

Primary Care Waste Management and OTC medication Survey

Patient, Carer and Public Engagement

Nottingham North & East Clinical
Commissioning Group

Feedback Report

December 2017



Contents

Title page	1
Contents	2
Introduction and background	3
How survey feedback is reported	4
Summary and Results of questions within the survey	5-24
Question 1 'We want to know how this has impacted on you. Have you noticed any difference?'	5-6
Question 2 'How do you usually order your repeat prescriptions?'	7-8
Question 3 'Do you ever receive prescriptions for medicines that you haven't requested?'	9
Question 4 'Do you currently have an excess amount of one or more of your prescription medicines at home?'	10
Question 5 'Were you aware that once medicine has left a pharmacy it cannot be recycled or used by anyone else, even if unopened?'	11
Question 6 'Has your doctor or pharmacist ever explained to you why you are prescribed each of your medicines?'	12
Question 7 'Are you offered regular health checks by your local doctor's surgery to discuss your prescribed medication (regular may be yearly or 6 monthly)?'	13
Question 8 'Does your usual pharmacy ever offer you a medicines review to discuss your medicines?'	14
Question 9 'Gender'	15
Question 10 'Is your gender the same as the gender you were originally assigned at birth?'	15
Question 11 'Ethnic Origin'	16
Question 12 'Age'	17
Question 13 'Do you consider yourself to have a disability or long term condition?'	18-19
Question 14 'Sexual Orientation'	20
Question 15 'Religion or Belief'	21
Question 16 'Marital/Civil Partnership Status'	22
Question 17 'Are you currently pregnant?'	23
Overall Summary	24

Introduction and background

In November 2017, Nottingham North and East communications and engagement team visited 18 out of our 20 member practices on a self-care tour to mark self-care week. The aims were to promote the benefits of self-care, advise on top tips to stay well this winter and also to carry out engagement activity around prescribing.

The purpose of this engagement activity was two-fold:

- 1) Find out more about the impact on OTC medicines changes implemented in March 2017
- 2) Learn more about peoples' habits and knowledge around medicines and medicine waste

OTC medicines

Earlier this year Nottingham North and East, Nottingham West and Rushcliffe CCGs ran an engagement campaign to find out what local people thought about proposals that:

- GP practices would stop prescribing some OTC medicines for minor ailments (including paracetamol and ibuprofen for mild to moderate short term pain).
- Prescribing vitamins and minerals would not be supported except for deficiency.
- Certain antihistamines, skin creams and antacids should be purchased from pharmacies.

The initial engagement was carried out in January and February 2017 via a combination of online survey, patient participation groups and patient events. In all, we had 356 responses over the six week period.

The self-care tour acted as follow up to the engagement campaign, and patients were asked about how these changes had impacted upon them/ if they had.

Waste medicines, repeat prescribing

Across Nottinghamshire and Derbyshire over 13 million pounds is spent every year on wasted medicine. That's about equivalent to:

- 371,000 hours of community nurses
- 288,888 hours of GP time
- 1,674 hip replacement operations
- 13,000 more drug treatments for Alzheimers

The questionnaire aims to find out about patient's experiences and habits around prescribing so we can begin to address why so much money is spent on medicine that is wasted. We will be looking at repeat prescribing in more detail as part of our QIPP challenge and the feedback from this engagement activity will feed into a wider engagement plan.

Rushcliffe and Nottingham West are in the process of planning to tour their practices to talk about over the counter and waste.

Return rate of survey

207 replies received to date, all from those patients asked directly in GP waiting rooms.

The survey has also been distributed electronically within the community and PPG members. This report is based upon the 207 face to face replies received.

How survey feedback is reported

The bulk of this report contains the results and feedback gathered from the face to face surveys that were completed in the GP waiting rooms. For each of the first eight questions, the information is presented in graph and text format and, where applicable additional comments are recorded.

Feedback recorded in the *any other comments* question are included with the relevant questions throughout the report and are recorded in table format. The comments are taken directly from respondent's surveys and for each question the comments have been grouped into themes for ease of understanding.

Under each question details of the following can be found:

- the number of respondents who answered or skipped the question
- a summary of the data detailing number /percentage of respondents answers

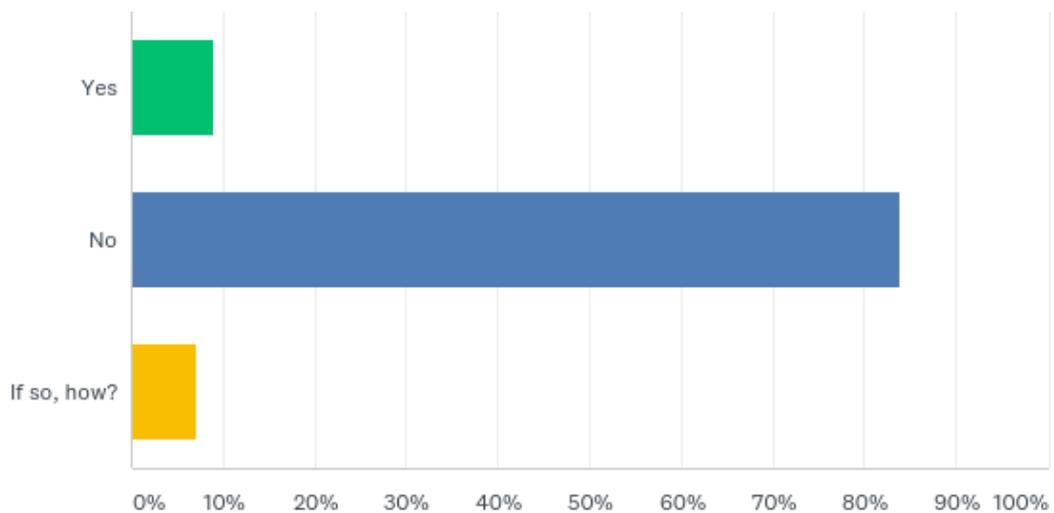
For the equality and diversity questions, 9-17, the information is presented in graph and text format.

The final section pulls together the individual question summaries and feedback received. This will be used to ensure any areas of concern are highlighted and considered prior to the roll out of future waste management and OTC medication changes.

