

# Leicester City PNA Public Survey 2025

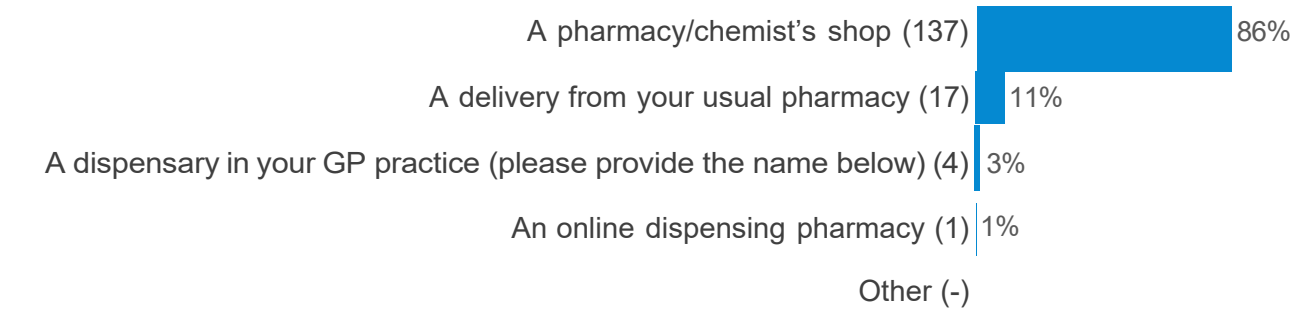
This report was generated on 06/05/25.

Overall, 1,227 respondents from Leicester, Leicestershire and Rutland completed this questionnaire. This report has been filtered to show the responses for Leicester City (160 responses).

**In which local authority area do you live? Please select one option only.**



**Where are you most likely to get your prescription medicine from? Please select one option only.**



**If you have selected 'A dispensary in your GP practice' please specify the name of the GP practice in the text box below**

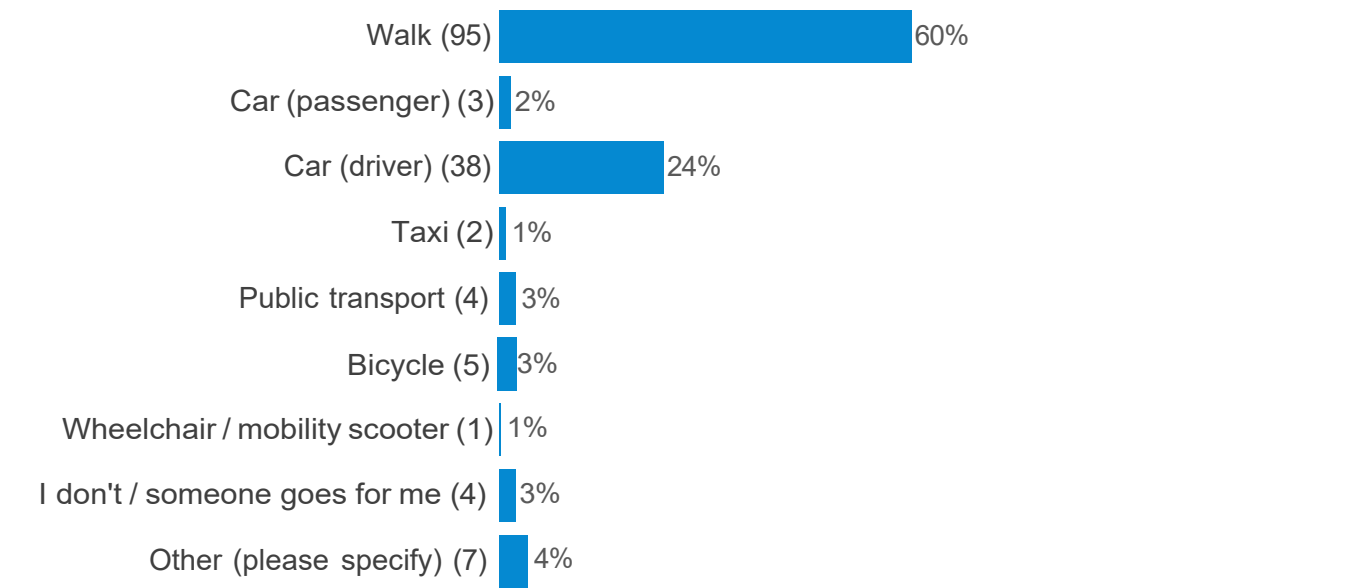
1 Person didn't answer

- Westcotes Health Centre
- westcotes
- West end medical practice

If you said you use a pharmacy/chemist’s shop or receive a delivery from them, where is your usual one based?



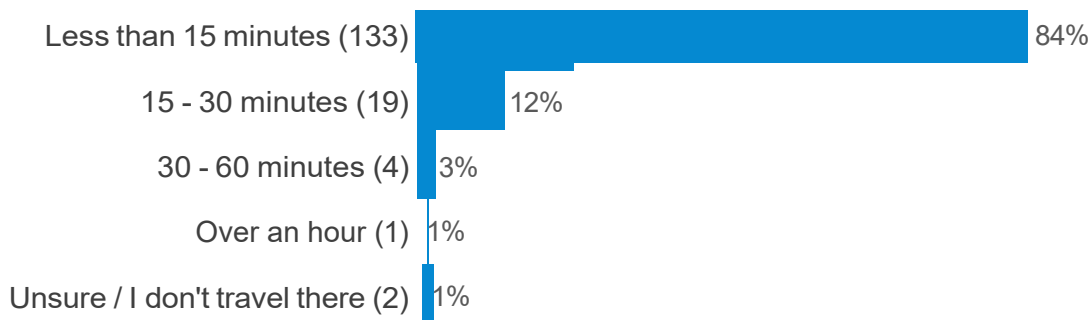
How do you usually travel to the pharmacy? Please select one option.



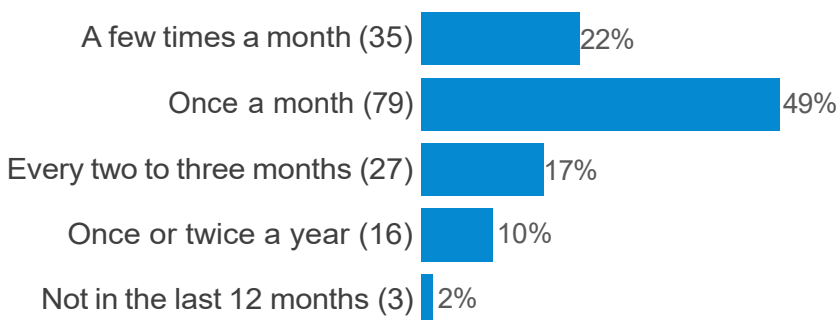
Please specify 'other'

6 out of the 7 people said their medications are delivered

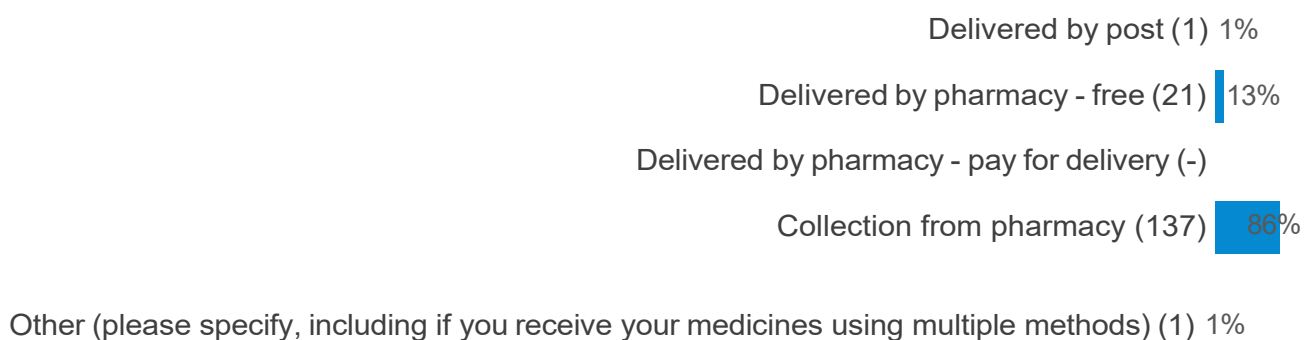
### How long does it take you to travel to your usual pharmacy?



