

## **“I still need my medication, even in a pandemic!”**

What people in Kirklees told us about ordering, receiving, changing and reviewing their medication in challenging times

December 2021

Rio Kisjantoro

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## About Healthwatch Kirklees

Healthwatch Kirklees is an independent champion for people who use health and social care services. We listen to people, especially the most vulnerable, to understand their experiences and what matters most to them.

We influence those who have the power to change services so that they better meet people's needs now and into the future. We empower and inform people to get the most from their health and social care services.

## Summary

Health and care services changed dramatically and with little or no prior notice during the Covid-19 pandemic. In an unprecedented and constantly changing situation, services had to respond and adapt rapidly. From the start of the pandemic, Healthwatch Kirklees have worked to understand people's experiences, to help identify where things have been working well and where things could be improved.

Through periods of lockdown, people were asked to only leave their homes for essential journeys and some people were also shielding for long periods of time or self-isolating to protect others. However, throughout this time, people still needed to seek health care, support or treatment for various issues and accessing medication was still vitally important for many. We started to receive feedback which indicated that people were having difficulties with ordering, receiving and reviewing their medication so we set out to understand the issues people were having.

Engagement took place between January and March 2021 via surveys shared online and also through the Kirklees Home Library Service (delivered by the Royal Voluntary Service).

## 5 Key Findings

1. Due to the reduction in face-to-face appointments with healthcare staff, some found it more difficult to obtain medication in a timely way.
2. Some were happy to have a medication review on the phone, whereas others would have preferred a face-to-face appointment and there was some frustration around the limited amount of communication regarding medication reviews.
3. People were generally impressed with the way pharmacies adapted their services in response to challenges presented by the pandemic with some starting to offer home deliveries for the first time. Some people now find it easier to order medication online and have medication delivered.
4. Periods of shielding and self-isolation meant that people who were previously managing their own medications suddenly had to start requesting and relying on support from other sources such as family, friends, neighbours and volunteers. South Asian people were twice as likely to rely on family and friends to collect medication, which they hadn't done previously. The pandemic often brought out the very best in people; a great deal of compassion and good will was extended towards others who might be struggling but some people, understandably, did not like being dependent on others for things like medication ordering and collection.
5. Some people have faced additional barriers relating to access, communication and digital technology and these are areas which could be improved in future to ensure good quality, equitable access for people who need medication during the continuing challenges presented by the Covid-19 pandemic and beyond.

## Introduction

In 2020, Healthwatch Kirklees asked people about their experience of health and care services during the pandemic<sup>1</sup>. We heard an increasing number of reports from the public about issues affecting their medication, ranging from difficulties ordering and collecting medications to problems with accessing medication reviews.

Healthwatch Kirklees wanted to get a better understanding of the issues people were facing and to look at whether any changes made due to the pandemic had a positive impact on people. We also wanted to find out whether certain groups of people were disproportionately affected by any changes concerning their medication during the pandemic.

## What we did to find out more

Healthwatch Kirklees produced a survey to ask more about people's access to and review of their medications. A copy of the survey can be found in Appendix 1. This was shared through our social media channels and with local partners. The survey questions asked about how people were ordering and receiving their medications, whether they had been offered a medication review and asked what improvements could be made to processes, if any.

In addition to the online survey, we had an opportunity to distribute the survey through Kirklees Home Library Service, delivered by the Royal Voluntary Service, who hand-deliver library books to over 500 households in Kirklees. Most of the people who receive this service are older people or have long term conditions, a disability or a sight/hearing impairment, so this gave us a great opportunity to reach a group of people that were more likely to be affected by changes to the way they access medications. We sent out an engagement pack with Kirklees Home Library Service deliveries which contained information about Healthwatch Kirklees and a shortened version of the online survey which was delivered to approximately 200 people in Kirklees (you can see this survey in Appendix 3). Again, a supplementary question was asked and in this survey we asked about people to rate their overall experience when thinking about access to and review of medications.

Engagement took place between January 2021 and March 2021.