Question 1

We want to know how this has impacted on you. Have you noticed any difference?

(200 answered / 8 skipped)



84% of respondents, 167 people, said no they hadn't noticed any difference

9% of respondents, 18 people, said yes, they had noticed a difference

7% of respondents, 14 people, said it had impacted them and provided comments detailed in the table below.

The table below lists the comments that respondents made in answer to question 1.

Positive Impact
better advice, cheaper alternatives
no. I think it is possitive as it can save money for someone really needed.
convenience
I have not needed to purchase any would not ask for a prescription for paracetamol either.
positive, easier to get
Negative Impact
makes demands on budget
paying for meds - nagative
cost and ease of access
Have to go to doctors to order them fetch from pharmacy
negative
inconvenient
not happy taking too long for urgent prescriptions
making the change to re order tablets in appropraite time
I have to make a trip to the doctors put prescription in and then if put in while i happen to be there date needed not ready and ended up with being prescibed early with more tablets than i need i.e waste!!

Summary for question 1

The majority of respondents (84%) hadn't noticed any difference and didn't feel the changes to Over the Counter Medicines had impacted on them.

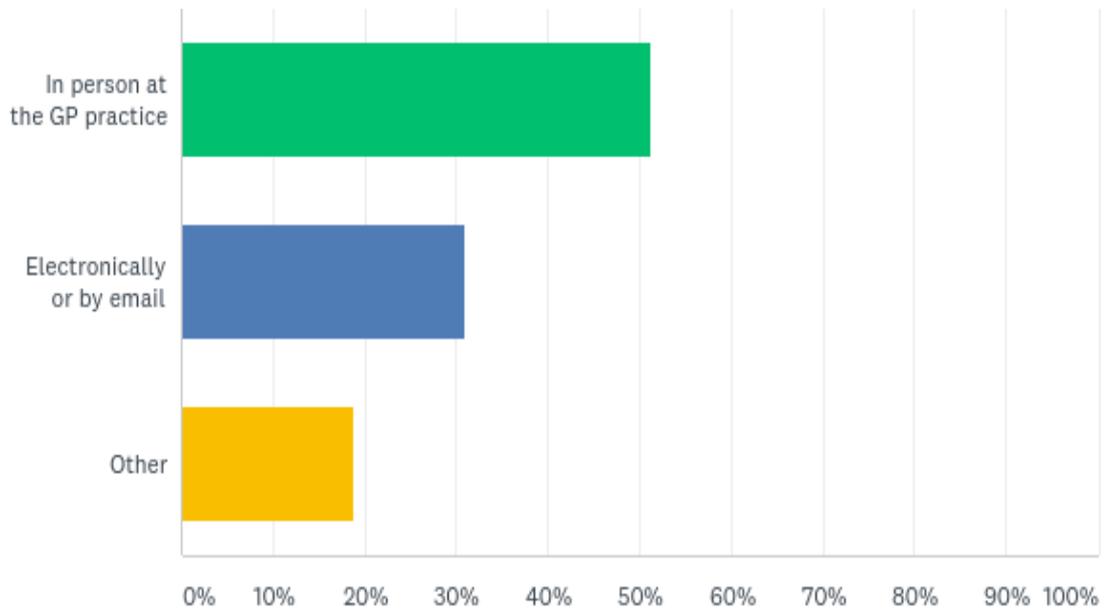
7% of respondents felt that they had noticed the difference and that this had impacted on them and provided additional comments. The comments were positive and negative, the most common problem reported, was from those patients in the Hucknall area. This was due to the recent change to the repeat prescription ordering process and although the question refers to Over the Counter Medicines changes, the timing of the process change shows to be more noticeable to patients in that area. Majority of the negative comments are from patients within this area, as they feel there is now a delay and access issues as they can no longer call to order their repeat prescriptions and now have to go directly into the practice or access on-line services in order to request repeat prescriptions.

Overall the feedback from question one tells us that most respondents (84%) hadn't noticed any difference and didn't feel the changes to Over the Counter Medicines had impacted on them. Patients felt positive towards the implementation and were encouraged to hear of the savings achieved.

Question 2

How do you usually order your repeat prescriptions?

(192 answered / 8 skipped)



50% of respondents, 98 people, said in person at the GP practice
 31% of respondents, 60 people, said electronically or be email
 19% of respondents, 36 people, said other and provided comments listed in the table below.

The table below lists the comments that respondents made in answer to question 2.

Pharmacy
Calverton
Boots chemist
pharmacy
delivered
fist post repeat to doctors then have electronically sent to chemist for collection.
through chemist
At pharmacist
sent straight to chemist
pharmacy
Via Boots
done by boots
but used to get pharmacy
chemist deals with repeats
boots chemist
delivered each month
take to chemist

boots
telephone call direct to manor pharmacy
telephone pharmacy
Via pharmacy
Phone asda
Telephone
Phone
and telephone
by phone
Prescription Form
Fill form in
prefer chemist. Walking not good have to travel to docs when chemist local
Don't have repeat prescriptions
n/a x 3
paracetamol etc much cheaper. Positive i dont agree with calpol ect on scripts unless on low income.
dont have
not had one for years
dont have prescriptions
very rare for me to ever have a repeat prescription
do not have repeat med
dont have
n/a
Never had any
Other comments
anti-histimeanes needed for urticarla. Dont require paracetamol buy it already
I have to take in were the phamase it for me and that was far better put it back to that way
i tried the electroncall but it didnt work for me

Summary for question 2

This feedback tells us that 51% (98 respondents) order in person at the GP practice whilst 31% (31 respondents) order their prescription electronically.

