open.on.a.Saturday.if.I.can't.get.there.in.the.weekf
- fHours.are.usually.fine.but.would.prefer.it.to.be.open.later.sometimesf

Rutland

Themes:

- Many find existing hours suitable, especially retired people.
- Some request late evening or night access.
- Comments suggest a mix of satisfaction and rural limitations.

Illustrative responses:

- fAs.a.retired.person?normal.opening.hours.suit.me f
- fWould.like.it.open.later.in.the.evening.as.I.work.in.Leicester f

Thematic Comparison (pharmacy opening hours)

Theme	Leicester	Leicestershire	Rutland
Difficulty accessing outside work	Strong	Moderate	Mild
Satisfaction with existing hours	Low	Mixed to positive	Generally high
Need for evening or late hours	High	Moderate	Present but less urgent
Mention of Saturday access	Rare	Frequent and valued	Occasional
Rural vs. urban access challenges	Urban-focused	Mixed	Rural considerations

In Leicester, there is a strong focus on difficulty with access outside working hours, with expressed need for evening and late hours opening. In Rutland, the main focus were rural considerations.

Table.78.How.hard.or.easy.is.to.find.open.pharmacy.during.the.day?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very easy	119	74.4%	558	75.5%	248	77.0%	925	75.8%
Fairly easy	28	17.5%	116	15.7%	47	14.6%	191	15.6%
Neither easy nor difficult	3	1.9%	13	1.8%	3	0.9%	19	1.6%
Fairly difficult	3	1.9%	2	0.3%	2	0.6%	7	0.6%
Very difficult	2	1.3%	0	0.0%	0	0.0%	2	0.2%
Don't know / not applicable	1	0.6%	3	0.4%	6	1.9%	10	0.8%
(blank)	4	2.5%	47	6.4%	16	5.0%	67	5.5%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.79..How.hard.or.easy.is.to.find.open.pharmacy.in.the.evening.(after.6pm)?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very easy	11	6.9%	44	6.0%	78	24.2%	133	10.9%
Fairly easy	35	21.9%	93	12.6%	78	24.2%	206	16.9%
Neither easy nor difficult	19	11.9%	52	7.0%	27	8.4%	98	8.0%
Fairly difficult	33	20.6%	167	22.6%	35	10.9%	235	19.2%
Very difficult	32	20.0%	100	13.5%	20	6.2%	152	12.4%
Don't know / not applicable	23	14.4%	172	23.3%	50	15.5%	245	20.1%
(blank)	7	4.4%	111	15.0%	34	10.6%	152	12.4%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.70..How.hard.or.easy.is.to.find.open.pharmacy.at.weekends?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very easy	26	16.3%	121	16.4%	101	31.4%	248	20.3%
Fairly easy	51	31.9%	174	23.5%	83	25.8%	308	25.2%
Neither easy nor difficult	27	16.9%	64	8.7%	31	9.6%	122	10.0%
Fairly difficult	29	18.1%	121	16.4%	20	6.2%	170	13.9%
Very difficult	11	6.9%	61	8.3%	20	6.2%	92	7.5%
Don't know / not applicable	9	5.6%	87	11.8%	31	9.6%	127	10.4%
(blank)	7	4.4%	111	15.0%	36	11.2%	154	12.6%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.71.How.hard.or.easy.is.to.find.open.pharmacy.on.Bank.Holidays?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very easy	6	3.8%	19	2.6%	34	10.6%	59	4.8%
Fairly easy	19	11.9%	55	7.4%	40	12.4%	114	9.3%
Neither easy nor difficult	19	11.9%	38	5.1%	27	8.4%	84	6.9%
Fairly difficult	32	20.0%	122	16.5%	35	10.9%	189	15.5%
Very difficult	36	22.5%	166	22.5%	43	13.4%	245	20.1%
Don't know / not applicable	39	24.4%	226	30.6%	104	32.3%	369	30.2%
(blank)	9	5.6%	113	15.3%	39	12.1%	161	13.2%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.72.Opening.times.of.the.usual.pharmacy.changed.in.the.last.74months

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
No	76	47.5%	388	52.5%	171	53.1%	635	52.0%
Yes	25	15.6%	63	8.5%	20	6.2%	108	8.8%
Don't know	58	36.3%	257	34.8%	122	37.9%	437	35.8%
(blank)	1	0.6%	31	4.2%	9	2.8%	41	3.4%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

QUESTION: If you said ‘Yes’ to having been affected by changes to opening hours, please explain

Leicester

Themes:

- Closure on Saturdays or reduction in weekend hours.
- Impact of pharmacies in specific areas being shut or with reduced hours.
- Requests for more weekend access.

Illustrative responses:

- fPharmacy.on.Evington.Road.now.closed.on.Saturdaysf
- fUsed.to.be.open.on.weekends.-.now.shutf

Leicestershire

Themes:

- **Reduced opening hours**, particularly later starts and earlier closing.
- Weekend access affected – Saturday closures noted.
- Trouble collecting prescriptions due to shorter hours.