An example of an engagement pack sent out to people via the Home Library Service

<sup>1</sup> <https://healthwatchkirklees.co.uk/report/the-health-and-care-experiences-of-people-living-in-kirklees-during-the-covid-19-outbreak/>

## What we know about the people who engaged with us

Most respondents who completed the online survey answered the demographic data of the survey and we can see the breakdown of those that replied to it below:

- 64.1% of respondents were White British ethnicity
- 76.3% of respondents identified as female
- 23.6% of respondents were 45-54 years old
- 18.4% of respondent classed themselves as carers
- 13.1% of respondents indicated that they had a mental health condition
- 28.9% of respondents had a long term health condition

A full breakdown of the demographic data from the online survey can be seen in Appendix 2.

We did not collect demographic information in the short survey sent out with the Home Library Service.

## Findings

The online survey generated 78 responses in total, with 38 in-depth responses from Kirklees residents.

Additionally, we received 71 separate pieces of feedback from Kirklees Home Library service users.

### Changes to medication

People told us about changes to their medication, with the main themes being:

- Delays in obtaining medication;
- Communication between staff and patients relating to changes in medication;
- Use of technology to order medication.

### What worked well?

People spoke to us about some of the positive outcomes when experiencing a change in their medication. The majority of these comments were related to staff communication but also the new systems and pathways which had been put in place during the Covid-19 pandemic.

*“Good, talked to Dr over the phone. Medication sent to our pharmacy, no problems.”*

*“I want to tell you about how good the online service for ordering medication works for me. I order it, I get a date to collect. This works really well.”*

*“Dr at hospital changed medication dosage, sent a letter to GPs who changed the prescription and pharmacy dispensed and delivered it. The letter from hospital took a bit longer than normal to get to GPs.”*

### What could have worked better?

Delays to obtaining medications and prescriptions made up most of the negative comments we received from respondents. Other negative comments included: Changes to

prescriptions without being notified; locked doors preventing access to buildings and facilities; difficulty accessing digital services such as online pharmacies and GP websites; medication being put on hold until a review could take place at a later date.

*“Without notifying us our repeat prescriptions were changed.”*

*“I’m classed as clinically extremely vulnerable to Covid-19. Early in the pandemic, my usual pharmacy were delivering my prescriptions. From the autumn onwards, I was informed this was no longer possible without a charge being made. This wasn’t during a period of shielding, but nonetheless the infection rate locally remained high, and I was unwilling to visit the pharmacy (situated in large supermarket) to collect my prescriptions. As a result, I moved to an online pharmacy (Echo), which is ok up to a point but they can’t cover all my medication. It also means I’ve lost the link with my usual pharmacy, who know part of my case history and who I have a good relationship with.”*

Some medications were changed due to pharmacy supply or stock issues:

*“Immediately after ‘Brexit’ my pharmacist had problems receiving stock of my Buprenorphine patches as I’m allergic to certain adhesives. I had to have a brand which didn’t suit me at all”*

*“With Covid the pharmacy in the surgery closed have to use local one in village. They just buy the cheapest tablets so they change every time. Complained about this, pharmacist says Doctor has to say which ones on the prescription so cross fingers all good next time”*

## How could experiences of changes to medications be improved?

People told us that they would have appreciated better communication between staff and patients, better use of technology to obtain medication and improved delivery services from pharmacies to people’s homes when needed.

## Medication reviews

People told us how their medications were reviewed during the pandemic. The main topics covered by respondents were:

- Communication between different services and between staff and patients when discussing a medication review
- Use of technology for the medication reviews
- Quality of care received

## What worked well?

Those who mentioned accessing their medication review appointment over the phone were positive about this experience. Respondents used words like “helpful”, “thoughtful” and “satisfied” to describe positive experiences with staff members.

*“It was fine as it was. we were able to get a prescription for an inhaler and was given a telephone appointment with the nurse to do the review.”*

*“I was able to ring GPs up and they did the medication review over the phone”*

*“Very thoughtful and helpful”*

*“Good experience overall. The review was over the phone, but was thorough.”*

## **What could have worked better?**

Some respondents spoke to us about the challenges they had experienced either obtaining a medication review or about how a lack of medication review had impacted their prescriptions being delivered on time.