### How often do you use a pharmacy for a health reason? Please select one option only. Health reasons include health advice, prescriptions and over-the-counter medication.



### How do you usually receive your medicines? Please select one option only.



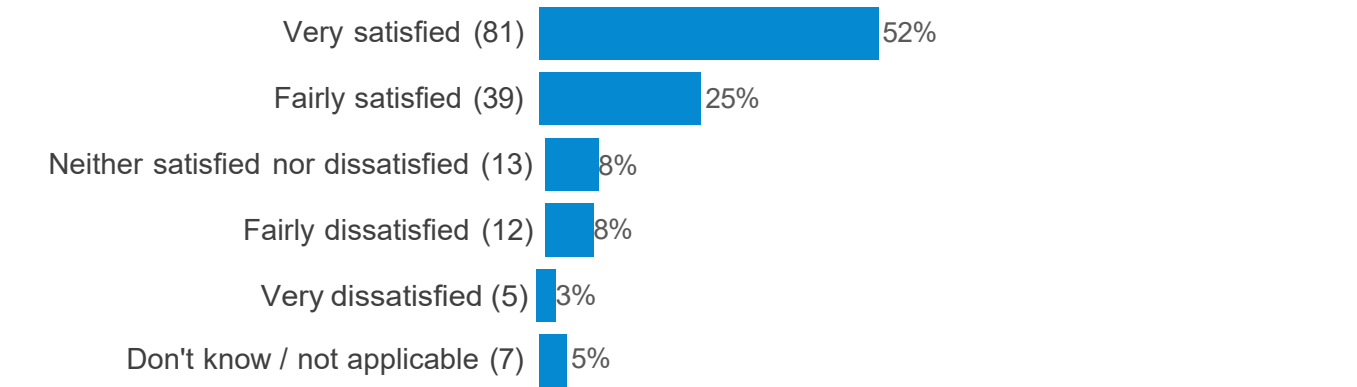
### Please specify 'other'

Collect from pharmacy, collect from Glenfield hospital and delivered by Scienous (all different medications)

### Can you tell us why you have your medicines delivered?

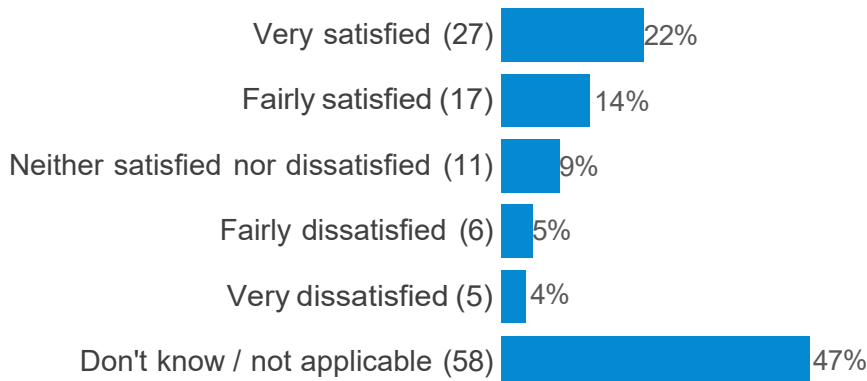
21 people gave a reply to this question. Of which 52% (n=11) cited mobility problems and a further 38% (n=8) said it was convenient and the other 14% (n=3) said it was because the service was offered.

**To what extent are you satisfied or dissatisfied with the advice you receive about taking your medicines from the following sources? (Pharmacy / chemist)**

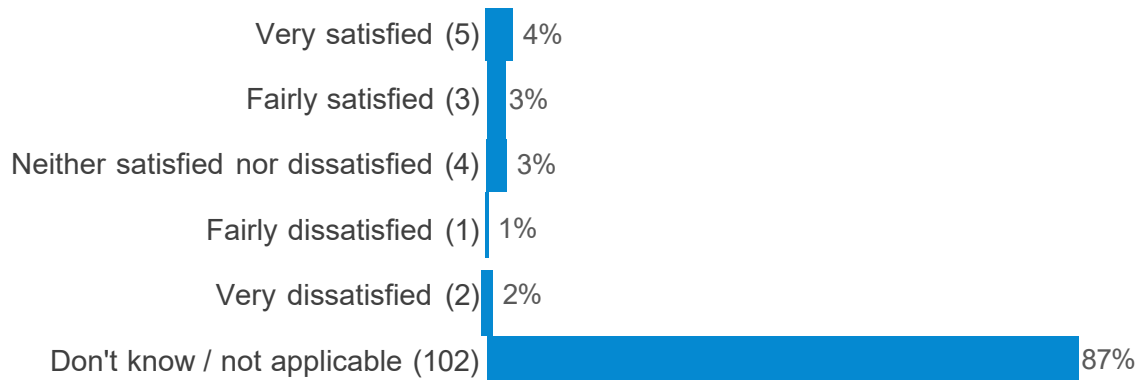


## PNA Public Survey 2025

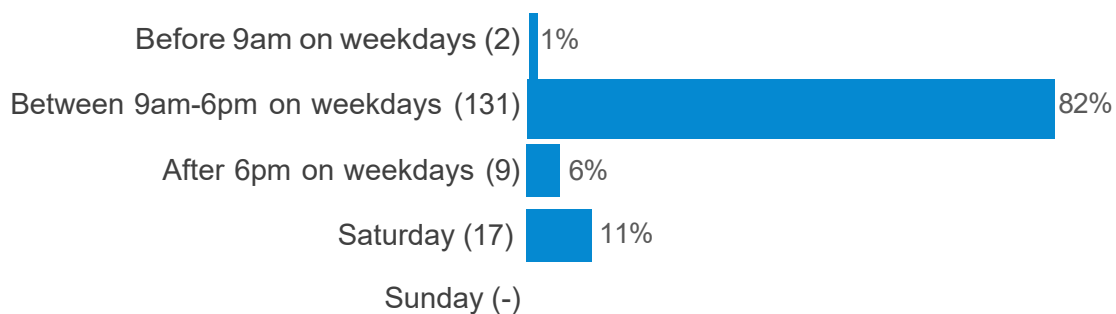
**To what extent are you satisfied or dissatisfied with the advice you receive about taking your medicines from the following sources? (GP practice dispensary)**



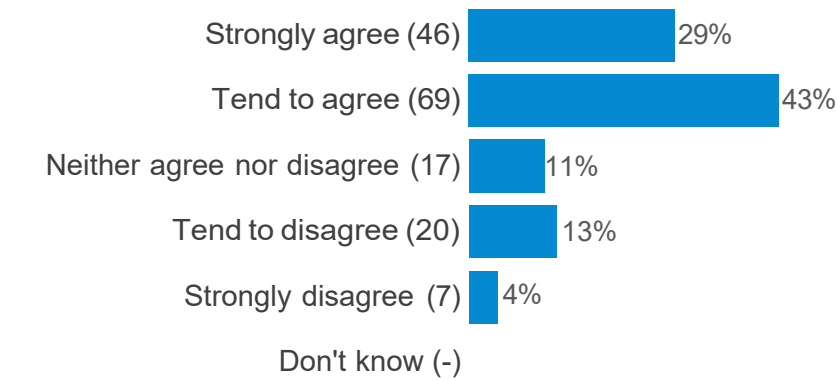
**To what extent are you satisfied or dissatisfied with the advice you receive about taking your medicines from the following sources? (An online-only pharmacy)**



**When do you most commonly use pharmacy services? Please select one option only.**



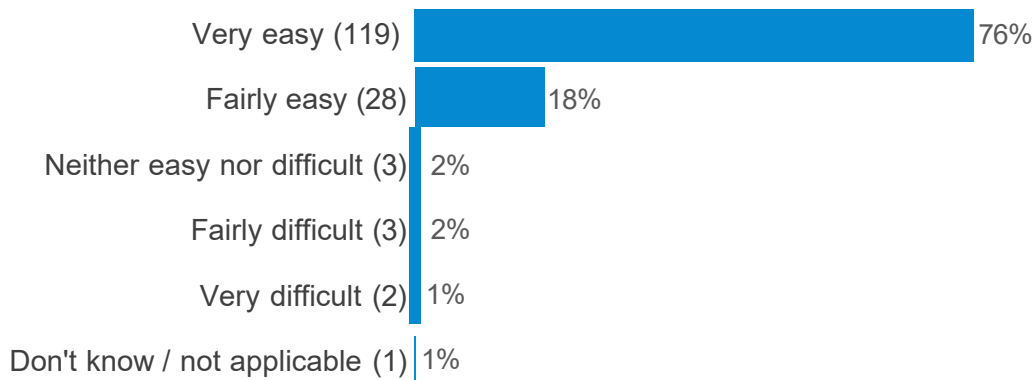
**To what extent do you agree or disagree that the opening hours for pharmacy services meet your needs?**



