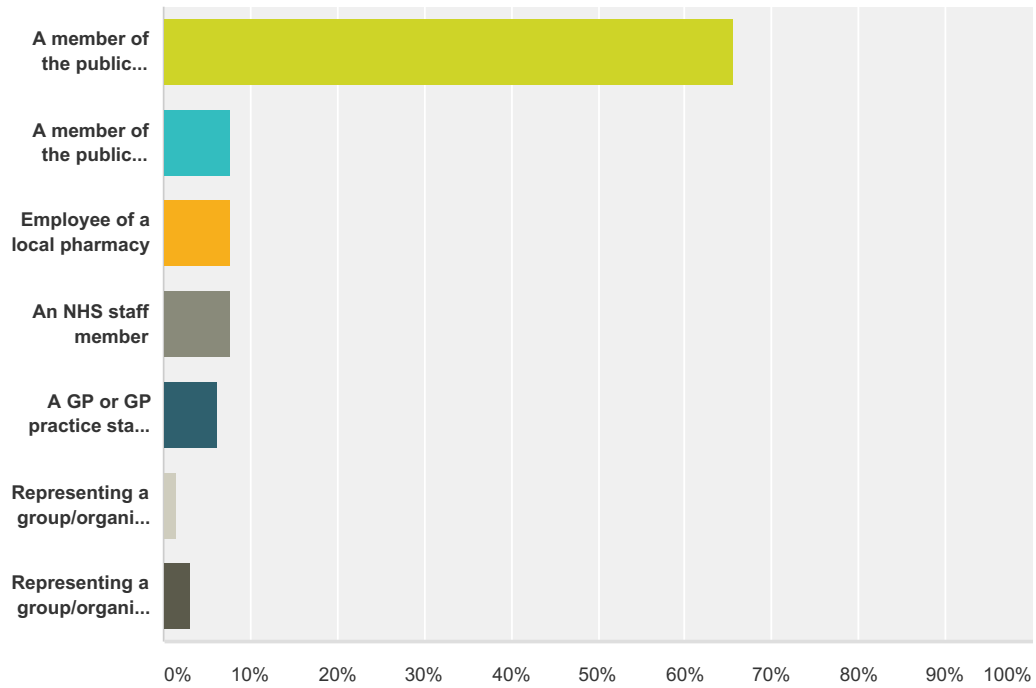


Q1 I am completing this survey as:

Answered: 64 Skipped: 0

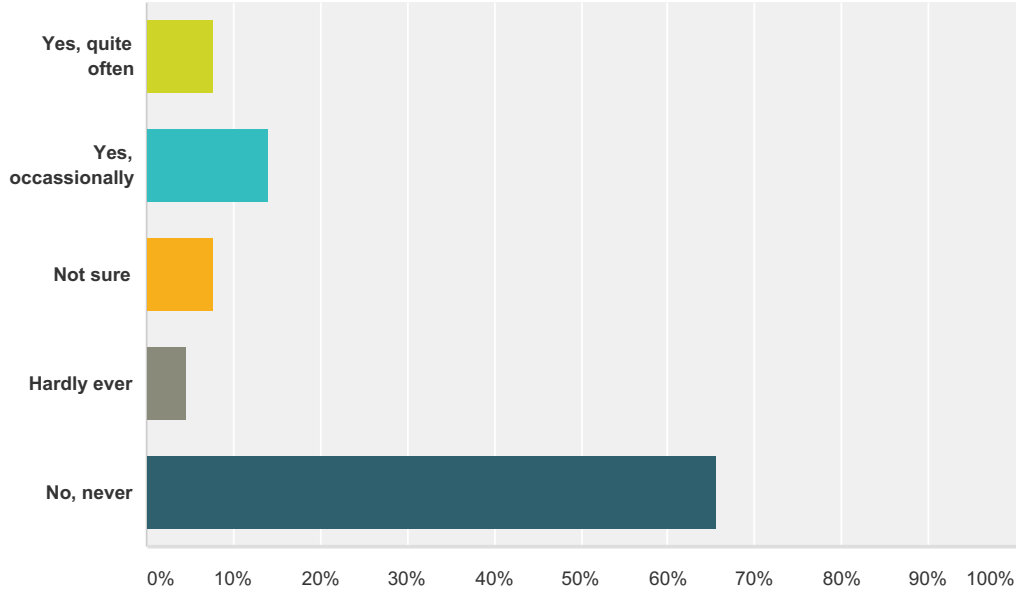


Answer Choices	Responses
A member of the public (from Blackpool)	65.63% 42
A member of the public (living outside of Blackpool)	7.81% 5
Employee of a local pharmacy	7.81% 5
An NHS staff member	7.81% 5
A GP or GP practice staff member	6.25% 4
Representing a group/organisation	1.56% 1
Representing a group/organisation (please list)	3.13% 2
Total	64