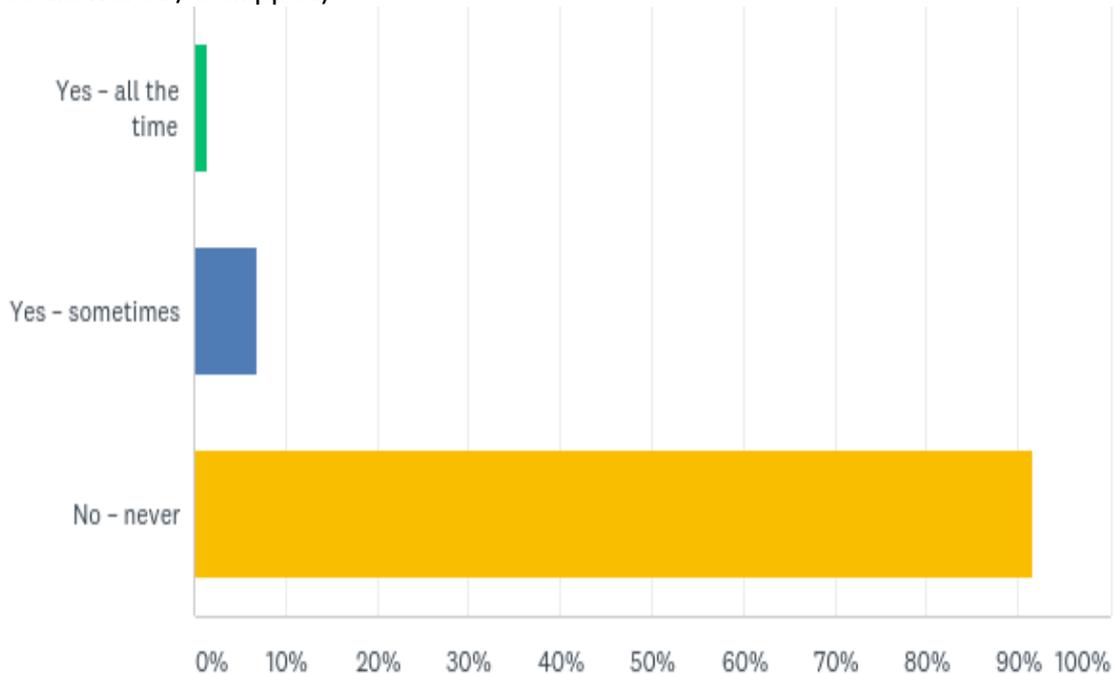
Of the 36 comments made, the most common (21) was that patients ordered their repeat prescriptions through their pharmacy.

The results show that more patients are beginning to use on-line services to order their repeat prescriptions but the majority still go in person to the GP practice. It could be suggested that one of the reasons may be due to lack of understanding or awareness of access to on-line services and it would therefore be interesting to correlate this data with the number of patients registered to use on-line services at each of the practices.

Question 3

Do you ever receive prescriptions for medicines that you haven't requested?

(205 answered / 3 skipped)



92%, of respondents, 187 people, said no they never receive medication that they haven't requested

7%, of respondents, 14 people, said yes, they sometimes receive medication that they haven't requested

1% of respondents, 3 people, said yes, they receive medication that they haven't requested all of the time

Summary for question 3

The majority of respondents, 92% (187 respondents) said that they never receive prescriptions for medicines that they haven't requested.

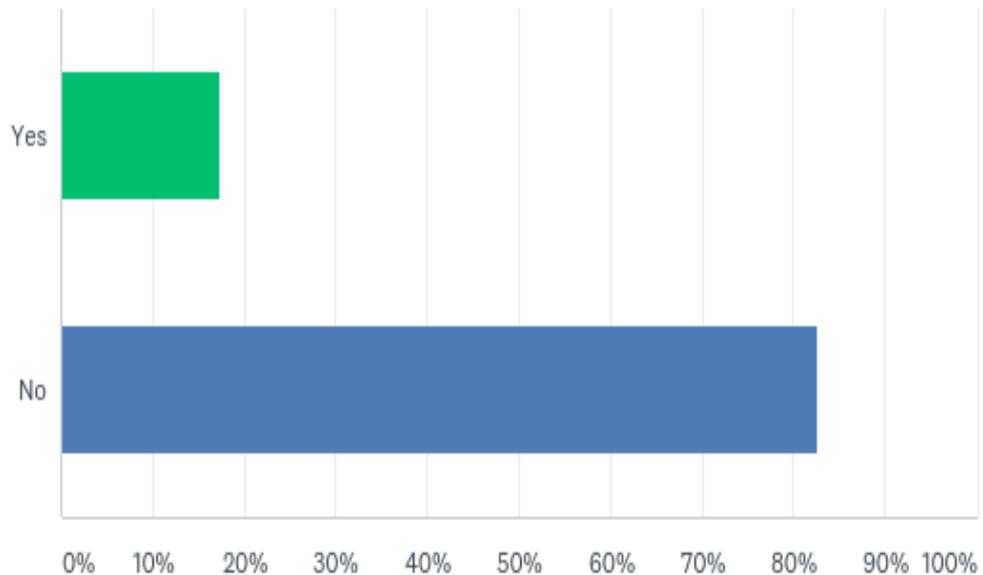
Only 1% (3 respondents) said that they received prescriptions for medicines they haven't requested all of the time. 7% (14 respondents) say that they sometimes receive medication that they haven't requested.

This feedback shows us that the majority of respondents only receive medication that they have requested, this is reassuring as it shows that people are aware and are taking responsibility to only order what they require when requesting repeat medicines.

Question 4

Do you currently have an excess amount of one or more of your prescription medicines at home?

(202 answered / 6 skipped)



83% of respondents, 166 people said no they do not currently have an excess amount of one or more of their prescribed medicines at home

17% of respondents, 35 people said yes they do currently have an excess amount of one or more of their prescribed medicines at home