*“No attempt made to speak to me in relation to the review.”*

*“Asthma review - over the telephone - not particularly impressed!”*

*“It was carried out in my absence by my GP - it came about when I was unable to re-order my online repeat prescriptions until a medication review had been carried out.”*

*“I required a blood-pressure reading. Luckily, I have a machine at home so I was able to get my medication in one phone appointment. However, I was not aware that I needed the reading until my review appointment with my GP. I thought it would have been better if I would have known about the reading beforehand so I could have done it then - or if someone in a similar situation needed a reading but didn't have the machine, if they were told about needing a reading beforehand, they might be able to make arrangements with a friend who has one to avoid having a second in-person appointment”*

*“My medication changed and I had side effects. I requested a review appointment with my GP and was told to carry on taking them as I didn't give the medication a chance”*

## **How could experiences of medication reviews be improved**

The majority of people suggested that additional appointments with healthcare staff and improved communication between staff and patients would have improved their experience.

## **Obtaining medications**

Healthwatch Kirklees were concerned about the challenges for some people who were shielding due to the Covid-19 pandemic and being unable to access their medications. Our information and signposting service highlighted that some people were unable to use the online ordering system or use a local pharmacy delivery service. We were concerned that people who previously had been able to manage their own medication needs prior to the pandemic were having to rely on different types of support such as family and friends. We asked people in Kirklees if they had experienced any of these challenges and what support had worked well for them.

## **What worked well?**

People spoke to us about additional support from pharmacies and how this was helpful for some during the COVID-19 pandemic. Many people shared positive comments about pharmacy delivery systems and how they were able to adapt and meet the needs of patients during a challenging time. People praised the systems in place that enabled them to get the medicines they needed without having to access complex digital systems. There were also comments alongside this praising GP practices:

*“On one occasion we asked the pharmacist to deliver a prescription as at that time we were self-isolating and our chemist were great.”*

*“The Pharmacy Hub in Batley/Heckmondwike have responded well and asked us to stay at*

*home to receive prescriptions”*

*“This service works well I call the pharmacy they give the doctor a call, chemist pick up the prescription and then deliver the medication to me.”*

*“The pharmacy deliver my medicines. Very satisfied with both the doctors surgery. Also the pharmacy are very kind”*

*“My husband and I order our repeat prescriptions at the chemist and can manage to collect them. We are not on the internet, the chemist has been helpful.”*

*“Everybody involved has been exceptional, no complaints at all. The surgery, chemist. Hospital and vaccination programme excellent.”*

Even when pharmacies were not able to support their patients fully, some respondents were still compassionate towards their staff.

*“My son in law went to the chemist to collect once or twice when really needed. We have delivery from pharmacy most of the time. They just couldn't deliver when we needed at these times. I'm not worried they do their best.”*

### **What could have worked better?**

Some people experienced difficulties obtaining medications due to problems with online ordering systems, wrong medication being delivered and difficulties contacting their GP practice:

*“I now have problems with getting prescription right from doctor. Pharmacy don't deliver right items”*

*“Unsatisfied with Doctors surgeries thinking everyone is on the internet”*

*“Sometimes have trouble ordering my tablets online. Would like to do it on the phone. Would like to see someone about a review of tablets”*

*“It is almost impossible to get through on telephone to get an appointment with a doctor at my GP practice. Telephone impossible in morning, appointments to be weeks ahead. I know Covid has changed everything but surely one should be able to get an appointment sooner rather than weeks ahead, especially I have never been a doctor botherer.”*

Some respondents spoke to us about the challenges they faced in relation to support from family and friends. Most people said that it was difficult and frustrating having to rely on others when they had been able to manage their own medications previously and that delays to receiving their medications had happened because of this.

*“Pharmacy has assisted with home delivery issues whenever possible - just a few occasions when a third party has needed to become involved to collect. Third party involvement also required to sort out correct medication dose being prescribed and dispensed - liaison with GP and local pharmacy.”*

*“Don't like to feel dependent, or ask others to put themselves at risk”*

*“Having to rely on family to pick my prescription up is hard. As I am not able to get out at the moment.”*

*“Was informed that even as I am shielding I still had to collect my prescription and was not able to have it delivered. So having to rely on my daughter to”*

## **Equality**

Survey responses have indicated that there are specific issues and barriers that are being faced by some groups that experience greater health inequalities or have protected characteristics. The data indicates that there are differences in the experience of those from ethnic minority communities (particularly South Asian), people with mental health conditions and people with physical impairments.