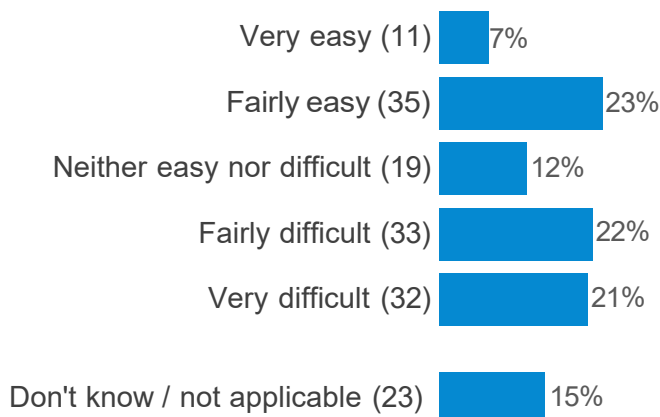
### Why do you say this? (includes answers to previous question)

A total of 93 people responded to this question. 28% (n=26) strongly agreed that opening times met their needs and a further 34% (n=32) tended to agree. 25 people either strongly (6) or tended (19) to disagree that opening hours met their requirements.

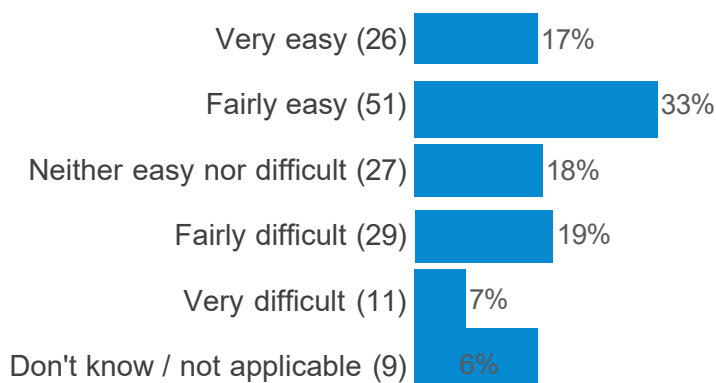
### Thinking about your usual pharmacy services, how easy or difficult is it to do the following? (To find an open pharmacy during the day)

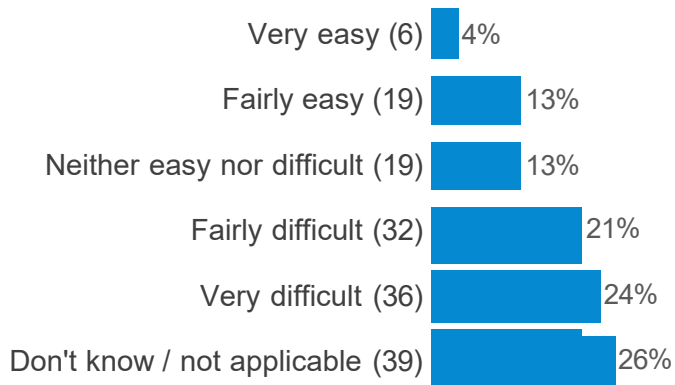
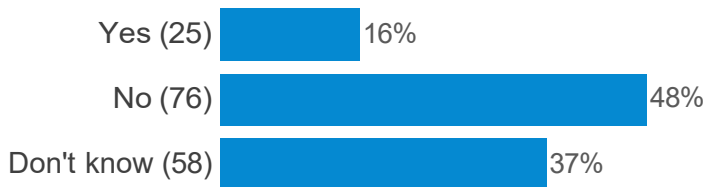


### Thinking about your usual pharmacy services, how easy or difficult is it to do the following? (To find an open pharmacy in the evening (after 6pm))



### Thinking about your usual pharmacy services, how easy or difficult is it to do the following? (To find an open pharmacy at weekends)

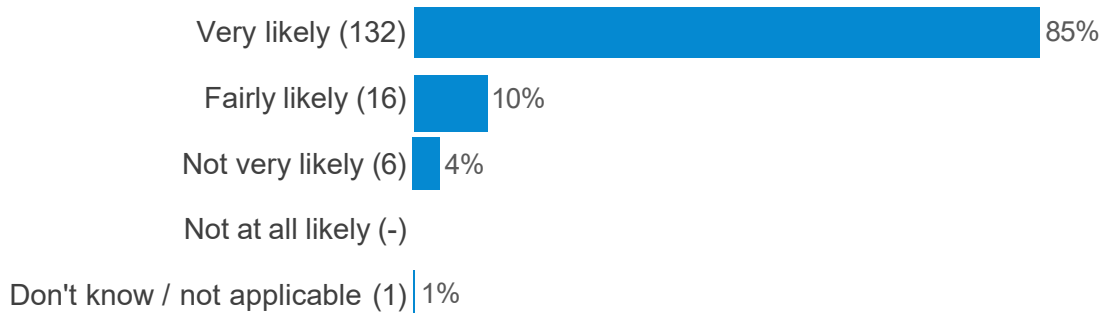
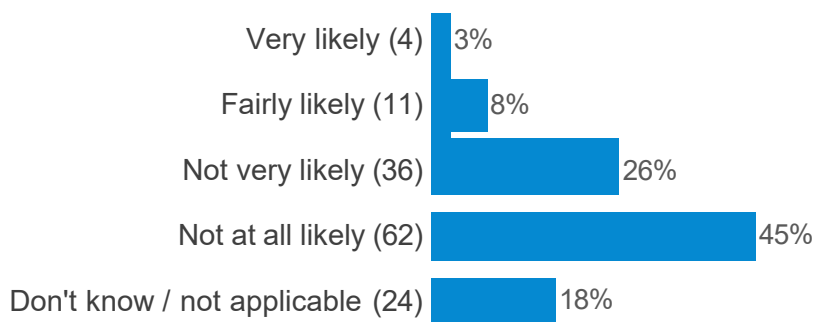


**Thinking about your usual pharmacy services, how easy or difficult is it to do the following? (To find an open pharmacy on Bank Holidays)****Has your most commonly used pharmacy changed it's opening hours in the last 18 months?**

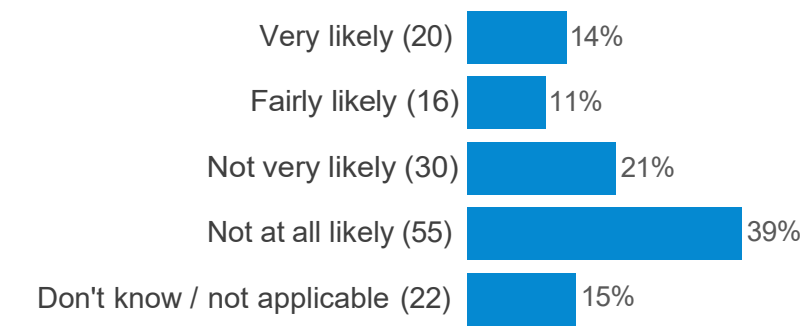


**How, if at all, has this change in opening hours impacted your access to pharmacy services?**

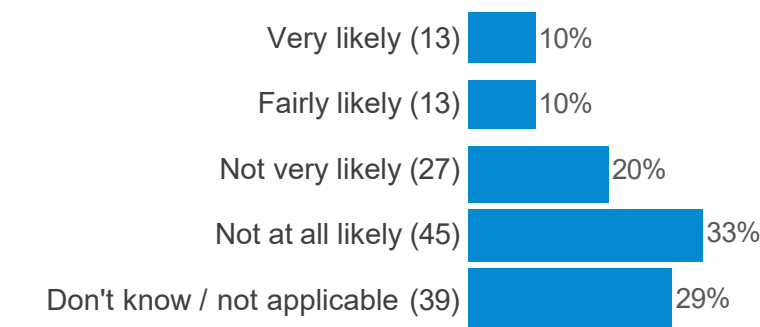
22 people answered this question and 23% (n=5) mentioned the pharmacy has closed down (Evington) a further 23% (n=5) mentioned reduced hours at weekends.