Summary for question 4

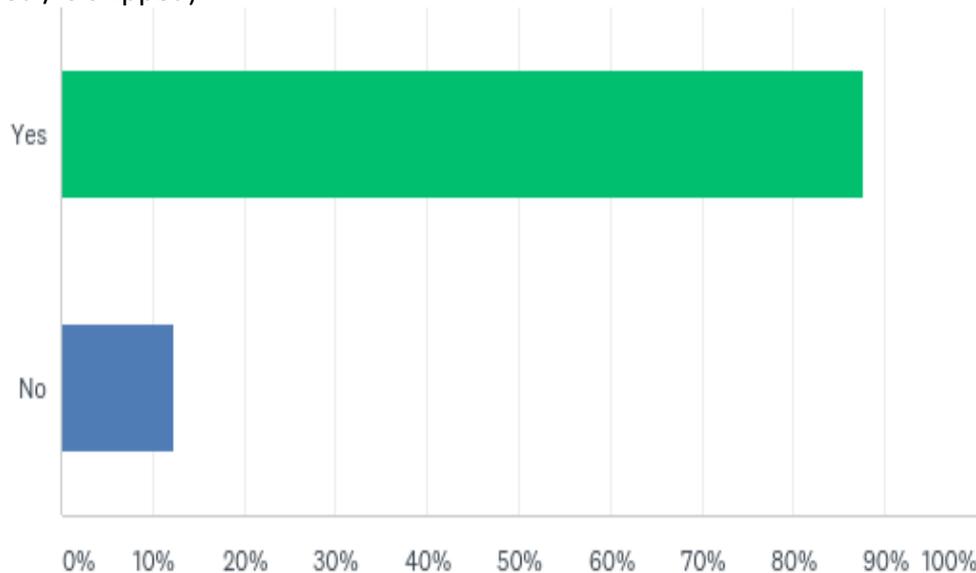
83% of respondents (166 people) said they do not currently have an excess amount of one or more of their prescribed medicines at home. This is encouraging and supports the replies given in relation to never receiving medication unless it has been requested.

17% of respondents (35 people) said they do currently have an excess amount of one or more of their prescribed medicines at home.

Question 5

Were you aware that once medicine has left a pharmacy it cannot be recycled or used by anyone else, even if unopened?

(202 answered / 6 skipped)



88% of respondents, 176 people, said yes they are aware that once medicine has left a pharmacy it cannot be recycled or used by anyone else, even if unopened

12% of respondents, 25 people, said they are not aware that once medicine has left a pharmacy it cannot be recycled or used by anyone else, even if unopened

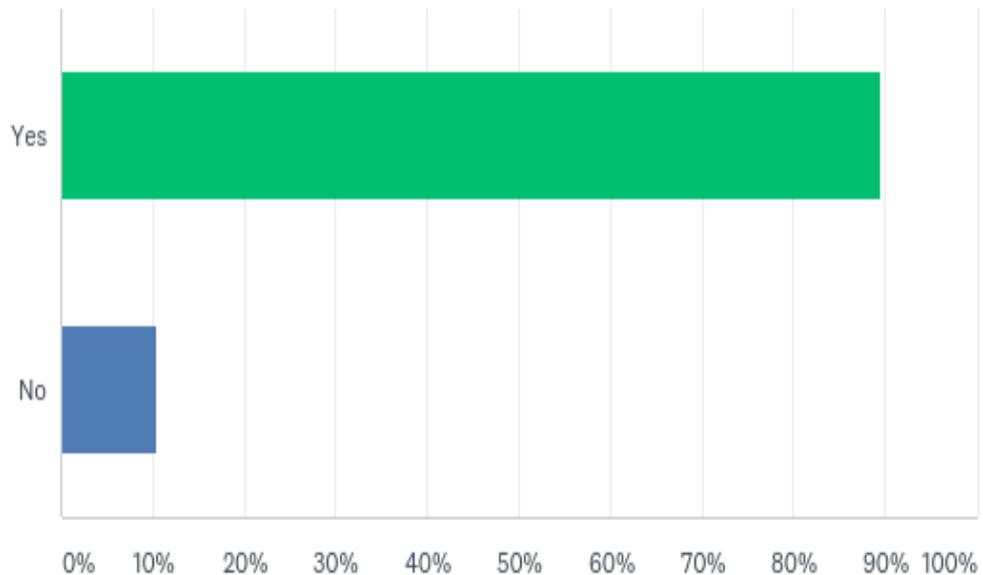
Summary for question 5

88% of respondents (176 people) were aware that once medicine has left a pharmacy it cannot be recycled or used by anyone else, even if unopened. Many respondents verbally feedback on how they felt that unopened items should be recycled.

Question 6

Has your doctor or pharmacist ever explained to you why you are prescribed each of your medicines?

(194 answered / 14 skipped)



90% of respondents, 173 people, said yes that their doctor or pharmacist explains why they are prescribed each of their medicines

10% of respondents, 20 people, said no that their doctor or pharmacist doesn't explain why they are prescribed each of their medicines

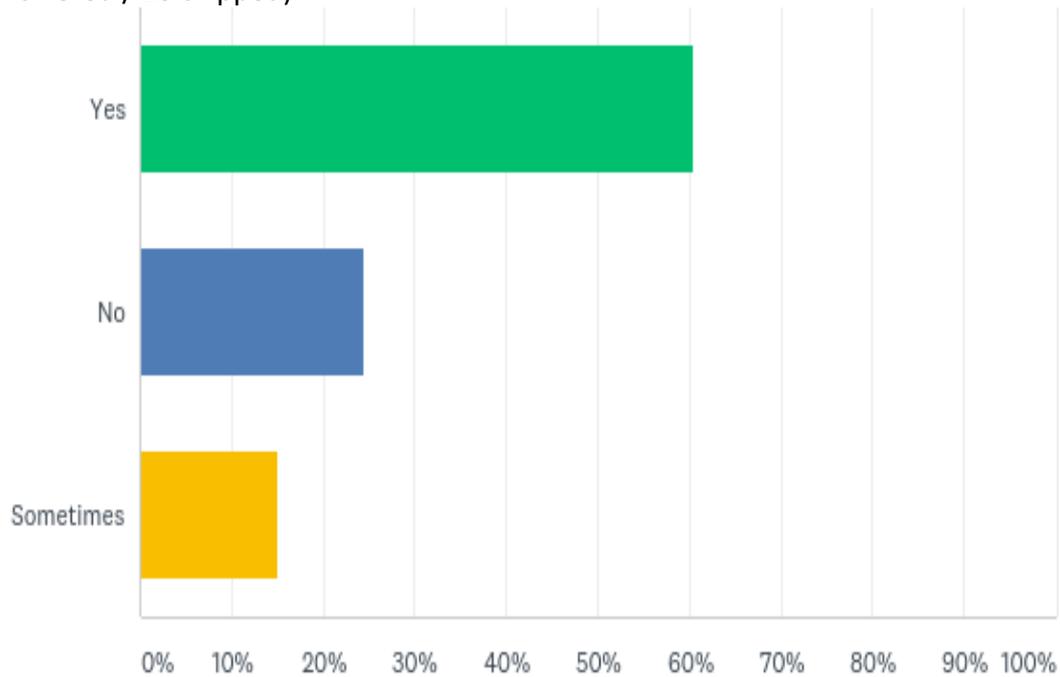
Summary for question 6

Majority of respondents (90%) said yes that their doctor or pharmacist explains why they are prescribed each of their medicines which would suggest that patients are being encouraged to take responsibility for managing their illness and long term conditions.