Illustrative responses:

- fOpening.hours.have.been.reduced.so.I.have.less.opportunity.to.collect.prescriptionsf
- fPharmacy.now.closes.earlier.than.beforef

Rutland

Themes:

- **Shortened or reduced hours** are the dominant concern.
- Pharmacies no longer open as frequently as before.
- No diversity of reasons—consistent complaint about **reduced availability**.

Illustrative responses:

- fOpening.hours.reduced.since.the.pandemicf
- fPharmacy.no.longer.open.on.Saturday.afternoonsf

Thematic Comparison (changes in pharmacy opening hours)

Theme	Leicester	Leicestershire	Rutland
Saturday or weekend closures	Strong focus	Moderate	Present
General reduction in hours	Present	Strong focus	Primary issue
Local pharmacy closures	Specific examples	General concern	Few location-specific
Difficulty collecting prescriptions	Mentioned	Common	Rare

The reduction in pharmacy opening hours was of concern across all areas and was a primary issue in Rutland. In Leicester, there was a strong focus on Saturday or weekend closures. In Leicestershire, the changes were commonly resulting in difficulty collecting prescriptions, and both the closures and reduction in opening hours were of concern.

Table.7③.To.what.extent.do.you.agree.or.disagree.with.the.statement,My.pharmacy.provides.a.good.service?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Strongly agree	75	46.9%	420	56.8%	212	65.8%	707	57.9%
Tend to agree	53	33.1%	195	26.4%	78	24.2%	326	26.7%
Neither agree nor disagree	14	8.8%	44	6.0%	15	4.7%	73	6.0%
Tend to disagree	6	3.8%	34	4.6%	8	2.5%	48	3.9%
Strongly disagree	8	5.0%	22	3.0%	3	0.9%	33	2.7%
Don't know / not applicable	4	2.5%	2	0.3%	2	0.6%	8	0.7%
(blank)	0	0.0%	22	3.0%	4	1.2%	26	2.1%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.7④.To.what.extent.do.you.agree.or.disagree.with.the.statement,My.pharmacy.gives.me.clear.advice.on.how.medicines.should.be.taken"?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Strongly agree	70	43.8%	373	50.5%	172	53.4%	615	50.4%
Tend to agree	43	26.9%	206	27.9%	73	22.7%	322	26.4%
Neither agree nor disagree	25	15.6%	61	8.3%	33	10.2%	119	9.7%
Tend to disagree	10	6.3%	17	2.3%	13	4.0%	40	3.3%
Strongly disagree	4	2.5%	15	2.0%	3	0.9%	22	1.8%
Don't know / not applicable	7	4.4%	27	3.7%	10	3.1%	44	3.6%
(blank)	1	0.6%	40	5.4%	18	5.6%	59	4.8%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.7 To what extent do you agree or disagree with the statement "I can speak to a pharmacist without being overheard"?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Strongly agree	72	45.0%	336	45.5%	156	48.4%	564	46.2%
Tend to agree	36	22.5%	153	20.7%	58	18.0%	247	20.2%
Neither agree nor disagree	10	6.3%	58	7.8%	31	9.6%	99	8.1%
Tend to disagree	17	10.6%	58	7.8%	22	6.8%	97	7.9%
Strongly disagree	12	7.5%	41	5.5%	14	4.3%	67	5.5%
Don't know / not applicable	11	6.9%	55	7.4%	28	8.7%	94	7.7%
(blank)	2	1.3%	38	5.1%	13	4.0%	53	4.3%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.8 To what extent do you agree or disagree with the statement "My pharmacy gives me clear advice on how to manage minor ailments"?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Strongly agree	45	28.1%	232	31.4%	120	37.3%	397	32.5%
Tend to agree	46	28.8%	202	27.3%	57	17.7%	305	25.0%
Neither agree nor disagree	19	11.9%	77	10.4%	40	12.4%	136	11.1%
Tend to disagree	7	4.4%	22	3.0%	8	2.5%	37	3.0%
Strongly disagree	6	3.8%	14	1.9%	8	2.5%	28	2.3%
Don't know / not applicable	35	21.9%	142	19.2%	65	20.2%	242	19.8%
(blank)	2	1.3%	50	6.8%	24	7.5%	76	6.2%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.87.To.what.extent.do.you.agree.or.disagree.with.the.statement„My.pharmacy.gives.me.clear.advice.on.how.to.improve.my.lifestyle"?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Strongly agree	16	10.0%	56	7.6%	27	8.4%	99	8.1%
Tend to agree	16	10.0%	53	7.2%	17	5.3%	86	7.0%
Neither agree nor disagree	25	15.6%	154	20.8%	58	18.0%	237	19.4%
Tend to disagree	12	7.5%	33	4.5%	15	4.7%	60	4.9%
Strongly disagree	13	8.1%	35	4.7%	17	5.3%	65	5.3%
Don't know / not applicable	73	45.6%	332	44.9%	153	47.5%	558	45.7%
(blank)	5	3.1%	76	10.3%	35	10.9%	116	9.5%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.88.To.what.extent.do.you.agree.or.disagree.with.the.statement„My.pharmacy.gives.me.additional.help.with.prescribed.medicines.(e.g;.providing.aids.to.help.me.take.my.medicine)"?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Strongly agree	22	13.8%	102	13.8%	41	12.7%	165	13.5%
Tend to agree	25	15.6%	64	8.7%	21	6.5%	110	9.0%
Neither agree nor disagree	23	14.4%	107	14.5%	44	13.7%	174	14.3%
Tend to disagree	6	3.8%	30	4.1%	11	3.4%	47	3.8%
Strongly disagree	11	6.9%	22	3.0%	14	4.3%	47	3.8%
Don't know / not applicable	68	42.5%	343	46.4%	160	49.7%	571	46.8%
(blank)	5	3.1%	71	9.6%	31	9.6%	107	8.8%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

