

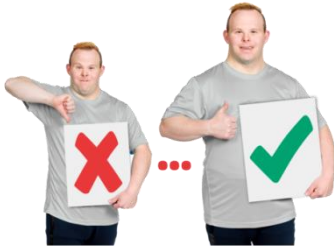
# NHS Kernow Pharmacy COVID-19 survey (August 2020)



**We need your views**



Easy Read Version



Some changes have been made to pharmacy services because of coronavirus.



We want to know how this has changed the way you get healthcare.



If you used your pharmacy we want to know what changes worked well.



Or what your worries were if you did not use your pharmacy.



We will not share your personal details with anyone.

## Tell us about yourself

1 I am answering the questions for



☐ me

☐ someone else - please write your relationship to them in this box

2 Are you a carer?

☒ Yes

☒ No



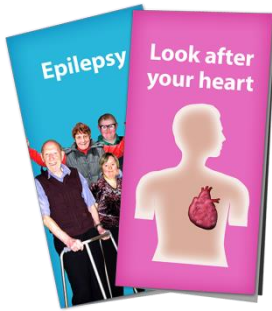
Do you have a disability?

☒ Yes

☒ No



Do you have a long term condition?



A long term condition is something that cannot be cured but is managed with treatment or medicine.

✓ ☐ Yes

✗ ☐ No



3 Please write the first half of your postcode in this box



4 Please write the name of your GP surgery in this box

**Please share your story about using pharmacy services in the coronavirus pandemic here - or answer the questions below**



## Tell us what you think – getting information and advice

5 How easy has it been to get information about how to keep yourself and others safe during the coronavirus pandemic?



- ☐ Very easy
- ☐ Easy
- ☐ Not difficult or easy
- ☐ Difficult
- ☐ Very difficult



6 Where did you find information or advice about coronavirus?



- ☐ On national NHS or Government websites
- ☐ On local websites (NHS Kernow, hospitals, Cornwall Council, Healthwatch)
- ☐ GP surgery website or social media
- ☐ Social media



☐ Media (tv, radio, newspaper)



☐ From family or friends

Write any other answer in this box



## Tell us what you think – Using your pharmacy



7 Have you used pharmacy services during the coronavirus pandemic?

✓ ☐ Yes

✗ ☐ No



8 Do you know how to get healthcare and advice from a pharmacy during the pandemic?

✓ ☐ Yes

✗ ☐ No

? ☐ Do not know



9 How do you feel about using pharmacy services during the pandemic?

😊 ☐ Very happy to use a pharmacy

😊 ☐ Happy to use a pharmacy

😐 ☐ No different

😞 ☐ Unhappy to use a pharmacy

😞 ☐ Very unhappy to use a pharmacy





10 If your answer has changed over time please tell us more



11 Have you ordered a repeat prescription during the pandemic?

☒ Yes

☐ No



12 If you have a repeat prescription how have you ordered this during the pandemic?

☐ Online



☐ App

☐ Drop off



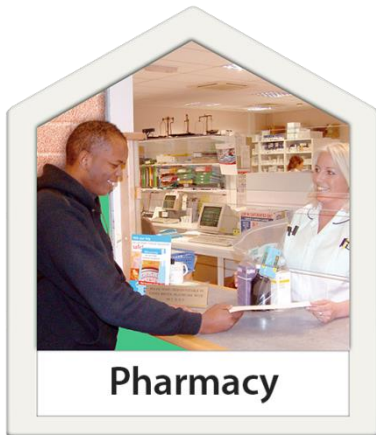
☐ Repeat prescription line (dispensing practice)



13 Is this different to how you ordered your prescription before the pandemic?

✓ ☐ Yes

✗ ☐ No



14 If yes, please tell us what was different about ordering your prescription before the pandemic



15 Have you had to wait longer than usual for your prescription to be ready?

- ✓ ☐ Yes
- ✗ ☐ No
- ? ☐ Do not know



16 If yes, please tell us the reason for this, if you know



17 Have you avoided going to the pharmacy during the coronavirus pandemic?

- ✓ ☐ Yes
- ✗ ☐ No



18 If yes, please tell us why and if you had symptoms you were worried about

19 Thinking about the changes to pharmacy services please tell us what worked well



Or what **did not** work so well

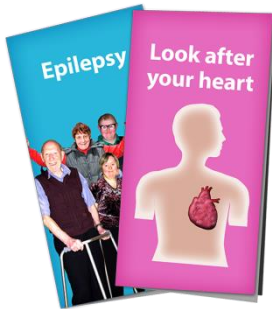


Are there any other changes that you think could be made?



## Tell us what you think – Ongoing healthcare

20 Do you or someone you care for have a long term condition that needs regular contact with your pharmacy?



A long term condition is something that cannot be cured but is managed with treatment or medicine.

✓ ☐ Yes

✗ ☐ No



21 If yes, has the management of your condition been affected by the changes to pharmacy services?

Finally ...



22 Have you been unable to access pharmacy services during the pandemic?

✓ ☐ Yes

✗ ☐ No

23 If yes, please tell us more

24 If you know of anyone or any groups of people that have found the changes very difficult please let us know here



25 Please write any other comments you wish about pharmacy services here



This survey closes on 18 September 2020.



Post your answers to us at

**FREEPOST RTES-UZ XK-SHBG**  
C/O Engagement Team  
NHS Kernow Clinical Commissioning Group  
Sedgemoor Centre  
St Austell PL25 5AS



To get this information in another format email:  
[kccg.engagement@nhs.net](mailto:kccg.engagement@nhs.net) or call 07788 492652



---

August 2020