**How likely are you to use the following methods to access pharmacy services within the next three years? (Visit the pharmacy in person)****How likely are you to use the following methods to access pharmacy services within the next three years? (Receive prescriptions by post)**

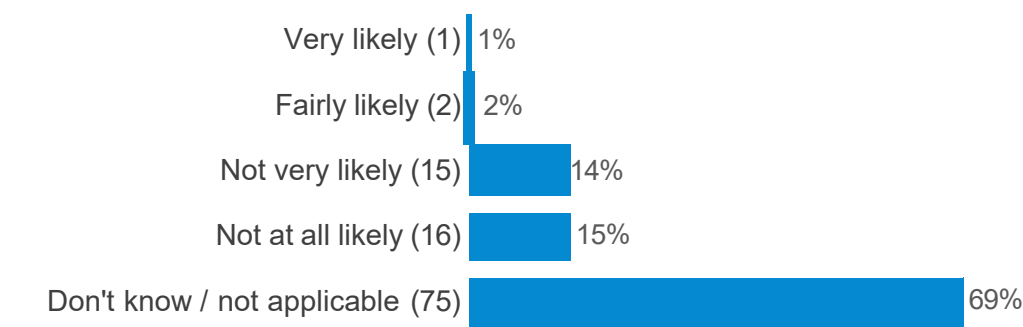
How likely are you to use the following methods to access pharmacy services within the next three years? (Online services - home delivery)



How likely are you to use the following methods to access pharmacy services within the next three years? (Online services - other)



How likely are you to use the following methods to access pharmacy services within the next three years? (Other (please specify))



Please specify 'other'

Advice

need more training

Don't know what other will be in the next 3 years

Unsure about my future mobilitu

Other

Emergency out of hours pharmacy Narborough road is useful End of medication access out of hours can be problematic

**Please specify 'other'**

I get a text when my prescription ready . And I can also track it on my nhs app

I'd love to see pharmacists have a more visible presence in promoting social prescribing offers, potentially even partnering with nearby provisions and demonstrating the potential cost savings for the NHS when unnecessary medicines are replaced with paid-for and tracked activities (e.g. singing for lung health, etc)

I also go there if i have a doctors appointment , and need any other tabs etc

None

Not sure

I answered N/A

None

Order repeat prescription on-line

I would like my pharmacy to hold a copy of my (medical) exemption certificate or to be able to evidence it using an app or a photo on my phone, it would be quicker and easier for me and them.

not applicable

Requesting information on medication

ST Stephen's on Fosse Road is fab!

Other, I ticked as non applicable, so someone hasn't thought this survey through to ask to specify other, if it's not applicable to me.

prefer local pharmacy , whether you call or in person can talk to them and they get to know you. online you don't know who you dealing with are they qualified dispensers or anyone can pretend to be one

Moins Che137A E Park Rd, Leicester LE5 5AZ is the most family friendly, accessible. professional, organised and reliable medical service. My elderly 83 year disabled Father is a loyal customer and relies on this essential service for his health and wellbeing and medications. I lead a very busy life as a caregiver to 2 adults of different generations and work part time, so the pharmacy has been kind and invaluable supporting the needs of my family

online you can't express your expression

I use the NHS app to request prescriptions

Na

?

I'm not sure if this question is implying that NHS prescribing will be re-routed to online pharmacies, something I am not in favour of

it is important to keep Pharmacies local to the areas they serve, so people can receive help and advice if a GP surgery is not available to them.

N/A

Not Applicable

N/A

I do not know, at the moment my deliveries work well, the question is how long will i be able to use a computer?

My local pharmacy is excellent. The GP surgery that sends my repeat prescriptions there is very unreliable though.

Other

not sure

Not applicable

### Please specify 'other'

Very pleased with the services provided, quick, efficient always ready to offer an alternative. Free advice

Nothing to fault really, I only tend to use 1 pharmacy at the moment and the staff and service are brilliant, just could be open all day on a Saturday is all but they would need more funding to do so

N/A

I only access pharmacy services in person after a prescription from a GP.

Other - My nearest community pharmacy is excellent, with kind, pleasant, polite and caring staff and a brilliant pharmacist who is helpful and constructive at helping you manage your health conditions.

asking community

i use pre-paid prescription

There is no other

No idea what this is asking

Have pharmacy have more people to deliver and have medication in stock and have same day delivery

I have ticked Not Applicable

In person better can ask questions if needed

family. or friends acting on my behalf

N/A

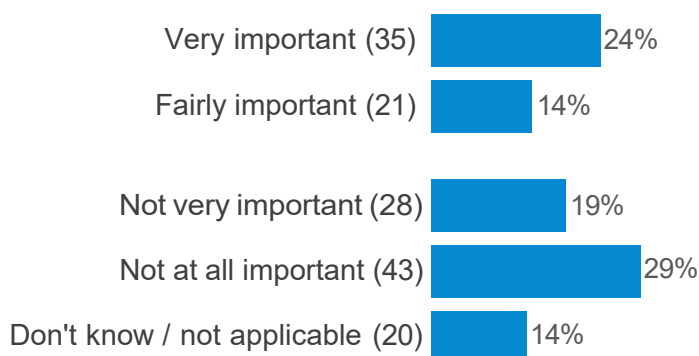
Not sure

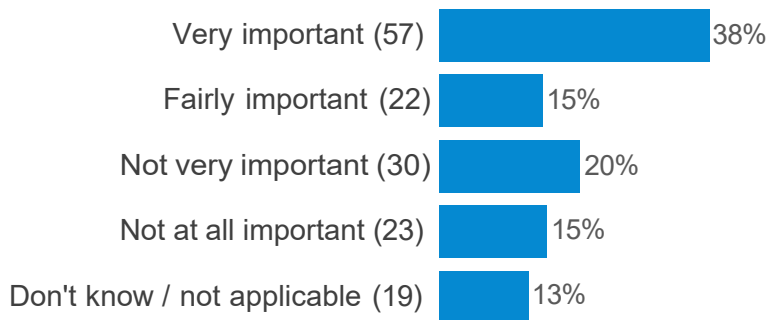
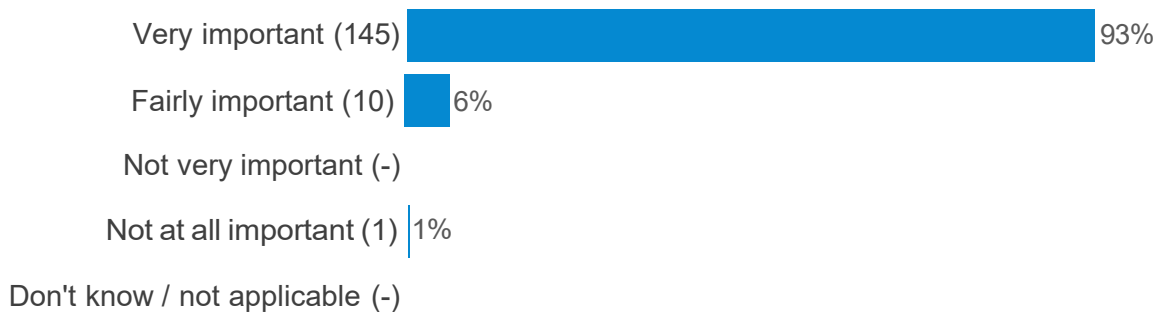
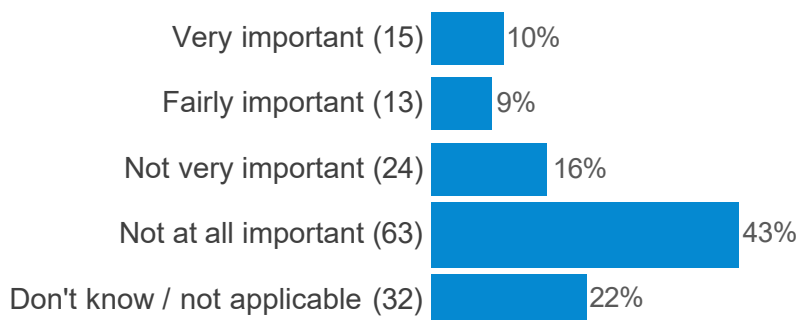
I didn't specify other your previous options listed other so this is a poor question