4. Future use and preferences – types of services and availability

Table.89..Likelihood.of.visiting.a.pharmacy.in.person.in.the.next.9.years

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very likely	132	82.5%	652	88.2%	285	88.5%	1069	87.6%
Fairly likely	16	10.0%	43	5.8%	24	7.5%	83	6.8%
Not very likely	6	3.8%	6	0.8%	3	0.9%	15	1.2%
Not at all likely	0	0.0%	5	0.7%	1	0.3%	6	0.5%
Don't know / not applicable	1	0.6%	7	0.9%	2	0.6%	10	0.8%
(blank)	5	3.1%	26	3.5%	7	2.2%	38	3.1%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.80.Likelihood.of.receiving.prescription.by.post.in.the.next.9.years

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very likely	4	2.5%	25	3.4%	7	2.2%	36	2.9%
Fairly likely	11	6.9%	22	3.0%	11	3.4%	44	3.6%
Not very likely	36	22.5%	185	25.0%	69	21.4%	290	23.8%
Not at all likely	62	38.8%	243	32.9%	121	37.6%	426	34.9%
Don't know / not applicable	24	15.0%	67	9.1%	31	9.6%	122	10.0%
(blank)	23	14.4%	197	26.7%	83	25.8%	303	24.8%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.8①.Likelihood.of.using.online.services.(home.delivery).in.the.next.9.years

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very likely	20	12.5%	43	5.8%	17	5.3%	80	6.6%
Fairly likely	16	10.0%	59	8.0%	22	6.8%	97	7.9%
Not very likely	30	18.8%	166	22.5%	77	23.9%	273	22.4%
Not at all likely	55	34.4%	215	29.1%	97	30.1%	367	30.1%
Don't know / not applicable	22	13.8%	78	10.6%	32	9.9%	132	10.8%
(blank)	17	10.6%	178	24.1%	77	23.9%	272	22.3%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.8②.Importance.of.home.delivery.services

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very important	35	21.9%	68	9.2%	32	9.9%	135	11.1%
Fairly important	21	13.1%	55	7.4%	25	7.8%	101	8.3%
Not very important	28	17.5%	209	28.3%	87	27.0%	324	26.5%
Not at all important	43	26.9%	176	23.8%	76	23.6%	295	24.2%
Don't know / not applicable	20	12.5%	99	13.4%	42	13.0%	161	13.2%
(blank)	13	8.1%	132	17.9%	60	18.6%	205	16.8%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.8③Importance.of.prescription.collection.from.GP.practice

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very important	57	35.6%	220	29.8%	133	41.3%	410	33.6%
Fairly important	22	13.8%	104	14.1%	35	10.9%	161	13.2%
Not very important	30	18.8%	133	18.0%	43	13.4%	206	16.9%
Not at all important	23	14.4%	99	13.4%	34	10.6%	156	12.8%
Don't know / not applicable	19	11.9%	79	10.7%	36	11.2%	134	11.0%
(blank)	9	5.6%	104	14.1%	41	12.7%	154	12.6%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.8④Importance.of.availability.of.medication

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very important	145	90.6%	621	84.0%	273	84.8%	1039	85.1%
Fairly important	10	6.3%	44	6.0%	14	4.3%	68	5.6%
Not very important	0	0.0%	2	0.3%	1	0.3%	3	0.2%
Not at all important	1	0.6%	1	0.1%	1	0.3%	3	0.2%
Don't know / not applicable	0	0.0%	4	0.5%	1	0.3%	5	0.4%
(blank)	4	2.5%	67	9.1%	32	9.9%	103	8.4%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.8 Importance of information in different languages

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very important	15	9.4%	17	2.3%	3	0.9%	35	2.9%
Fairly important	13	8.1%	14	1.9%	8	2.5%	35	2.9%
Not at all important	63	39.4%	329	44.5%	165	51.2%	557	45.6%
Not very important	24	15.0%	86	11.6%	33	10.2%	143	11.7%
Don't know / not applicable	32	20.0%	149	20.2%	57	17.7%	238	19.5%
(blank)	13	8.1%	144	19.5%	56	17.4%	213	17.4%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.96.Importance of physical accessibility