A small number of comments were made relating specifically to relying upon friends and family members to order and delivery their medications. In the following section, there is a summary of the concerns raised by respondents from these groups. They include details indicating where people from a particular group have had disproportionate experiences by comparison to others.

### **Ethnic minority communities**

People who stated that they were from ethnic minority communities experienced more changes to their medication than any other respondents to the survey and were very dissatisfied with their experiences.

Ethnic minority communities were more likely to speak to us about changes to their medication from GPs, pharmacy and hospitals.

This cohort of people were two times more likely (than other respondents to the survey) to depend on family and/or friends supporting them to order their medication, something which did not happen prior to the Covid-19 pandemic.

### **Mental health conditions**

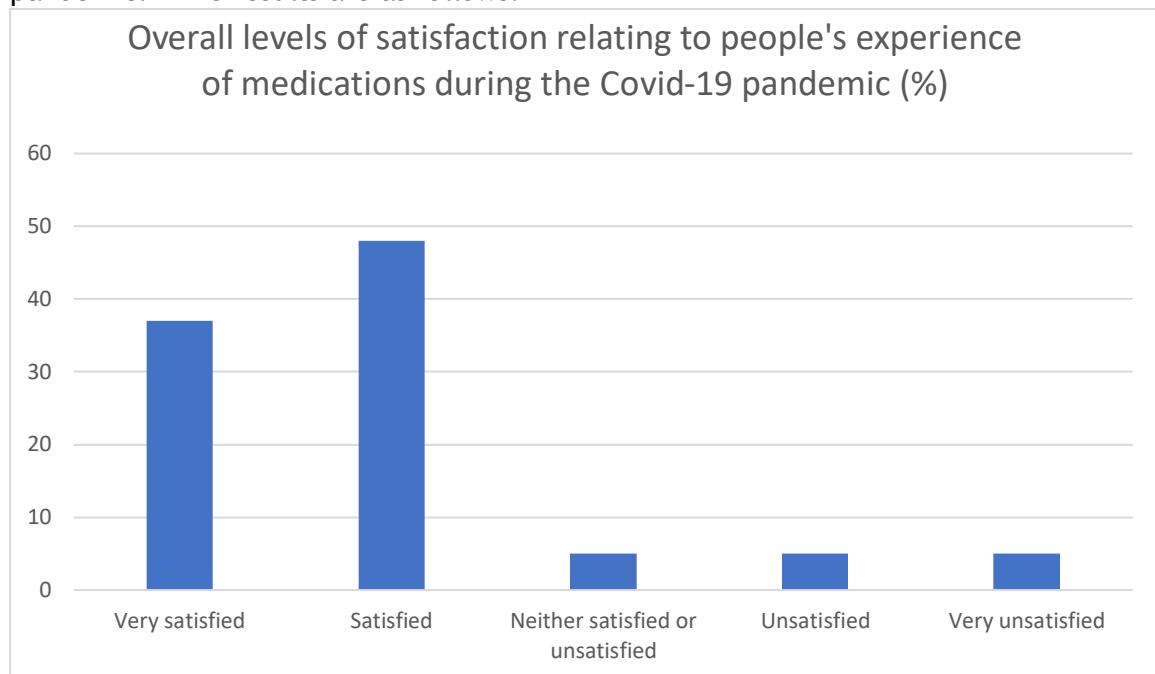
All of the people who spoke to us who identified that they had a mental health condition had been informed they required a medication review and all of them had received a review but were dissatisfied with their experience.

### **Physical impairments**

People who reported to us that they had a physical impairment were the most dissatisfied about experiencing a change to their medications and not obtaining a medication review in comparison to other protected groups. They suggested that increased communication and access to a medical professional could have improved their experiences.

## Overall experience

We asked people to self-assess their overall experience relating to medications during the pandemic. The results are as follows:



## Conclusion

Health and care services had to quickly respond to challenges presented during the Covid-19 pandemic by adapting the way they did things to keep everyone as safe as possible whilst maintaining access.

Some changes to the way people ordered and received medication led to an improvement in patient experience, for example some people now find it easier to order online and have medication delivered. However, for others, the reduction in face-to-face appointments with clinicians and difficulties in being able to see a pharmacist in person meant that some people found it hard to obtain medications in a timely way. This was particularly true for older people, females and those with a physical disability.