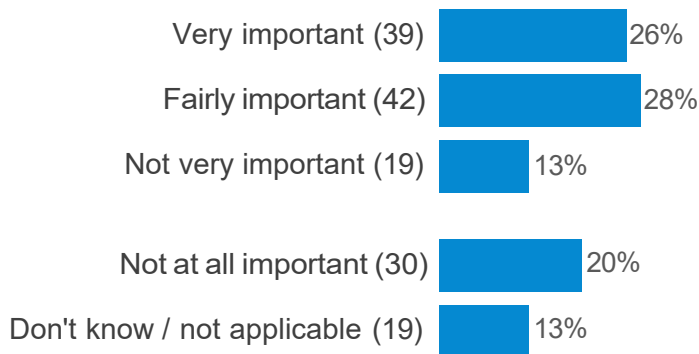
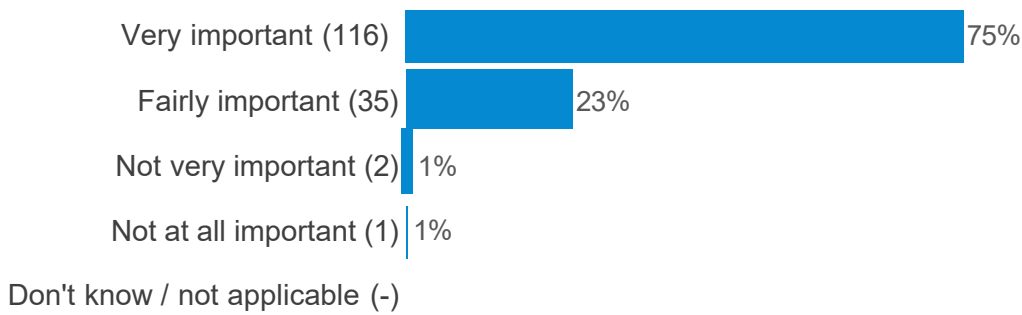
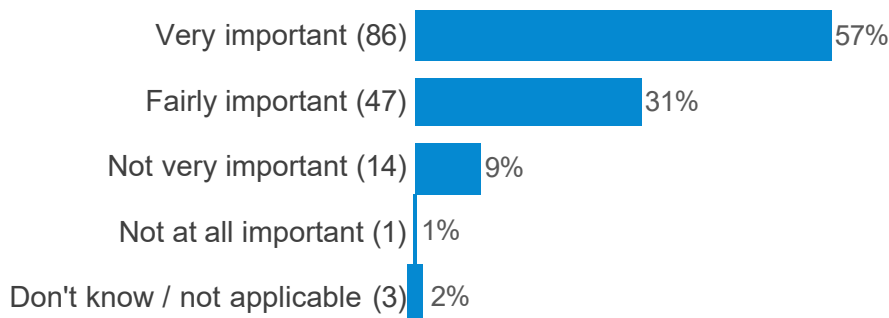
I need a local pharmacy for the human contact it offers to help combat loneliness.

N/a

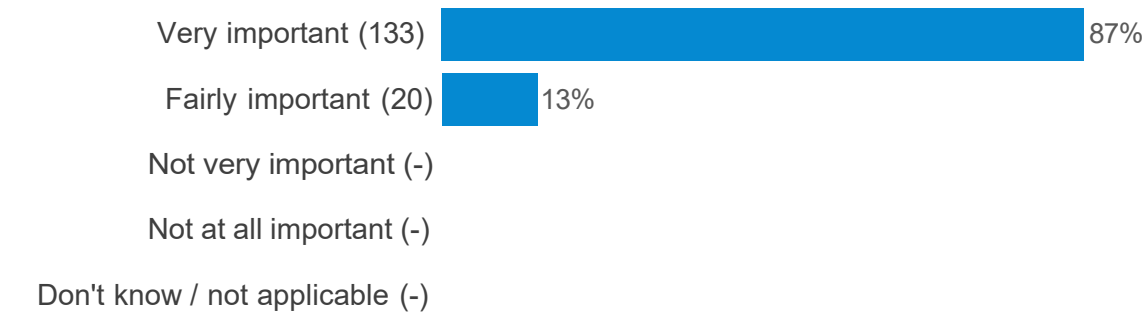
### How important are the following pharmacy services to you? (Home delivery of your medication)



**How important are the following pharmacy services to you? (Prescription collection from your GP practice)****How important are the following pharmacy services to you? (Availability of medication)****How important are the following pharmacy services to you? (Information available in different languages)**

**How important are the following pharmacy services to you? (Physical accessibility (e.g. parking, wheelchair access ))****How important are the following pharmacy services to you? (Location)****How important are the following pharmacy services to you? (Private areas to speak to a pharmacist )**

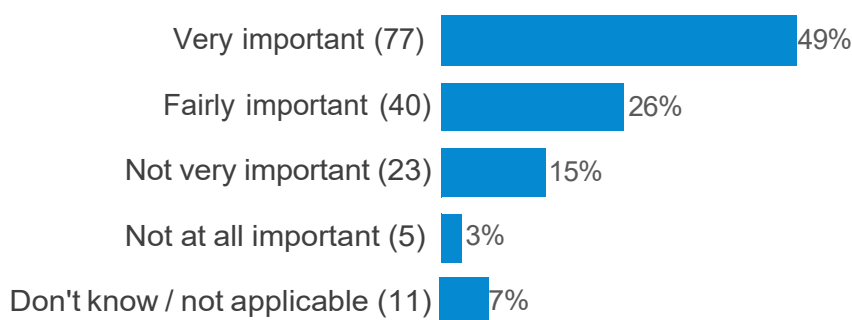
How important are the following pharmacy services to you? (Quality of service)



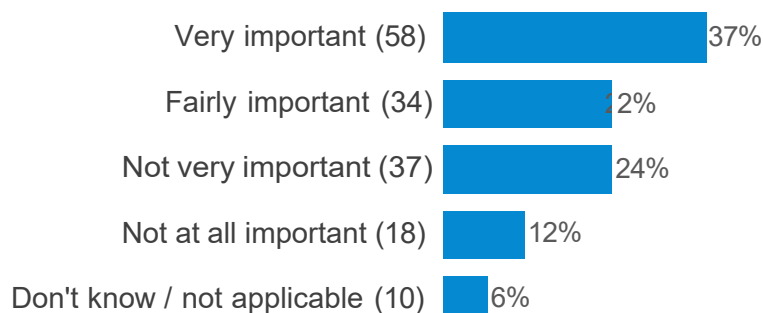
### Are there any other pharmacy services that are important to you? If so, please tell us about them.

75 people provided a response to this question. 24% (n=18) mentioned vaccinations including flu and covid, advice around ailments and medication usage was mentioned by 24% (n=18). Other services mentioned were blood pressure checks 8% (n=6). The ability to treat minor ailments and pharmacy first was mentioned by 13% (n=10). Other services mentioned by fewer people included private rooms to discuss medication, the closure of Evington pharmacy and health checks for the over 40's.

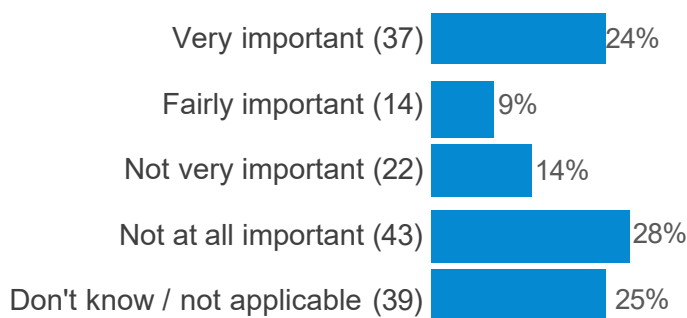
### How important are the following pharmacy services to you? (Availability of Pharmacy First (Includes ear infections, impetigo, infected insect bites, shingles, sinusitis, sore throat and uncomplicated urinary tract infections))