Question 7

Are you offered regular health checks by your local doctor's surgery to discuss your prescribed medication (regular may be yearly or 6 monthly)

(193 answered / 15 skipped)



61% of respondents, 116 people, said yes they are offered regular health checks by their local doctor's surgery to discuss their prescribed medication (regular may be yearly or 6 monthly)

24% of respondents, 47 people said no they are not offered regular health checks by their local doctor's surgery to discuss their prescribed medication (regular may be yearly or 6 monthly)

15% of respondents, 29 people said sometimes they are offered regular health checks by their local doctor's surgery to discuss their prescribed medication (regular may be yearly or 6 monthly)

Summary for question 7

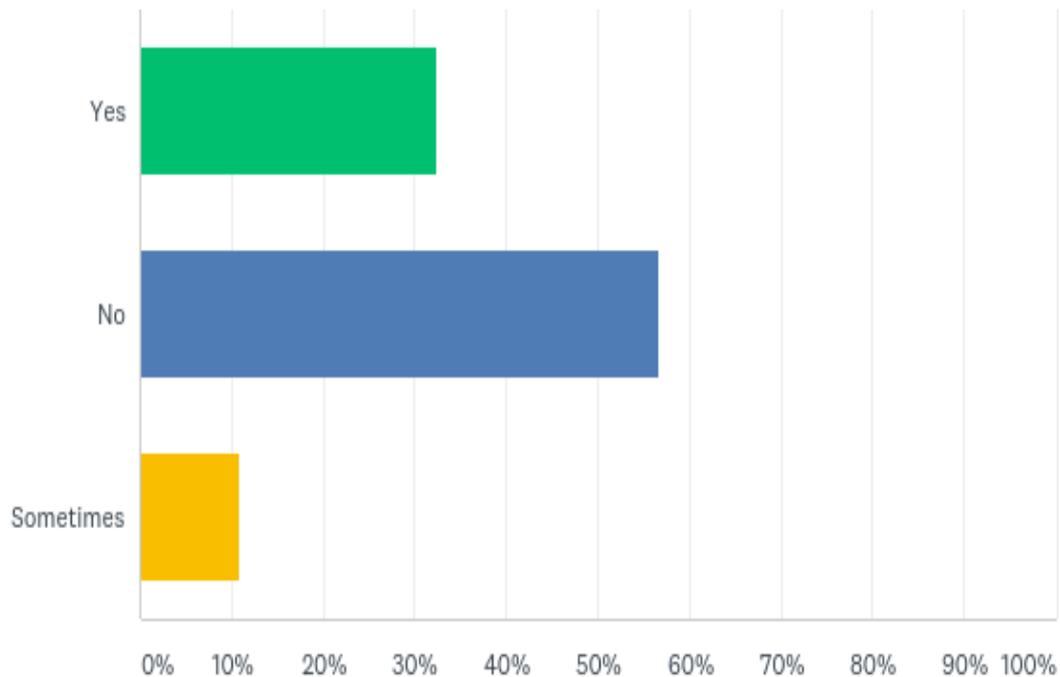
Only (60%) of respondents said they are offered regular health checks by their local doctor's surgery to discuss their prescribed medication (regular may be yearly or 6 monthly). This is one of the lowest majority results.

Interestingly the results of the next question (6) tells us that patients feel they do understand what medication they are on, so this may suggest that patients do not feel the need for a review unless their condition changes.

Question 8

Does your usual pharmacy ever offer you a medicines review to discuss your medicines?

(195 answered / 13 skipped)



57% of respondents, 110 people, said no their usual pharmacy doesn't offer them a medicines review to discuss their medicines

32% of respondents, 63 people, said yes their usual pharmacy does offer them a medicines review to discuss their medicines

11% of respondents, 21 people, said sometimes their usual pharmacy does offer them a medicines review to discuss their medicines

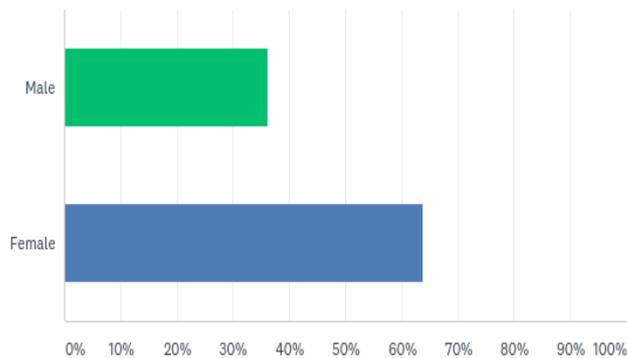
Summary for question 8

Over half of the respondents said their usual pharmacy doesn't offer them a medicines review to discuss their medicines. This result isn't that different from question 7 regarding regular health checks. This may be because patients don't have regular contact with their pharmacy or that patients don't see the importance of a health review unless their condition deteriorates or changes. This is concerning when 33% respondents say that they had a long term condition.