It was important that people continued to have their medication reviewed; some people were very happy to have their review with a clinician on the phone whereas others preferred face-to-face. Some felt frustrated with the limited amount of communication they received regarding their review and those with mental ill health all said they were dissatisfied with their review.

People were generally impressed with the way pharmacies adapted their services in response to challenges presented by the pandemic. Some started to offer a delivery service if they were not doing so already and this was greatly appreciated by people in Kirklees.

Periods of shielding and self-isolation meant that people who were previously managing their own medications suddenly had to start requesting and relying on support from other sources such as family, friends, neighbours and volunteers. South Asian people were twice

as likely to rely on friends and family to collect medication when they hadn't done this previously.

The pandemic often brought out the very best in people; a great deal of compassion and good will was extended towards others who might be struggling but some people, understandably, did not like being dependent on others for things like medication ordering and collection.

This engagement has highlighted some positive changes to the way people access medication and have their medication needs reviewed, and some of these changes should be retained, whilst bearing in mind that there is no 'one-size fits all' system which works for all. Some people have faced additional barriers relating to access, communication and digital technology and these are areas which could be improved in future to ensure good quality, equitable access for people who need medication during the continuing challenges presented by the Covid-19 pandemic and beyond.

## Appendices

### Appendix 1 - Full Survey

\* Required

### The impact of Covid-19

It is important we understand how Covid-19 has changed the way we access services and how what we learn from this experience can shape a better service in the future. Please tell us a little bit about yourself and share with us your views and stories.

1. Which area do you live in? \*

Calderdale

Kirklees

2. Are you....? \*

The person who needed a health and/or care service?

A family member, carer or representative of a person who needed a health and/or care service?

3. Have you tried to access health or care services for your condition, during the Covid-19 pandemic? \*

- Yes
- No
- Maybe

4. Is there a reason you did not seek medical help for your health problems during Covid-19?

5. Would you seek help for a serious or worsening medical condition during Covid-19?

- Yes
- No
- Maybe

6. Please tell us what considerations affect your decision to seek help?

## Your Delay

Please tell us about the delays you've experienced, and how it's impacted you.

### 7. Do you have any of the following conditions (please tick all that apply)?

- Diabetes and related complications
- Chronic kidney disease
- Liver disease
- Cancer
- Pain management
- Cardiovascular disease (CVD) - also called heart and circulatory disease for example high blood pressure, stroke and vascular dementia, coronary heart disease
- Respiratory disease Chronic respiratory diseases/diseases of the airways/lungs such as chronic obstructive pulmonary disease (COPD), asthma, occupational lung diseases and pulmonary hypertension
- Planned orthopaedic surgery for example joint replacements

### 8. Is this a new or existing condition? \*

- New
- Existing
- I do not have any conditions

### 9. Were you successful in getting medical help or social support for this NEW condition?

- Yes
- No

10. When were you informed or when did you become aware that there would be a delay to your care or treatment? (tick all that apply)

- March - May 2020
- June - September 2020
- October - December - 2020
- January - March 2021
- April - Current 2021
- Unsure
- N/A

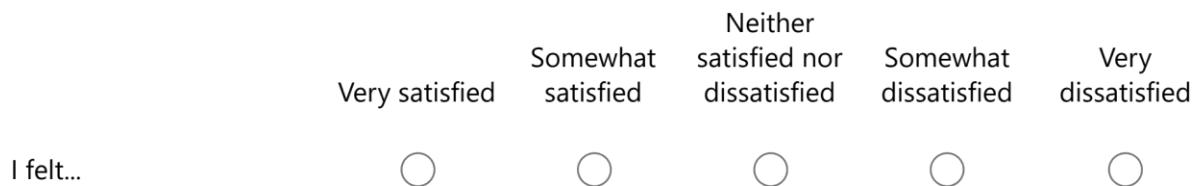
11. Which NHS or care services did this apply to? (tick all that apply)

- General Practitioner (GP)
- Podiatry
- Dentist
- Mental health service
- Hospital accident and emergency (A & E)
- Hospital inpatient (overnight stay)
- Hospital outpatient (hospital attendance without overnight stay)
- Residential care/ Nursing home
- Home care services
- Home adaptations

Other

12. What impact has the delay in support for your health or social care had on you? (This could include the impact on your emotional and physical health, your family, your work, or other aspects of your life.)