#	Representing a group/organisation (please list)	Date
1	Why can we only complete one section?	11/8/2016 10:06 AM
2	Blackpool, Fylde and Wyre Society for the Blind	10/25/2016 9:49 AM

Q2 Have you used the Minor Ailments Scheme to get medication, free of charge, on prescription through the pharmacy?

Answered: 64 Skipped: 0

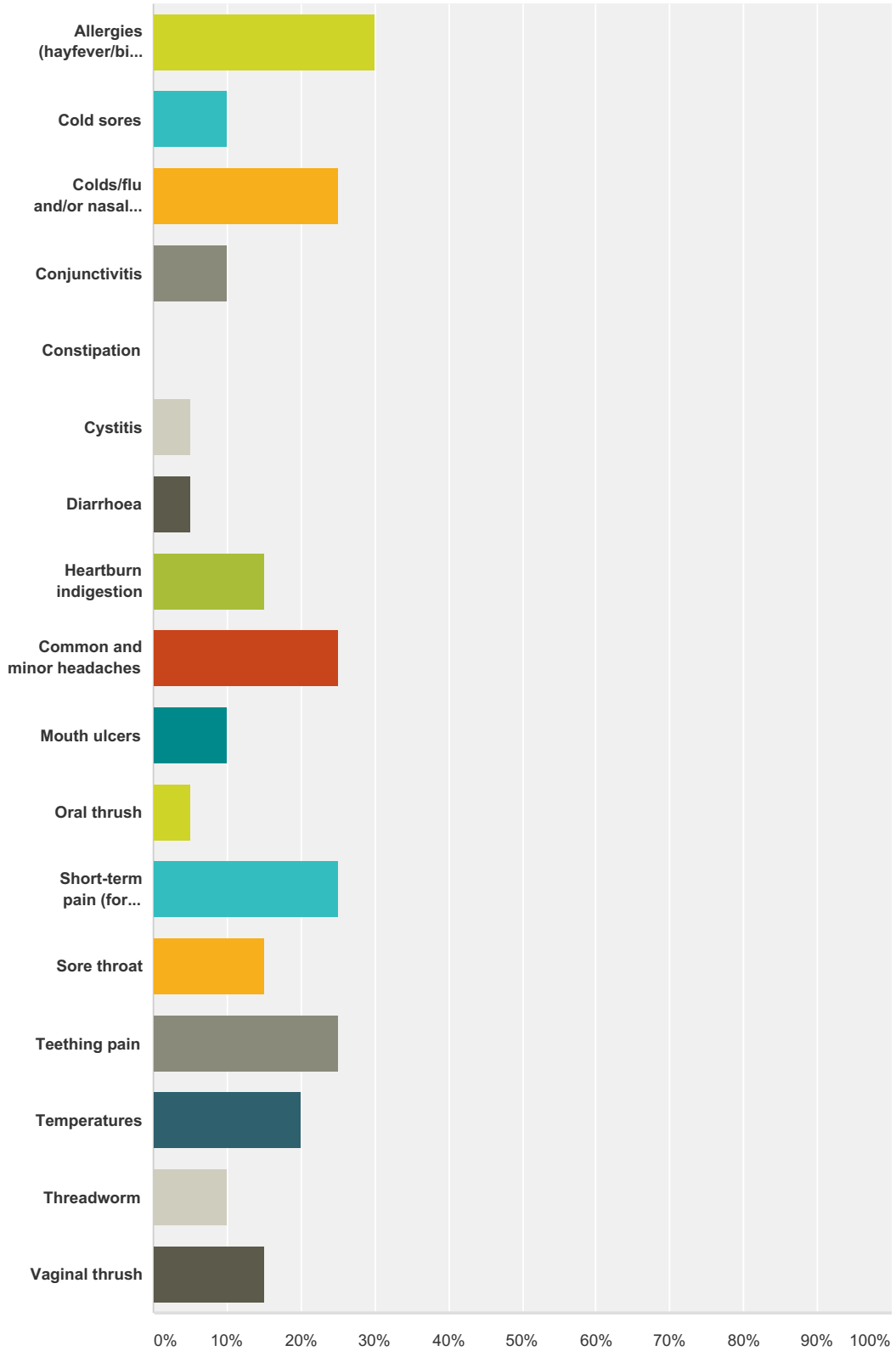


Answer Choices	Responses	
Yes, quite often	7.81%	5
Yes, occasionally	14.06%	9
Not sure	7.81%	5
Hardly ever	4.69%	3
No, never	65.63%	42
Total		64

Q3 From the best of your knowledge, which of the following ailments have you required medication for?