Question 9

Gender

(197 answered / 11 skipped)

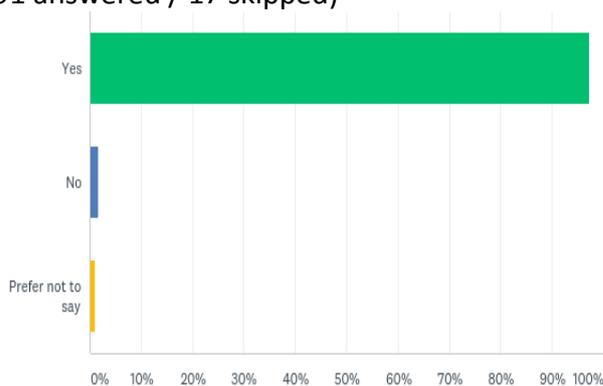


64% of respondents, 125 people, are female
36% of respondents, 71 people, are male

Question 10

Is your gender the same as the gender you were originally assigned at birth?

(191 answered / 17 skipped)



97% of respondents, 185 people said yes their gender is the same as the gender they were originally assigned at birth
2% of respondents, 3 people said no their gender wasn't the same as the gender they were originally assigned at birth
1% of respondents, 2 people said no their gender wasn't the same as the gender they were originally assigned at birth

Question 11

Ethnic Origin

(197 answered / 11 skipped)

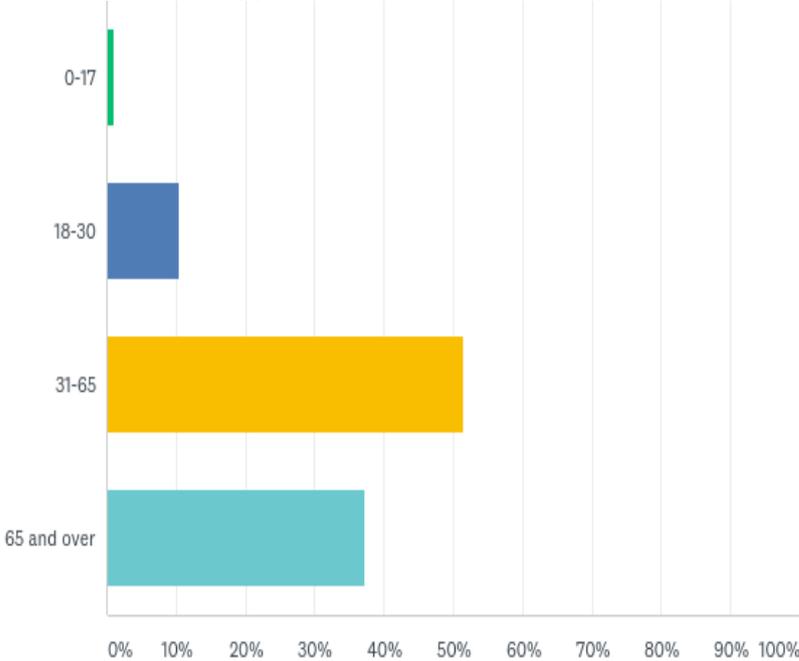


88% of respondents, 173 people answered White/British
 4% of respondents, 8 people answered other. This included: Italian, Chinese and English
 1.5% of respondents, 3 people answered White/Irish
 1.5% of respondents, 3 people answered Any other White
 1.5% of respondents, 3 people answered White and Asian
 1.5% of respondents, 3 people answered Asian / Asian British Asian
 1% of respondents, 2 people answered Black or Black British
 1% of respondents, 2 people answered White and Black Caribbean

Question 12

Age

(184 answered / 24 skipped)

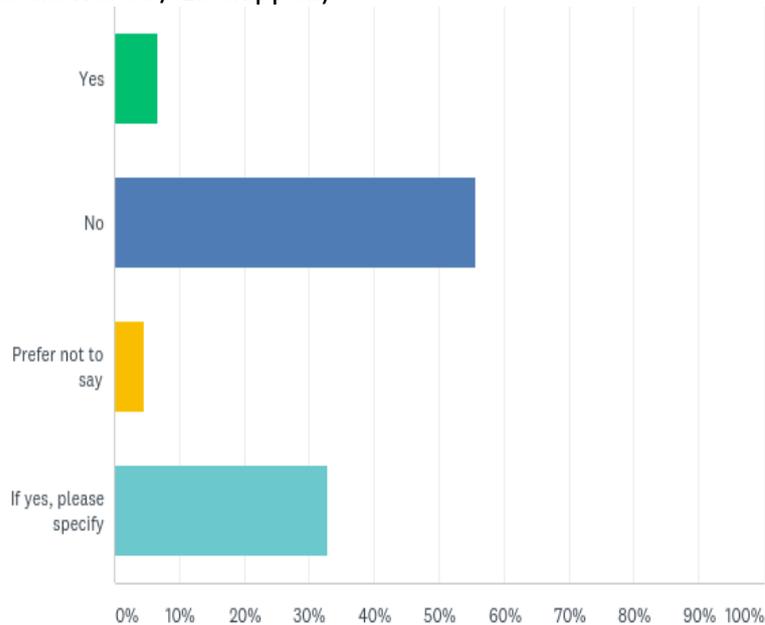


52% of respondents, 95 people, answered 31-65yrs
37% of respondents, 68 people, answered 65yrs and over
10% of respondents, 19 people, answered 18-30yrs
1%, of respondents, 2 people answered 0-17yrs

Question 13

Do you consider yourself to have a disability or long term condition?

(193 answered / 15 skipped)



55% of respondents, 107 people answered no

33% of respondents, 64 people, answered yes and specified (details listed in table below)

7% of respondents, 13 people answered yes

5% of respondents, 9 people preferred not to say

The table below lists the comments that respondents made in answer to question 13.