### How important are the following pharmacy services to you? (Blood pressure check service)



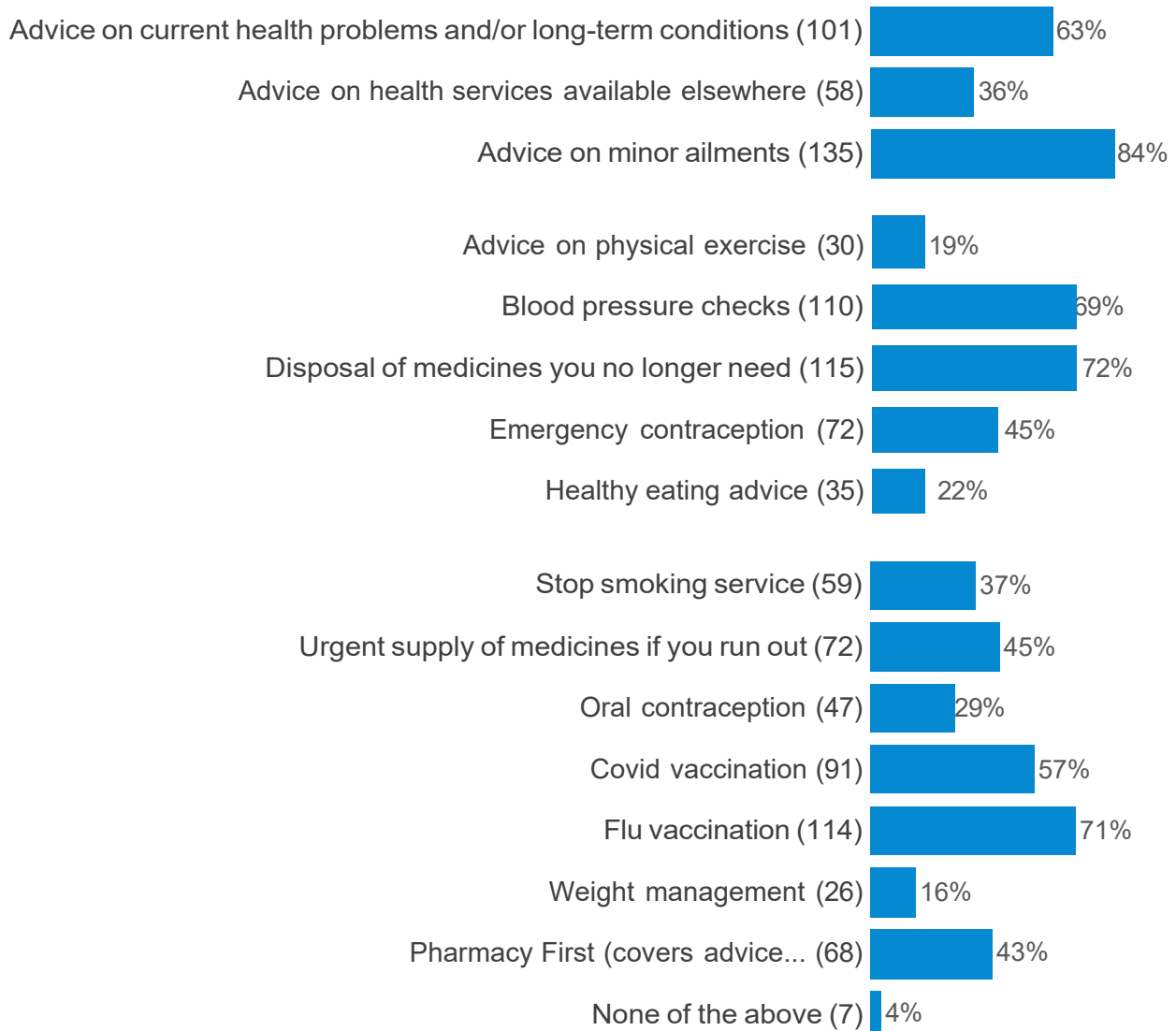
### How important are the following pharmacy services to you? (Contraception service)





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**Which of the following services are you aware of that are offered by your usual pharmacy? Please tick all that you are aware of.**



**Are there other services that you think your usual pharmacy should provide, which it doesn't at the moment? If so, please tell us which ones.**

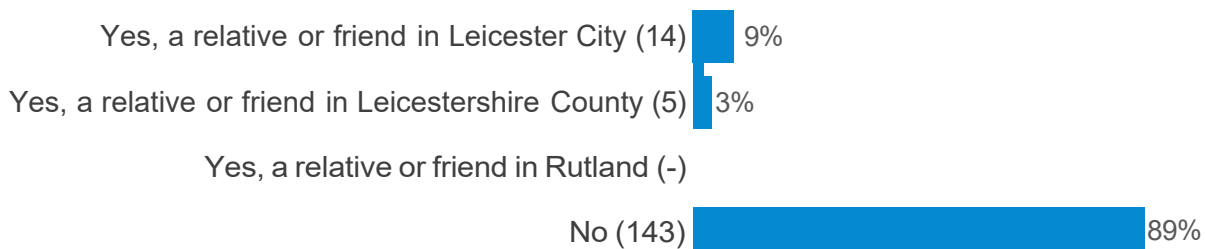
**Are you aware of any other services offered by your usual pharmacy? If so, please tell us which ones you are aware of.**

There were 47 respondents to this question, although 53% (n=25) said they weren't aware of any other services offered at their usual pharmacy. 17% (n=8) people mentioned vaccinations and other services mentioned were drug services including methadone and needle exchange, h.pylori and general sanitary essentials.

**Are there other services that you think your usual pharmacy should provide, which it doesn't at the moment? If so, please tell us which ones.**

There were 52 responses to this question and there was a wide variation in feedback. The Evington pharmacy closure was mentioned by a few people who would like it open again (or a pharmacy to replace it). Private consultation rooms, opening hours after 6pm, cholesterol and diabetes testing and blood testing were all mentioned.

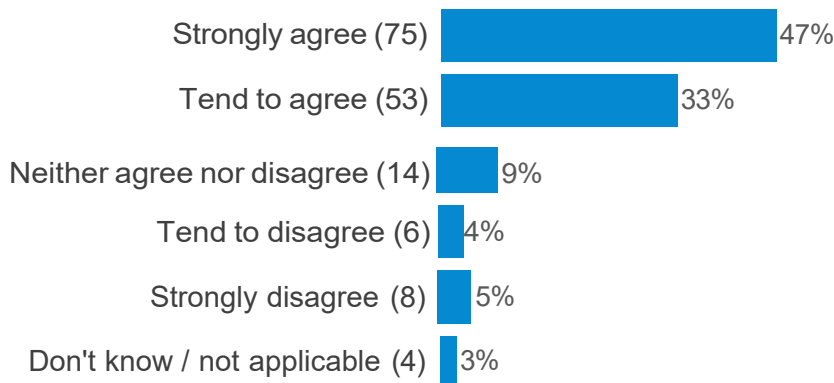
**In the last 12 months have you looked after a relative or friend living in Leicester, Leicestershire or Rutland who is terminally ill?**



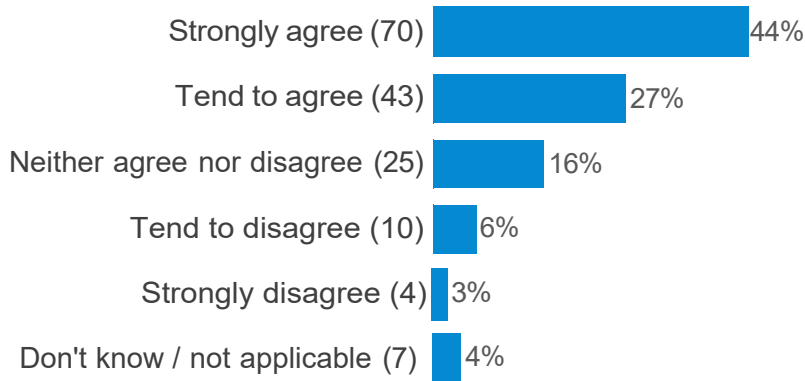
## Can you tell us about your experience with accessing medicines to help manage their illness?

**Collect in 11** responses were given to this question. Most of them were positive or neutral, with 3 responses negative, stating issues with end of life medications, a pharmacy closure and another just generally negative.