Answered: 20 Skipped: 44

Minor Ailments Scheme



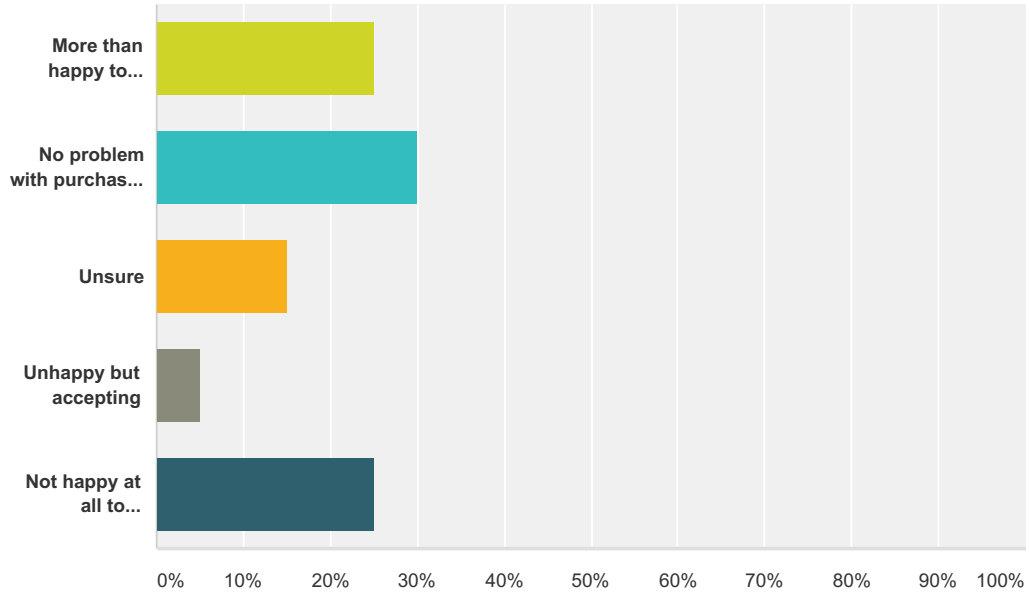
Answer Choices	Responses
Allergies (hayfever/bites/stings)	30.00% 6
Cold sores	10.00% 2

Minor Ailments Scheme

Colds/flu and/or nasal congestion	25.00%	5
Conjunctivitis	10.00%	2
Constipation	0.00%	0
Cystitis	5.00%	1
Diarrhoea	5.00%	1
Heartburn indigestion	15.00%	3
Common and minor headaches	25.00%	5
Mouth ulcers	10.00%	2
Oral thrush	5.00%	1
Short-term pain (for example, resulting from a significant bump, bruise, sprain or strain)	25.00%	5
Sore throat	15.00%	3
Teething pain	25.00%	5
Temperatures	20.00%	4
Threadworm	10.00%	2
Vaginal thrush	15.00%	3
Total Respondents: 20		

Q4 How willing would you be to purchase the treatments you have previously obtained via the Minor Ailments Scheme over the counter instead?

Answered: 20 Skipped: 44



Answer Choices	Responses
More than happy to self-purchase	25.00% 5
No problem with purchasing but would still like advice from somebody	30.00% 6
Unsure	15.00% 3
Unhappy but accepting	5.00% 1
Not happy at all to self-purchase	25.00% 5
Total	20