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very important	39	24.4%	144	19.5%	70	21.7%	253	20.7%
Fairly important	42	26.3%	162	21.9%	71	22.0%	275	22.5%
Not very important	19	11.9%	116	15.7%	54	16.8%	189	15.5%
Not at all important	30	18.8%	129	17.5%	56	17.4%	215	17.6%
Don't know / not applicable	19	11.9%	76	10.3%	26	8.1%	121	9.9%
(blank)	11	6.9%	112	15.2%	45	14.0%	168	13.8%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.97..Importance.of.location.of.pharmacy

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very important	116	72.5%	456	61.7%	211	65.5%	783	64.1%
Fairly important	35	21.9%	196	26.5%	76	23.6%	307	25.1%
Not very important	2	1.3%	9	1.2%	6	1.9%	17	1.4%
Not at all important	1	0.6%	8	1.1%	5	1.6%	14	1.1%
Don't know / not applicable	0	0.0%	5	0.7%	1	0.3%	6	0.5%
(blank)	6	3.8%	65	8.8%	23	7.1%	94	7.7%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.98.Importance.of.private.access.to.speak.to.a.pharmacist

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Don't know / not applicable	3	1.9%	22	3.0%	7	2.2%	32	2.6%
Fairly important	47	29.4%	243	32.9%	100	31.1%	390	31.9%
Not at all important	1	0.6%	23	3.1%	7	2.2%	31	2.5%
Not very important	14	8.8%	71	9.6%	32	9.9%	117	9.6%
Very important	86	53.8%	278	37.6%	144	44.7%	508	41.6%
(blank)	9	5.6%	102	13.8%	32	9.9%	143	11.7%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.99..Importance.of.quality.of.service

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very important	133	83.1%	600	81.2%	276	85.7%	1009	82.6%
Fairly important	20	12.5%	63	8.5%	22	6.8%	105	8.6%
Not very important	0	0.0%	2	0.3%	0	0.0%	2	0.2%
Don't know / not applicable	0	0.0%	1	0.1%	0	0.0%	1	0.1%
(blank)	7	4.4%	73	9.9%	24	7.5%	104	8.5%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

QUESTION: Please specify any other services you have used at a pharmacy

Leicester

Themes:

- Vaccinations – especially flu and COVID.
- Health checks such as blood pressure.
- Pharmacist advice on minor ailments or medication.

Illustrative responses:

- fBlood.pressure.checks.and.flu.jabf
- fAdvice.from.pharmacist.on.over_the_counter.medsf

Leicestershire

Themes:

- Flu/COVID vaccinations as the most commonly mentioned service.
- Blood pressure monitoring and medication checks.
- General health advice provided by the pharmacist.

Illustrative responses:

- fCOVID.booster.and.flu.jab.done.heref
- fThey.monitor.my.blood.pressure.regularlyf

Rutland

Themes:

- Injections and vaccines feature prominently (flu, COVID).
- Advice and minor medical support from local pharmacists.
- Use of pharmacy as an alternative to GP for minor issues.

Illustrative responses:

- fFlu.jab.and.booster?much.easier.than.GPf
- fLocal.pharmacist.gave.advice.and.helped.with.medicationf

Thematic Comparison (other services used)

Theme	Leicester	Leicestershire	Rutland
Flu/COVID vaccinations	Very common	Very common	Very common
Blood pressure / health checks	Frequent	Frequent	Less frequent
Pharmacist advice on medications	Common	Common	Common
Pharmacy as GP alternative	Some responses	Implied	Clearly expressed

Across all areas, community pharmacies are an important access point for vaccination, basic health checks, and advice. Rutland residents particularly appreciate pharmacies as an alternative to more distant GP services.

Table.90.Importance.of.availability.of.Pharmacy.First.service

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very important	77	48.1%	324	43.8%	148	46.0%	549	45.0%
Fairly important	40	25.0%	248	33.6%	93	28.9%	381	31.2%
Not very important	23	14.4%	70	9.5%	40	12.4%	133	10.9%
Not at all important	5	3.1%	20	2.7%	9	2.8%	34	2.8%
Don't know / not applicable	11	6.9%	43	5.8%	21	6.5%	75	6.1%
(blank)	4	2.5%	34	4.6%	11	3.4%	49	4.0%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.91.Importance.of.BP.check.service

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very important	58	36.3%	177	24.0%	86	26.7%	321	26.3%
Fairly important	34	21.3%	212	28.7%	80	24.8%	326	26.7%
Not very important	37	23.1%	156	21.1%	82	25.5%	275	22.5%
Not at all important	18	11.3%	75	10.1%	31	9.6%	124	10.2%
Don't know / not applicable	10	6.3%	54	7.3%	23	7.1%	87	7.1%
(blank)	3	1.9%	65	8.8%	20	6.2%	88	7.2%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.9 Importance of contraceptive services