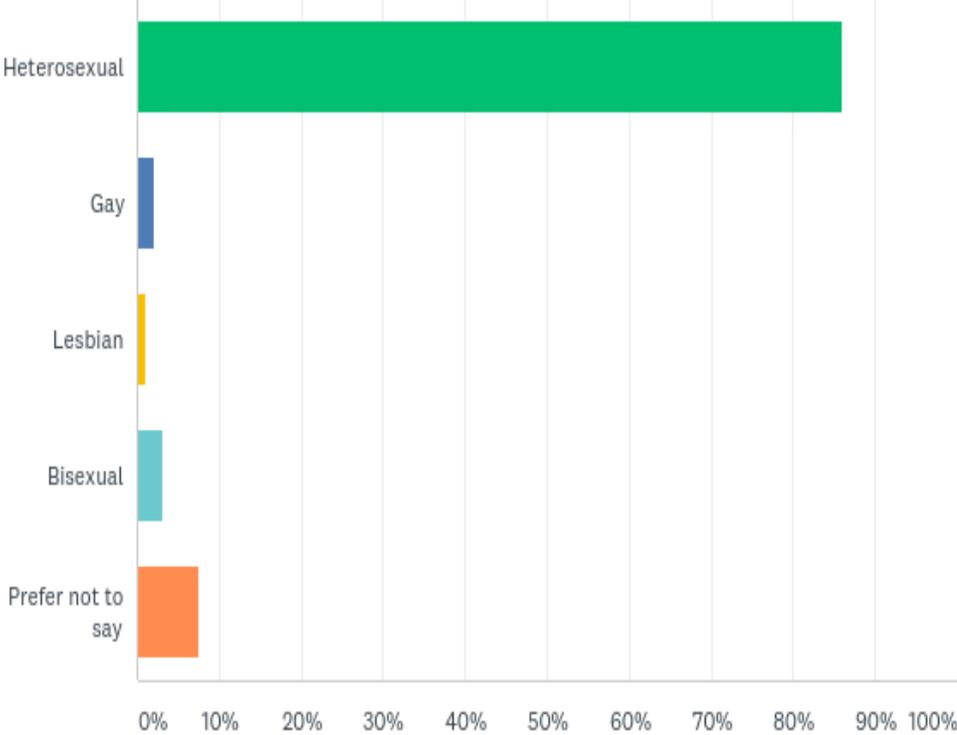
Diabetes		
Diabetes - type 2	Diabetes	Type 2 Diabetes
diabetes	diabetic	diabetic
diabetes type 1	Asthma,type 2 diabetes	
Depression / Anxiety		
depression / anxiety	depression	depression
anxiety	Anxiety / depression	
Heart Condition		
heart condition	artial fibulation	heart
Angina	heart	Dilated cardioparophy
svt		
Stroke		
stroke victim	recovering from stroke	stroke

COPD		
copd	asthma	
High Blood Pressure		
Angina / high blood pressure	essentail hypertension	hypothyroid, high blood pressure
Pain		
cronic back pain	curvitue of the spine, crumbling disks, arthurities	Sponpultue congrol joint pain, back/hip/feet/finger pain
arthirtus	osteoarthritis in knees	psoriatic arthritis & lupus
fibremyalga, arthritus	after effects of a fall	fibromyalgia
arthritis	knee problem	rhematoid arthritis
Spinal disability	fracture in back	major spinal problems
hip arthritis	musculoskeletal	Spinal issues
osteoperosis	Thyriod athrites	Ostoeathritis
Ear/Throat /Nose		
deaf	throat	nasal congestion
deaf, artgritis	Menierus disease	
Other		
ilesdtany	Hypothyroidism, ichewschlerosus	cancer spots
ms	acid reflux	lots
gerd	long term condition	various
antiphospilipid syndrome		

Question 14

Sexual Orientation

(187 answered / 21 skipped)

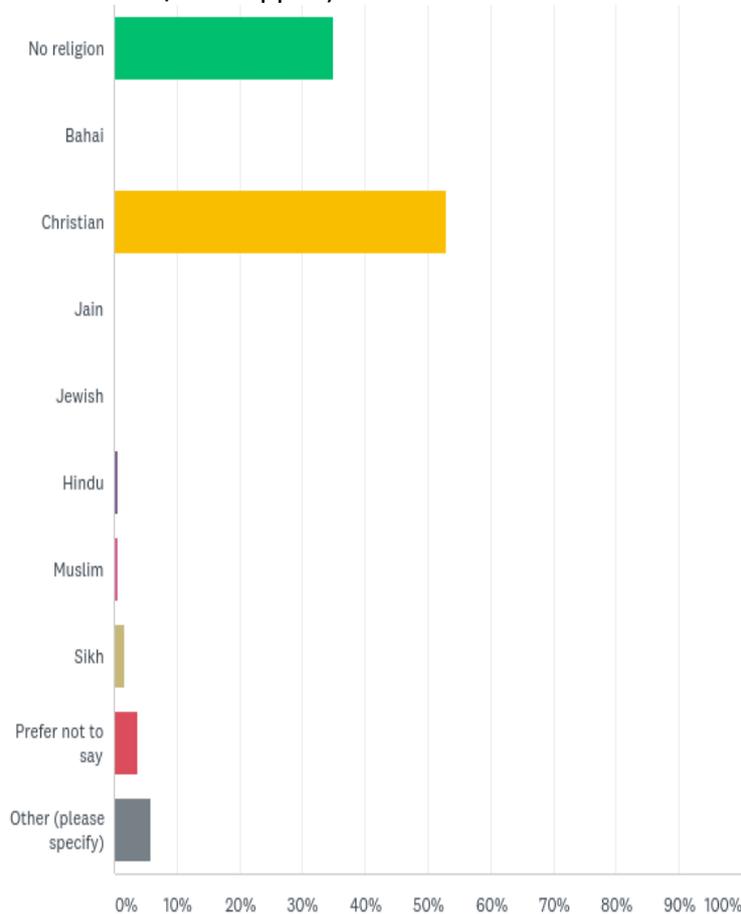


86% of respondents, 161 people answered Heterosexual
8% of respondents, 14 people answered Prefer not to say
3% of respondents, 6 people answered Bisexual
2% of respondents, 4 people answered Gay
1% of respondents, 2 people answered Lesbian

Question 15

Religion or Belief

(190 answered / 18 skipped)



- 53% of respondents, 101 people answered Christian
- 34% of respondents, 66 people, answered No religion
- 6% of respondents, 11 people, answered other (details listed in table below)
- 3% of respondents, 7 people, answered Prefer not to say
- 2% of respondents, 3 people answered Sikh
- 1% of respondents, 1 people answered Muslim
- 1% of respondents, 1 people answered Hindu