13. How did you feel about your experience of NHS health care during Covid-19?



14. What could have improved your NHS health care experience during Covid-19?

## Managing your care

We'd like to understand more about the ways in which people in our community have managed their care during the pandemic. Please tell us a bit more about any alternative services or approaches that have helped you through this difficult time.

15. Did you receive any of the following during the delay to your diagnosis or treatment:  
(please tick all that apply.) \*

- Support from family or friends
- Telephone calls from medical professionals
- Video calls from medical professionals
- Emails from medical professionals
- Support from a charity
- Support from community services
- Support from mental health services
- Support from people in similar circumstances (peer support, support groups)
- No support

Other

16. Please tell us a bit more about the support you received.

17. What other kinds of support would have helped you during your delay to diagnosis or treatment?

18. How would you rate the confidence you have in managing your own health and wellbeing?



19. What is one thing you need to improve your health and wellbeing?

20. If you could change one thing about the NHS what would it be?

## Solutions for the future

As plans and decisions are made in to what the future of the NHS and social care services look like, we'd love to know your thoughts on some of the options being discussed by commissioners and decision makers. We will feed your views back to them.

21. If it was possible would you be willing to travel further afield to receive treatment sooner?

- Yes
- No
- Maybe

22. How far would you be willing to travel for treatment?

- I only wish to attend my nearest centre for treatment
- Up to 5 miles
- Up to 10 miles
- Up to 20 miles
- Up to 30 miles
- Any distance

23. If you are waiting for a hospital treatment or procedure, would you be willing to have this in a private hospital (paid for by the NHS) if this meant you would receive your treatment sooner?

- Yes
- No
- Maybe

24. Would there be any difficulties for you, if you were receiving NHS treatments or procedures further away from home?

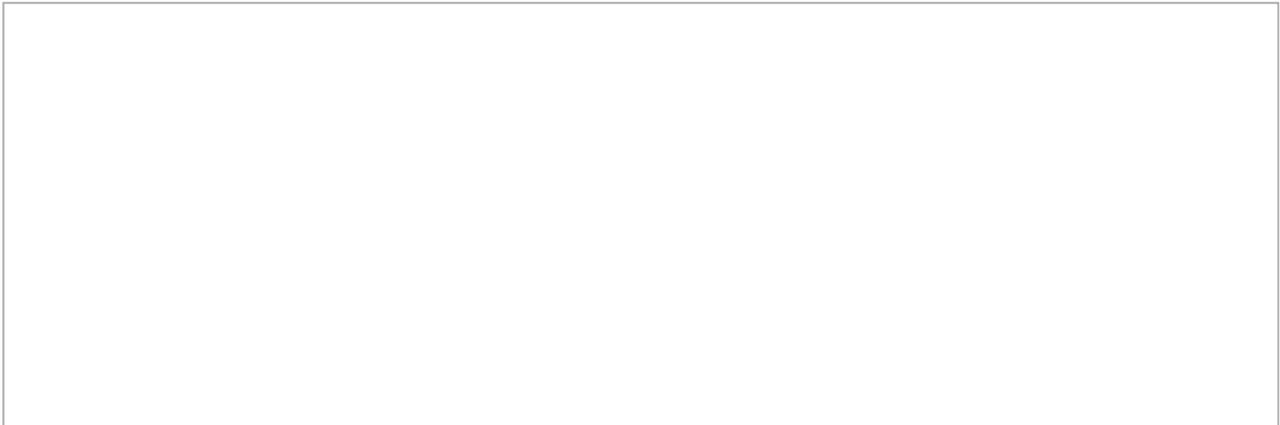
*For example, transport, possibility of visitors whilst you are in hospital etc.?*

25. Video and telephone appointments will continue to be used for safety, convenience and efficiency during Covid-19. Please tell us if you have problems with video or phone appointments, and why?

26. There have been many changes to NHS and social care since Covid-19 began, are there any changes to your routine care you would like to keep?

- Yes
- No
- Maybe

27. Please explain your answer.

A large, empty rectangular box with a thin black border, designed for students to write their response to question 27.

## Demographic

The following additional 10 questions are optional but they truly help us to understand our community better and shape our approach to suit you best. Your time completing this section is appreciated.