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Very important	37	23.1%	76	10.3%	20	6.2%	133	10.9%
Fairly important	14	8.8%	41	5.5%	8	2.5%	63	5.2%
Not very important	22	13.8%	65	8.8%	12	3.7%	99	8.1%
Not at all important	43	26.9%	218	29.5%	120	37.3%	381	31.2%
Don't know / not applicable	39	24.4%	242	32.7%	129	40.1%	410	33.6%
(blank)	5	3.1%	97	13.1%	33	10.2%	135	11.1%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.9 Which of the services that you are aware of that are offered by your usual pharmacy?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Advice on minor ailments	135	84.4%	607	82.1%	254	78.9%	996	81.6%
Disposal of medicines you no longer need	115	71.9%	512	69.3%	241	74.8%	868	71.1%
Flu vaccination	114	71.3%	499	67.5%	246	76.4%	859	70.4%
Blood pressure checks	110	68.8%	488	66.0%	211	65.5%	809	66.3%
Advice on current health problems/ long-term conditions	101	63.1%	446	60.4%	195	60.6%	742	60.8%
Covid vaccination	91	56.9%	396	53.6%	210	65.2%	697	57.1%
Pharmacy First	68	42.5%	322	43.6%	159	49.4%	549	45.0%
Urgent supply of medicines if you run out	72	45.0%	258	34.9%	150	46.6%	480	39.3%
Advice on health services available elsewhere	58	36.3%	216	29.2%	98	30.4%	372	30.5%
Stop smoking service	59	36.9%	214	29.0%	76	23.6%	349	28.6%
Emergency contraception	72	45.0%	178	24.1%	72	22.4%	322	26.4%
Oral contraception	47	29.4%	128	17.3%	49	15.2%	224	18.3%
Healthy eating advice	35	21.9%	116	15.7%	39	12.1%	190	15.6%
Advice on physical exercise	30	18.8%	93	12.6%	38	11.8%	161	13.2%
Weight management	26	16.3%	84	11.4%	43	13.4%	153	12.5%
None of the above	7	4.4%	34	4.6%	18	5.6%	59	4.8%

QUESTION: Are there any other pharmacy services you think should be available?

Leicester

Themes:

- More vaccination services (e.g. travel vaccines).
- Greater awareness and access to advice and GP-alternative services.
- Improve communication from pharmacy staff on available services.

Illustrative responses:

- fMore.travel.vaccinations.should.be.available.heref
- fWould.be.good.to.have.more.services.explained.by.stafff

Leicestershire

Themes:

- Lack of awareness of services already offered.
- Requests for medication delivery and repeat prescription services.
- Desire for general health checks and minor condition support.

Illustrative responses:

- fDidn't.know.about.the.services.until.this.surveyf
- fWould.be.helpful.if.pharmacy.checked.prescriptions.and.sent.themf

Rutland

Themes:

- Interest in private services (blood tests, health screening).
- Request for minor health support and travel advice.
- Limited knowledge of current service offer.

Illustrative responses:

- fPharmacy.should.offer.private.blood.tests.or.minor.treatmentf
- fMore.advice.on.travel.medications.would.be.helpfulf

Thematic Comparison (requests for other services)

Theme	Leicester	Leicestershire	Rutland
Travel or additional vaccinations	Frequently mentioned	Rare	Common
Medication delivery / support	Rare	Frequently requested	Rare
Health checks / blood tests	Mentioned	Occasionally	Strong demand
Awareness of services	Moderate concern	Common	Common
Pharmacy as GP-alternative	Present	Implied	Present

Each county expresses a different emphasis—Leicester on vaccination access, Leicestershire on service awareness and delivery, and Rutland on expanded health and private services.

5. Carers, people with disability or communication needs

Table.9 Respondents caring for terminally ill relative or friend in the last 78 months

Residence of the cared-for relative or friend	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Leicester	14	73.7%	7	9.9%	0	0.0%	21	18.8%
Leicestershire	5	26.3%	63	88.7%	1	4.5%	69	61.6%
Rutland	0	0.0%	1	1.4%	21	95.5%	22	19.6%
Total	19	100.0%	71	100.0%	22	100.0%	112	100.0%

QUESTION: What was your experience with accessing medicines to help caring for terminally ill relative or friend?

Leicester

Themes:

- Mixed reviews – generally positive experiences noted.
- When problems are mentioned, they are often minor or relate to specific service delays.
- Overall sentiment is neutral to positive even among those reporting a problem.

Illustrative responses:

- fNo real problem.- just had to wait a bit longer once f
- fGood service overall? only a minor issue with supplyf

Leicestershire

Themes:

- Difficulty obtaining prescriptions on time or specific medications being out of stock.
- Distance to pharmacy and need to drive cited as barriers.
- Some appreciation for service but frustration with GP–pharmacy coordination.

Illustrative responses:

- fDifficult.to.get.all.items?had.to.go.back.several.timesf
- fHad.to.drive.86.minutes.for.an.item.that.wasn't.deliveredf

Rutland

Themes:

- Access problems tied to limited opening hours, especially at night.
- Rural access concerns – few pharmacy options and long travel times.
- Praise for staff even when access is difficult.

Illustrative responses:

- fGood.service?but.not.open.when.needed.late.at.nightf
- fHad.trouble.accessing.medicine.for.husband.in.Oakham?but.staff.were.fantasticf

Thematic Comparison (access to medicines – terminal illness)

Theme	Leicester	Leicestershire	Rutland
Overall sentiment despite problems	Mostly positive	Mixed	Often positive
Access issues (hours or distance)	Rare	Frequently mentioned	Common and specific
Prescription or supply issues	Occasional	Common	Rare
Praise for pharmacy staff	Implied	Some	Consistently highlighted

In summary, Leicester respondents largely express satisfaction even when noting issues. Leicestershire residents face logistical challenges like item availability and travel. Rutland responses focus on rural access, but with high praise for the quality of care.