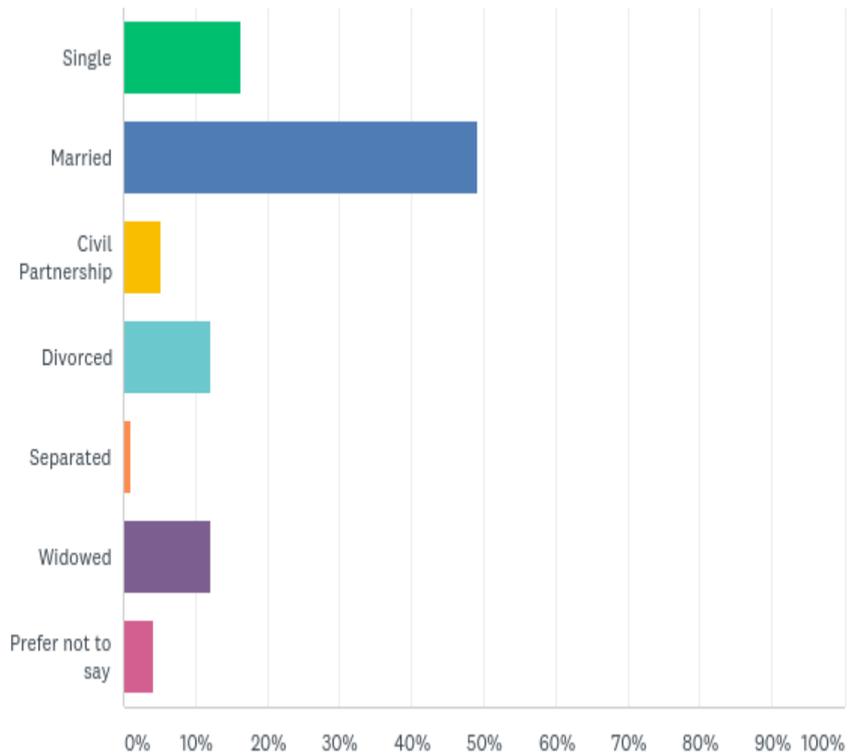
The table below lists the comments that respondents made in answer to question 15.

Roman Catholic		
roman catholic	Catholic	Catholic
Church of England		
coe	Church of England	
Other		
i just believe	pagan	spiritualist
buddhist	National spiritualist	That is for me to know

Question 16

Marital/Civil Partnership Status

(192 answered / 16 skipped)

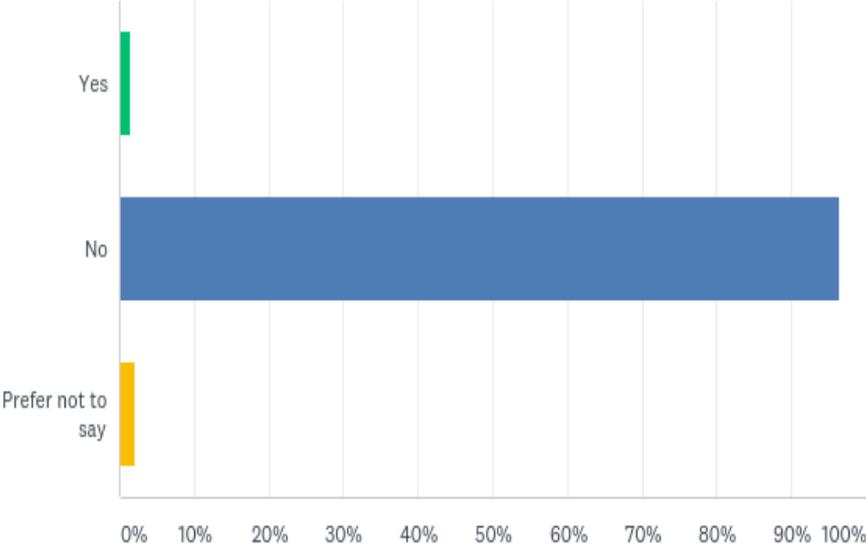


50% of respondents, 95 people, answered Married
16% of respondents, 31 people, answered Single
12% of respondents, 23 people, answered Divorced
12% of respondents, 23 people, answered Widowed
5% of respondents, 10 people, answered Civil Partnership
4% of respondents, 8 people, preferred not to say
1% of respondents, 2 people, answered Separated

Question 17

Are you currently pregnant?

(143 answered / 65 skipped)



97% of respondents, 138 people, answered No
2% of respondents, 3 people, preferred not to say
1% of respondents, 2 people, answered Yes

Overall summary

This final section pulls together the individual question summaries based on the feedback received.

- Majority of patients hadn't noticed any difference since the changes to Over the Counter Medicines had been in place
- The comments received in relation to Over the Counter Medicine changes were both positive and negative; the most common problem reported was from those patients in the Hucknall area. This was due to the recent change to the repeat prescription ordering process and although the question refers to Over the Counter Medicines changes, the timing of the process change shows to be more noticeable to patients in that area. Majority of the negative comments are from patients within this area, as they feel there is now a delay and access issues as they can no longer call to order their repeat prescriptions and now have to go directly into the practice or access on-line services to order their repeat prescriptions.
- More patients are beginning to use on-line services to order their repeat prescriptions but the majority still go in person to the GP practice. It could be suggested that one of the reasons may be due to lack of understanding or awareness of access to on-line services and it would therefore be interesting to correlate this data with the number of patients registered to use on-line services at each of the practices.
- The majority of respondents only receive medication that they have requested; this is reassuring as it shows that people are aware and taking responsibility to only order what they require when requesting repeat medicines.
- The majority of respondents said they do not currently have an excess amount of one or more of their prescribed medicines at home. This is encouraging and supports the replies given in relation to never receiving medication unless it has been requested.
- Majority of respondents said yes that their doctor or pharmacist explains why they are prescribed each of their medicines which would suggest that patients are being encouraged to take responsibility for managing their illness and long term conditions.
- Over half of the respondents said their usual pharmacy doesn't offer them a medicines review to discuss their medicines. This result isn't that different from question 7 regarding regular health checks. This may be because patients don't have regular contact with their pharmacy or that patients don't see the importance of a health review unless their condition deteriorates or changes. This is concerning when 33% respondents say that they had a long term condition.