28. What is your age in years?

The value must be a number

29. What is your ethnic group?

- Asian or Asian British: Indian
- Asian or Asian British: Pakistani
- Asian or Asian British: Bangladeshi
- Asian or Asian British: Chinese
- Black or Black British: Caribbean
- Black or Black British: African
- Mixed or multiple ethnic groups: White and Black Caribbean
- Mixed or multiple ethnic groups: White and Black African
- Mixed or multiple ethnic groups: White and Asian
- White: English, Welsh, Scottish, Northern Irish, British
- White: Irish
- White: Gypsy or Irish Traveller
- White: Other
- Other ethnic groups: Arab
- Any other ethnic group
- Prefer not to say

30. What is your gender identity?

- Woman
- Man
- Non-binary
- Prefer not to say
- I prefer to self-describe

31. What is your religion or belief?

- Christian
- Buddhist
- Jewish
- Hindu
- Muslim
- Sikh
- Other
- No religion or belief
- Prefer not to say

32. Do you consider yourself to be disabled?

- Yes
- No

33. If you have any of the following conditions, please tick all that apply.

- Physical or mobility impairment (such as using a wheelchair to get around and / or difficulty using your arms)
- Sensory impairment (such as being blind/partially sighted or deaf/hard of hearing)
- Mental health condition (such as depression or schizophrenia)
- Difficulties with learning understanding, concentrating or memory (such as Down's syndrome, stroke or head injury)
- Neurodivergent conditions (such as autism, ADHD, dyslexia etc.)
- Long term condition (such as cancer, HIV, diabetes, chronic heart disease or epilepsy)
- Prefer not to say
- 

Other

34. Do you have any language and/or communication requirements?

*For example, do you require an interpreter? Do you have additional communication requirements due to a disability (such as autism) or illness (such as dementia or stroke)?*

- Yes
- No

35. Are you a carer?

*Carers are those who provide unpaid care for relatives or friends who are ill, frail, have a disability or who have mental health or substance misuse issues. This care could be provided 24/7, or just for a few hours a week.*

- Yes
- No
- Prefer not to say

36. Are you pregnant or have you given birth in the last six months?

- Yes
- No
- Prefer not to say

37. Do you or anyone you live with receive any of these types of benefits?\*\*

Universal Credit, Housing benefit, Income Support, Pension Credit - Guarantee Credit Element, Child Tax Credit, Incapacity Benefit/Employment Support Allowance, Free School Meals, Working Tax Credit, Council Tax Benefit.

*\*\* We are asking this question to help us understand if being on a lower income affects experiences of health and care services*

- Yes
- No
- Prefer not to say

38. Where did you hear about this survey? \*

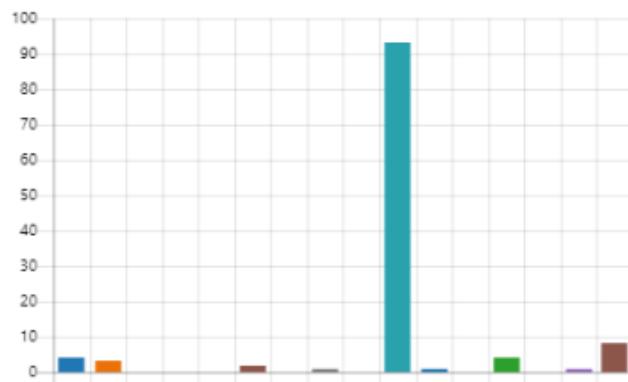
- Twitter
- Facebook
- Instagram
- Newsletter
- Friends and family
- Kirklees Libraries
- 
- Other

## Appendix 2 - Demographic data

Microsoft forms – 124 responses

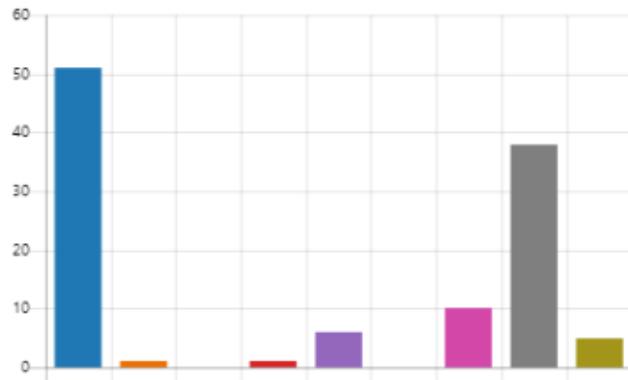
### 29. What is your ethnic group?