Table.96.Do.you.help.an.adult.family.member.or.friend.to.use.pharmacy

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Yes	57	35.6%	206	27.9%	87	27.0%	350	28.7%
No	103	64.4%	525	71.0%	232	72.0%	860	70.4%
(blank)	0	0.0%	8	1.1%	3	0.9%	11	0.9%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.06..Does.your.pharmacy.meet.your.needs.as.a.carer?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Always	31	19.4%	140	18.9%	54	16.8%	225	18.4%
Sometimes	16	10.0%	48	6.5%	16	5.0%	80	6.6%
Never	7	4.4%	12	1.6%	11	3.4%	30	2.5%
(blank)	106	66.3%	539	72.9%	241	74.8%	886	72.6%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

QUESTION: Why do you say this? (relates to carer's needs)

Leicester

Themes:

- Helpful staff who try to meet needs despite challenges like limited hours or stock issues.
- Appreciation for delivery services and understanding of individual needs.
- Some mention difficulties with communication or inconsistent service.

Illustrative responses:

- fThe.pharmacy.always.delivers.my.mum's.medication.and.are.very.helpfulf
- fSometimes.they.don't.have.stock?but.staff.are.kind.and.try.to.explainf

Leicestershire

Themes:

- Supportive interactions – staff are often praised for their advice and delivery assistance.
- Recognition of staff efforts to adapt to carer needs or medication issues.
- Mixed views: a few respondents note gaps in stock or readiness but overall tone is positive.

Illustrative responses:

- fThey.always.help.me.as.a.carer.when.picking.up.medsf
- fStaff.offer.advice.and.help.when.something.isn't.availablef

Rutland

Themes:

- Personalised service – pharmacists know regular users and tailor support.
- Strong emphasis on delivery services for those with mobility needs or carers.
- Advice and flexibility are highlighted as key strengths.

Illustrative responses:

- fThey.understand.what.I.need.and.always.help.arrange.deliveryf
- fThe.pharmacist.knows.my.situation.and.is.always.helpfulf

Thematic Comparison (carer's needs)

Theme	Leicester	Leicestershire	Rutland
Helpful, caring pharmacy staff	Common	Common	Strong theme
Delivery service as person-centred	Frequent	Frequent	Consistently highlighted
Support for carers	Mentioned	Mentioned frequently	Frequently stated
Stock/availability concerns	Present	Present	Rare
Individual recognition/personalisation	Implied	Occasionally noted	Clearly stated

All three areas value helpful staff and delivery services as markers of person-centred care. Rutland stands out for comments on personalised service, while Leicestershire and Leicester highlight carer support and sometimes face stock limitations.

Table.07..Respondents.with..access.needs.relatng.to.a.physical.disability

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
No	140	87.5%	670	90.7%	281	87.3%	1091	89.4%
Yes	20	12.5%	64	8.7%	38	11.8%	122	10.0%
(blank)	0	0.0%	5	0.7%	3	0.9%	8	0.7%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.08..Does.your.pharmacy.meet.these.physical.access.needs?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Always	8	40.0%	33	55.9%	24	64.9%	65	56.0%
Sometimes	5	25.0%	21	35.6%	10	27.0%	36	31.0%
Never	7	35.0%	5	8.5%	3	8.1%	15	12.9%
Grand Total	20	100.0%	59	100.0%	37	100.0%	116	100.0%

QUESTION: Why do you say this? (relates to physical access needs)

Leicester

Themes:

- Major concern is lack of parking, especially for those with mobility issues.
- Difficulty with accessing the pharmacy entrance.
- Requests for disabled parking or closer drop-off points.

Illustrative responses:

- fNo.disabled.parking.near.the.pharmacy.-.have.to.park.far.awayf
- fAutomatic.door.doesn't.always.work?hard.to.get.inf

Leicestershire

Themes:

- Delivery services needed due to limited mobility or lack of transport.
- Access barriers include steps, narrow doors, and insufficient parking.
- Helpful staff occasionally mentioned as mitigating these issues.

Illustrative responses:

- fI.have.prescriptions.delivered.because.I.can't.get.there.myselff
- fThe.step.into.the.shop.is.hard.to.navigate.with.a.walkerf

Rutland

Themes:

- Heavy focus on parking and disabled access, especially in Oakham.
- Some say parking is available but not always usable (e.g. mornings, busy times).
- Consistent need for blue badge spaces near entrances.