### To what extent do you agree or disagree with the following statements? (My pharmacy provides a good service)

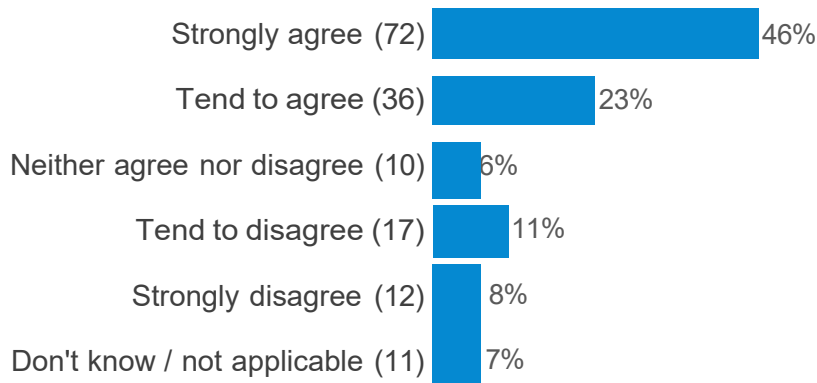


### To what extent do you agree or disagree with the following statements? (My pharmacy gives me clear advice on how medicines should be taken)



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**To what extent do you agree or disagree with the following statements? (If I want to, I can speak to a pharmacist at my pharmacy without being overheard)**



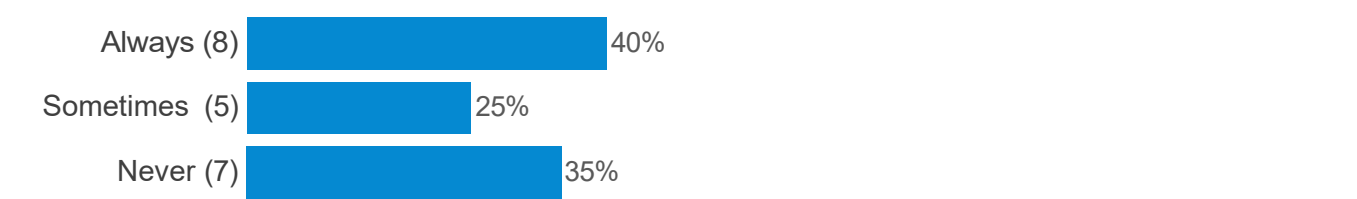
**Why do you say this? (includes answers to previous question)**

This questions provided 37 responses although many of them were not giving a direct answer to the specified question. Of those answering the question directly 12 people, 4 gave positive reviews and 8 were negative citing pharmacy closure and the next nearest is now too busy and overworked.

**Do you have any access needs relating to a physical disability?**  
**For example, to access your usual pharmacy services you may need accessible parking, or help to get in and out of the pharmacy and move around.**



Does your pharmacy meet these physical access needs?



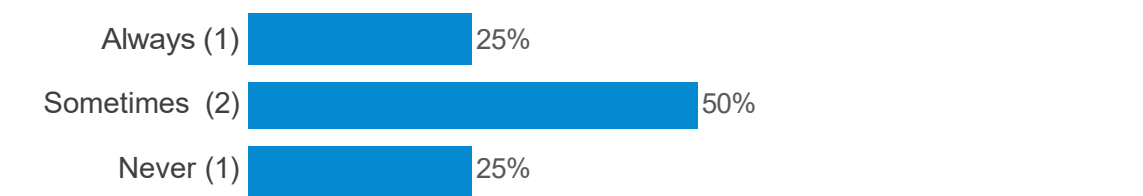
Why do you say this? (includes answers to previous question)

Always	Because they are happy to deliver if needed
Never	Parking for disabled is none existent.
Never	I day this only because of the length of time I have to wait when I'm there
Never	There is a large step up to the door and the door is stiff to open
Sometimes	Parking is congested due to one way system in place. pharmacy shop is in the middle of residential homes.
Sometimes	Sometimes I cannot always park as near as I may require. I have an acquired disability from an RTA and have a limp which may worsen especially if I am unwell
Never	I can't open the door without help and their door bell is broken
Sometimes	Only 2 disabled spaces and times it's open mean alternative street parking is usually full
Always	it has wheelchair access, / parking and automatic doors
Never	i wait and walk around.
Sometimes	The parking access is not always available close even with a blue badge at one, then another on same road you can park outside If I am well enough to use my pedal bike when accessing, the one that has limited parking has 5 bike stands outside, and 8 stands across the road
Never	they are on the main roads and the one which is within the doctor's surgery doesn't have capacity to take any dorset box patientThey are on the main roads, but the one within the doctor's surgery doesn't have the capacity to take any Dorset box patients.s
Always	they remove the need by delivering my medication and answering questions on phone. however when I last visited, and was waiting for a taxi home, there was nowhere to sit, this is mainly a council problem not pharmacy though, councils need to supply much more outside seating. I ended up sitting in the neighboring betting shop.

Do you have any communication needs?  
For example, do you need information in different formats, such as large print or audio, or in another language?



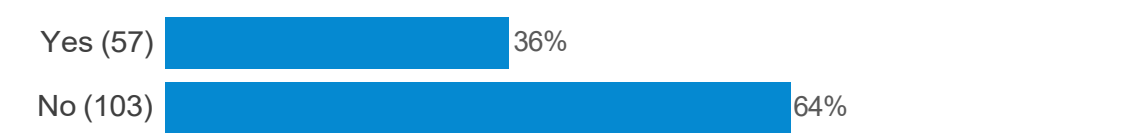
Does your pharmacy meet your communication needs?



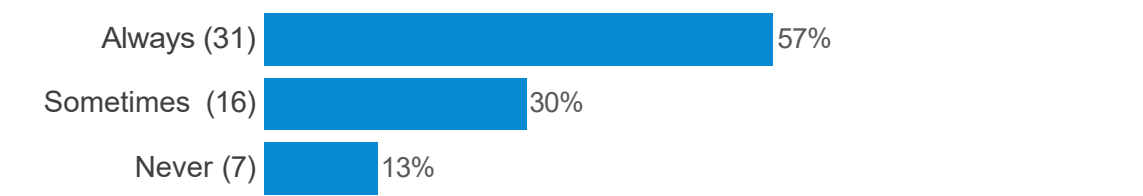
Why do you say this? (includes answers to previous question)

Sometimes	They cannot always provide large print facilities but do explain things fully
Never	busy chatting playing with mobile phone

Do you help an adult family member or friend to use pharmacy services?  
For example, picking up medicines, requesting repeat prescriptions or helping them to take their medicines.



Does your pharmacy meet your needs as a carer?



Why do you say this? (includes answers to previous question)

This question had 17 responses and 8 said they the pharmacy always met their needs and a further 5 said sometimes met their need. Of the 4 that said their needs were never met the reasons they gave where, medicines not in stock, pharmacy closed and they either didn't know or didn't ask if they were a carer. when my family members cannot pick the medication

**Do you have any suggestions for how your usual pharmacy could improve the way they meet your needs and support you?**

**If you don't feel able to discuss any of the issues raised below with your pharmacy, you can contact NHS England. Further details are available at**

**<https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>**

This section provided 57 responses which were very diverse. The main themes coming out of the responses were, don't close anymore pharmacies, increase opening hours in evenings, more promotion of the services they provide, more stock as people don't like being told they only have some of the items they require and they will need to return to collect other items and more staff.

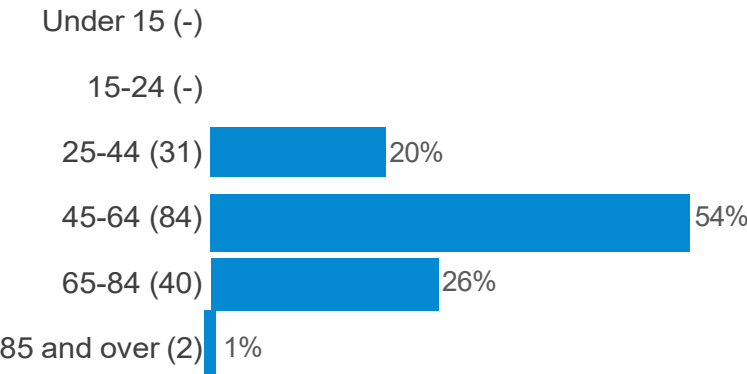
What is your gender?



Is the gender you identify with the same as your sex registered at birth?



What was your age on your last birthday?



What is your full postcode?  
This will allow us to see how far people travel. It will not identify your house. (What is your full postcode?)

*Note: Postcode data has been removed from this report*



Are you a parent or carer of a young person aged 17 or under?