<a href="#">More Details</a>	 Insights
● Asian or Asian British: Indian	4
● Asian or Asian British: Pakistani	3
● Asian or Asian British: Bangladeshi	0
● Asian or Asian British: Chinese	0
● Black or Black British: Caribbean	0
● Black or Black British: African	2
● Mixed or multiple ethnic groups	0
● Mixed or multiple ethnic groups	1
● Mixed or multiple ethnic groups	0
● White: English, Welsh, Scottish	93
● White: Irish	1
● White: Gypsy or Irish Traveller	0
● White: Other	4
● Other ethnic groups: Arab	0
● Any other ethnic group	1
● Prefer not to say	8



### 31. What is your religion or belief?

<a href="#">More Details</a>	 Insights
● Christian	51
● Buddhist	1
● Jewish	0
● Hindu	1
● Muslim	6
● Sikh	0
● Other	10
● No religion or belief	38
● Prefer not to say	5



32. Do you consider yourself to be disabled?

[More Details](#)

[Insights](#)

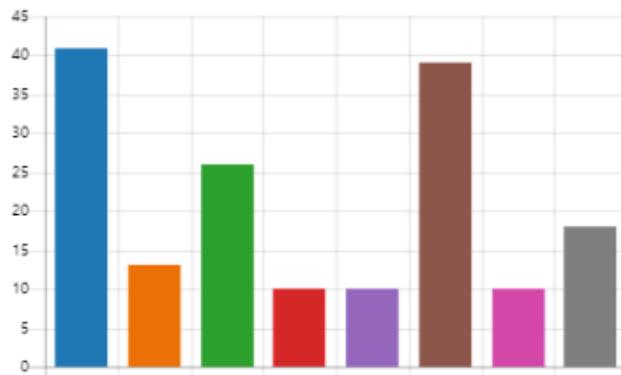
Yes	51
No	60



33. If you have any of the following conditions, please tick all that apply.

[More Details](#)

Physical or mobility impairment	41
Sensory impairment (such as ...)	13
Mental health condition (such ...)	26
Difficulties with learning unde...	10
Neurodivergent conditions (su...	10
Long term condition (such as ...)	39
Prefer not to say	10
Other	18



34. Do you have any language and/or communication requirements?

[More Details](#)

[Insights](#)

Yes	11
No	105



35. Are you a carer?

[More Details](#)

[Insights](#)

Yes	28
No	86
Prefer not to say	5



36. Are you pregnant or have you given birth in the last six months?

[More Details](#)

● Yes	1
● No	112
● Prefer not to say	2



37. Do you or anyone you live with receive any of these types of benefits?\*\*

Universal Credit, Housing benefit, Income Support, Pension Credit - Guarantee Credit Element, Child Tax Credit, Incapacity Benefit/Employment Support Allowance, Free School Meals, Working Tax Credit, Council Tax Benefit.

[More Details](#)

Insights

● Yes	43
● No	70
● Prefer not to say	5



Appendix 3- Royal Voluntary service - short survey

Survey example

## We want to hear from YOU

**healthwatch**  
01924 450379 Kirklees

Healthwatch Kirklees would like to hear if you have experienced any of the following within the past 12 months:

- Changes to your medication(s);
- Reviews of your prescribed medicine(s);
- Having to rely on the support of family or friends to order/collect your medication(s)

Appendix 2

We want to know if access to medication is impacting negatively or positively on your health & wellbeing.

Have you experienced any of the following?

Changes to medication.

Review of medicines  
prescribed.

Having to rely on the support  
of family, friends or volunteers  
to get medicine.

Please tell us about your experience. (Use the reverse if you need more space)

How did you feel about your experience?

Very  
satisfield

Satisfied

neither  
satisfield nor  
unsatisfield

Unsatisfield

Very  
unsatisfield

Please return this card to your pharmacy before the 31st of MARCH. If you are unable to return this card in time, please ring us on 01924 450379 and we will take your feedback over the telephone.