Illustrative responses:

- fDisabled.spaces.are.usually.taken.-.can't.always.park.nearbyf
- fOakham.has.parking.but.it's.not.always.available.when.I.need.itf

Thematic Comparison (physical access needs)

Theme	Leicester	Leicestershire	Rutland
Parking access and proximity	Frequent concern	Common	Primary issue
Disabled access to entrance	Common	Frequent	Moderate
Reliance on delivery	Rare	Common	Rare
Mention of pharmacy staff support	Rare	Occasionally noted	Not present
Reference to local pharmacy layout	Rare	Mixed	Focused on Oakham

Across all counties, parking is a key barrier to independent pharmacy access, particularly for those with disabilities or mobility issues. Leicestershire respondents highlight delivery as a helpful adaptation. Rutland residents—especially in Oakham—stress the need for consistent access to parking spaces.

Table.09..Respondents.with.communications.needs

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Yes	4	2.5%	10	1.4%	3	0.9%	17	1.4%
No	156	97.5%	720	97.4%	317	98.4%	1193	97.7%
(blank)	0	0.0%	9	1.2%	2	0.6%	11	0.9%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.00.Does.your.pharmacy.meet.these.communication.needs?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Always	1	25.0%	3	30.0%	1	33.3%	5	29.4%
Never	1	25.0%	0	0.0%	1	33.3%	2	11.8%
Sometimes	2	50.0%	7	70.0%	1	33.3%	10	58.8%
Total	4	100.0%	10	100.0%	3	100.0%	17	100.0%

QUESTION: Why do you say this? (relates to communication needs)

Leicestershire

Themes:

- Hearing impairment is the central barrier.
- Communication challenges for those who are deaf or hard of hearing when using in-person services.
- No other themes identified, indicating a specific and consistent issue among respondents.

Illustrative responses:

- fI.am.deaf.and.find.it.difficult.to.understand.the.stafff
- fDifficult.for.deaf.people.to.use.pharmacy.independentlyf

Leicester & Rutland

No responses recorded from the counties.

Only Leicestershire provided responses, all pointing to access barriers related to hearing issues. This highlights a need for improved communication support, such as written instructions, visual displays, or staff training in basic sign language.

6. Any other comments or suggestions

QUESTION: “Do you have any other comments or suggestions about pharmacy services in your area?”

Leicester

Themes:

- Requests for more accessible pharmacies, especially for medication collection.
- Frustrations around prescription readiness and stock availability.
- Suggestions for improved phone communication and service consistency.

Illustrative responses:

- fI.wish.I.could.ring.and.check.if.my.prescription.is.readyf
- fNeed.more.pharmacies.open.or.able.to.deliver.when.stock.is.lowf

Leicestershire

Themes:

- Positive views on staff helpfulness, but desire for expanded services.
- Suggestions for better stock management and shorter waits.
- Coordination between GPs and pharmacies seen as needing improvement.

Illustrative responses:

- fThe.staff.are.great?but.it.takes.days.to.collect.a.prescription.from.the.GPf
- fWould.like.to.see.better.medication.availabilityf

Rutland

Themes:

- Strong appreciation for existing service quality and staff.

- Clear requests for extended hours, particularly in rural or evening access.
- Focus on local delivery and convenience as key to rural pharmacy access.

Illustrative responses:

- fPharmacy.in.Rutland.is.excellent.but.should.open.laterf
- fServices.are.good.but.would.be.even.better.with.longer.hoursf

Thematic Comparison (further comments and suggestions)

Theme	Leicester	Leicestershire	Rutland
Prescription readiness & stock concerns	Frequent	Common	Rare
Appreciation for pharmacy staff	Implied	Strong theme	Strong theme
Coordination with GP	Mentioned	Frequent concern	Occasionally noted
Requests for extended hours	Occasionally mentioned	Occasionally mentioned	Frequent
Phone/communication issues	Highlighted	Rare	Rare

Leicester respondents want better prescription tracking and improved stock availability. Leicestershire residents appreciate staff but see opportunities for more efficient service and GP-pharmacy coordination. Rutland respondents are generally positive, but desire extended hours to support rural access needs.

7. Population Profile of the Respondents

This section summarises demographic information on people who responded to the PNA survey.

Table.001.Local.Authority.of.residence

	Number	%
Blaby District Council	21	1.7%
Charnwood Borough Council	547	44.8%
Harborough District Council	27	2.2%
Hinckley and Bosworth District Council	39	3.2%
Melton Borough Council	11	0.9%
North West Leicestershire District Council	79	6.5%
Oadby and Wigston District Council	15	1.2%
Leicester City Council	160	13.1%
Leicestershire Total	739	60.5%
Rutland County Council	322	26.4%
LLR Total	1,221	100.0%

Table.002Age.of.respondents

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
15-24	0	0.0%	8	1.1%	1	0.3%	9	0.7%
25-44	31	19.4%	59	8.0%	11	3.4%	101	8.3%
45-64	84	52.5%	274	37.1%	73	22.7%	431	35.3%
65-84	40	25.0%	366	49.5%	217	67.4%	623	51.0%
85 and over	2	1.3%	24	3.2%	17	5.3%	43	3.5%
(blank)	3	1.9%	8	1.1%	3	0.9%	14	1.1%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.003Gender.of.respondents