If yes, how many children in the following age groups are in your care? (Please enter in numbers not words) (0-4 years)

		Sample Standard				
Count	Sum	Mean	Deviation	Minimum	Maximum	Range
10	12	1.2	0.79	0	3	3

If yes, how many children in the following age groups are in your care? (Please enter in numbers not words) (5-10 years)

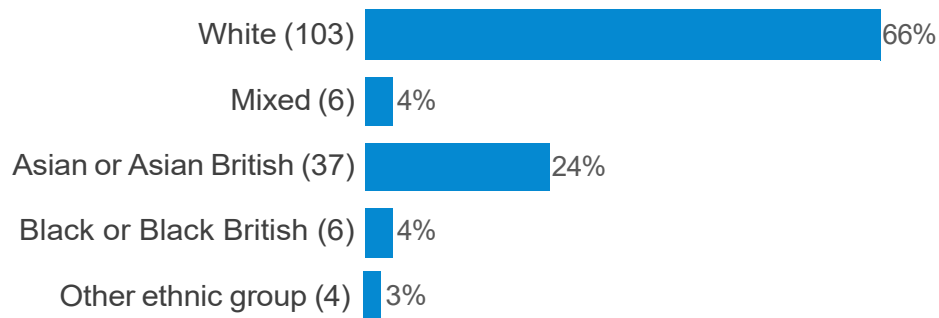
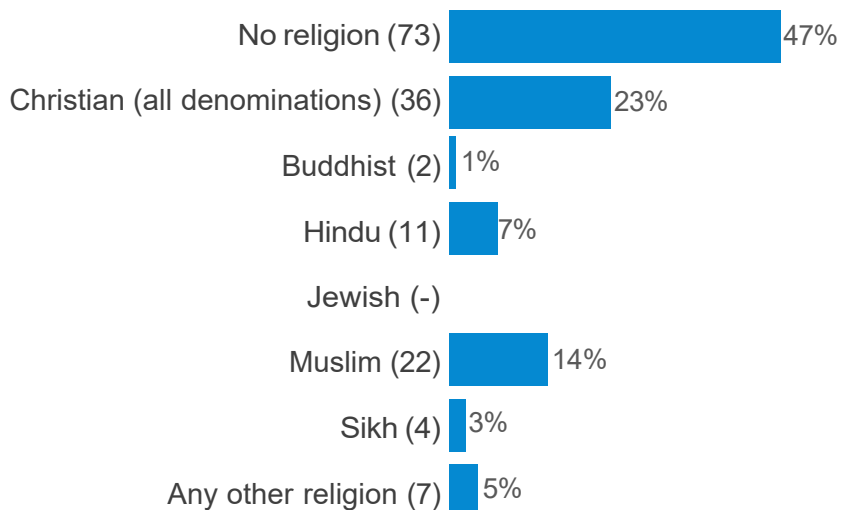
		Sample Standard				
Count	Sum	Mean	Deviation	Minimum	Maximum	Range
13	23	1.77	1.96	0	8	8

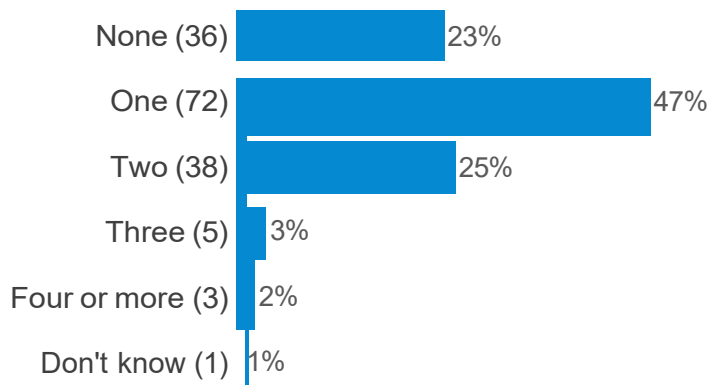
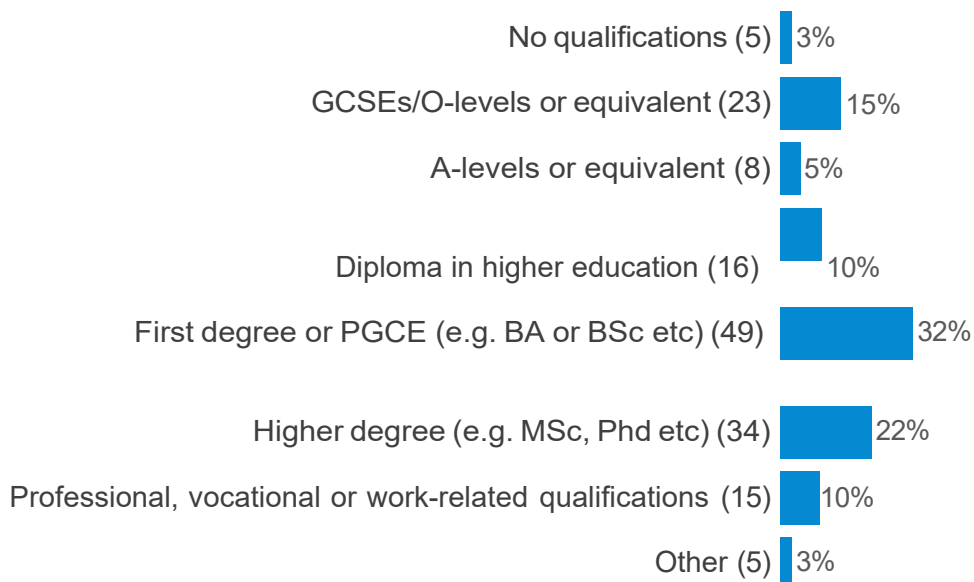
If yes, how many children in the following age groups are in your care? (Please enter in numbers not words) (11-15 years)

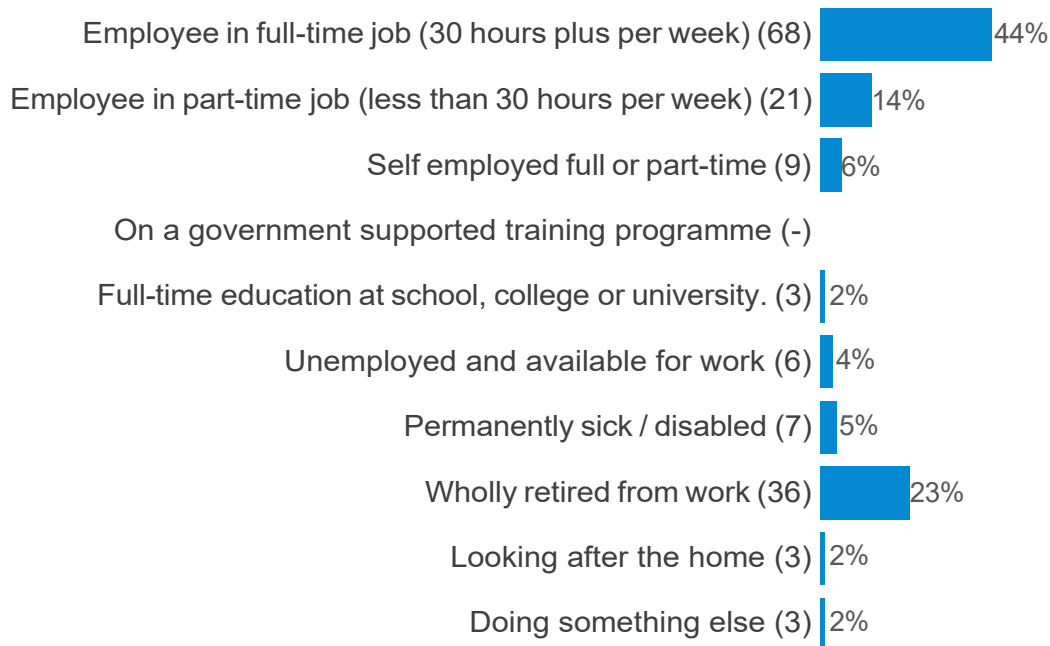
		Sample Standard				
Count	Sum	Mean	Deviation	Minimum	Maximum	Range
13	17	1.31	0.48	1	2	1

If yes, how many children in the following age groups are in your care? (Please enter in numbers not words) (16-17 years)

		Sample Standard				
Count	Sum	Mean	Deviation	Minimum	Maximum	Range
6	5	0.83	0.41	0	1	1

**Are you a carer of a person aged 18 or over?****Do you have a long-standing illness, disability or infirmity?****What is your ethnic group? Please tick one box only.****What is your religion?**

**In total, how many cars or vans are owned or available for use by members of your household?****What is your highest level of qualification you have obtained?**

**Which of these activities best describes what you are doing at present?****What is your sexual orientation?**