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Female	110	68.8%	462	62.5%	218	67.7%	790	64.7%
Male	48	30.0%	269	36.4%	100	31.1%	417	34.2%
I use another term	0	0.0%	0	0.0%	1	0.3%	1	0.1%
(blank)	2	1.3%	8	1.1%	3	0.9%	13	1.1%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.004 Ethnicity.of.respondents

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Asian or Asian British	37	23.1%	30	4.1%	0	0.0%	67	5.5%
Black or Black British	6	3.8%	1	0.1%	0	0.0%	7	0.6%
Mixed	6	3.8%	1	0.1%	1	0.3%	8	0.7%
Other ethnic group	4	2.5%	3	0.4%	1	0.3%	8	0.7%
White	103	64.4%	687	93.0%	317	98.4%	1107	90.7%
(blank)	4	2.5%	17	2.3%	3	0.9%	24	2.0%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.005 Religion.of.the.respondents

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Buddhist	2	1.3%	3	0.4%	0	0.0%	5	0.4%
Christian (all denominations)	36	22.5%	425	57.5%	213	66.1%	674	55.2%
Hindu	11	6.9%	15	2.0%	0	0.0%	26	2.1%
Jewish	0	0.0%	1	0.1%	0	0.0%	1	0.1%
Muslim	22	13.8%	5	0.7%	0	0.0%	27	2.2%
Sikh	4	2.5%	0	0.0%	0	0.0%	4	0.3%
Any other religion	7	4.4%	18	2.4%	3	0.9%	28	2.3%
No religion	73	45.6%	253	34.2%	98	30.4%	424	34.7%
(blank)	5	3.1%	19	2.6%	8	2.5%	32	2.6%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.06.Current.occupation.of.the.respondents

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Employee in full-time job (30 hours + per week)	68	42.5%	181	24.5%	39	12.1%	288	23.6%
Employee in part-time job (<30 hours per week)	21	13.1%	66	8.9%	24	7.5%	111	9.1%
Full-time education (school, college or university)	3	1.9%	3	0.4%	0	0.0%	6	0.5%
Looking after the home	3	1.9%	18	2.4%	5	1.6%	26	2.1%
Permanently sick / disabled	7	4.4%	12	1.6%	3	0.9%	22	1.8%
Self-employed full or part-time	9	5.6%	43	5.8%	14	4.3%	66	5.4%
Unemployed and available for work	6	3.8%	3	0.4%	0	0.0%	9	0.7%
Wholly retired from work	36	22.5%	378	51.2%	224	69.6%	638	52.3%
Doing something else	3	1.9%	10	1.4%	7	2.2%	20	1.6%
(blank)	4	2.5%	25	3.4%	6	1.9%	35	2.9%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.07.Highest.educational.level.of.the.respondents

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Professional, vocational or work-related qualifications	15	9.4%	142	19.2%	65	20.2%	222	18.2%
Higher degree (e.g. MSc, Phd etc)	34	21.3%	113	15.3%	34	10.6%	181	14.8%
First degree or PGCE (e.g. BA or BSc etc)	49	30.6%	148	20.0%	89	27.6%	286	23.4%
Diploma in higher education	16	10.0%	70	9.5%	25	7.8%	111	9.1%
A-levels or equivalent	8	5.0%	61	8.3%	38	11.8%	107	8.8%
GCSEs/O-levels or equivalent	23	14.4%	117	15.8%	45	14.0%	185	15.2%
No qualifications	5	3.1%	41	5.5%	15	4.7%	61	5.0%
Other	5	3.1%	14	1.9%	2	0.6%	21	1.7%
(blank)	5	3.1%	33	4.5%	9	2.8%	47	3.8%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.08.Sexual.orientation.of.the.respondents

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Bi	7	4.4%	16	2.2%	3	0.9%	26	2.1%
Gay or Lesbian	4	2.5%	10	1.4%	5	1.6%	19	1.6%
I use another term	3	1.9%	11	1.5%	5	1.6%	19	1.6%
Straight/ Heterosexual	134	83.8%	643	87.0%	287	89.1%	1064	87.1%
(blank)	12	7.5%	59	8.0%	22	6.8%	93	7.6%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.09.Long.standing.disability.or.illness?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Yes	80	50.0%	294	39.8%	149	46.3%	523	42.8%
No	76	47.5%	432	58.5%	171	53.1%	679	55.6%
(blank)	4	2.5%	13	1.8%	2	0.6%	19	1.6%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.10.Caring.for.person.over.the.age.of.74?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Yes	30	18.8%	99	13.4%	41	12.7%	170	13.9%
No	127	79.4%	623	84.3%	279	86.6%	1029	84.3%
(blank)	3	1.9%	17	2.3%	2	0.6%	22	1.8%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%

Table.11.Caring.for.person.aged.75.or.under?

	Leicester		Leicestershire		Rutland		LLR	
	Number	%	Number	%	Number	%	Number	%
Yes	28	17.5%	73	9.9%	20	6.2%	121	9.9%
No	130	81.3%	656	88.8%	300	93.2%	1086	88.9%
(blank)	2	1.3%	10	1.4%	2	0.6%	14	1.1%
Total	160	100.0%	739	100.0%	322	100.0%	1221	100.0%