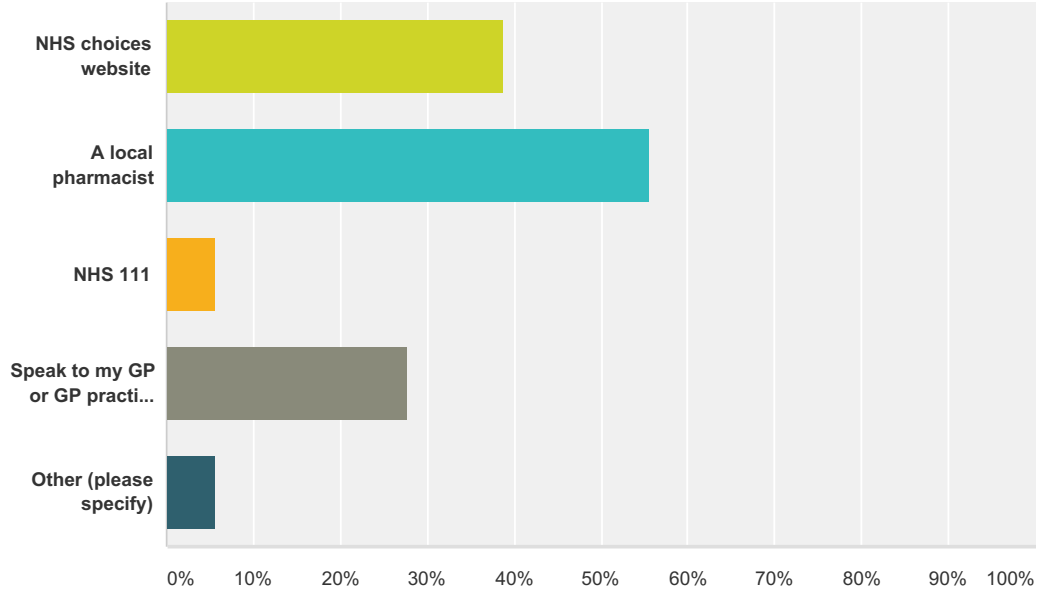
Q5 You said that you would be unhappy to purchase medication for common ailments yourself instead of obtaining via the Minor Ailments Scheme, please provide a brief explanation as to why you chose this answer

Answered: 4 Skipped: 60

#	Responses	Date
1	Not all medication can be bought over the counter. This reduces the range of treatment available	11/7/2016 10:57 AM
2	would use doctor surgery for child medicine	11/4/2016 1:41 PM
3	I'm on benefits and would go to the doctor as they are free.	11/2/2016 3:39 PM
4	It's so expensive. Really anything over £3-4 is too expensive and it also often goes to waste such as bottles of medicine that are only half empty when no longer needed. If you need it you have to make a GP appointment which can take 2 weeks and it's cleared up by then.	11/2/2016 11:12 AM

Q6 Which of the below would you use for advice on how to treat a minor ailment in the first instance?

Answered: 18 Skipped: 46

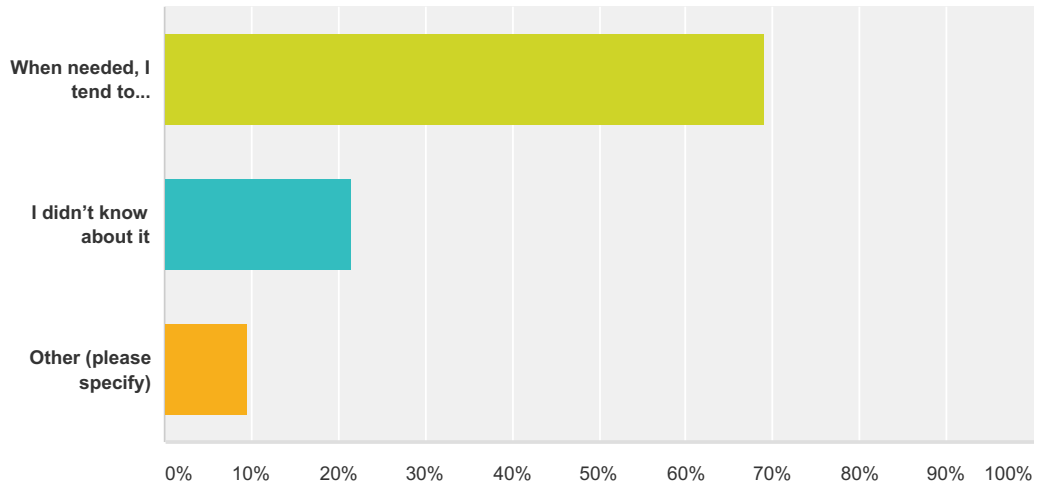


Answer Choices	Responses
NHS choices website	38.89% 7
A local pharmacist	55.56% 10
NHS 111	5.56% 1
Speak to my GP or GP practice staff	27.78% 5
Other (please specify)	5.56% 1
Total Respondents: 18	

#	Other (please specify)	Date
1	School nurse	11/6/2016 8:07 PM

Q7 Why have you not used the scheme?

Answered: 42 Skipped: 22

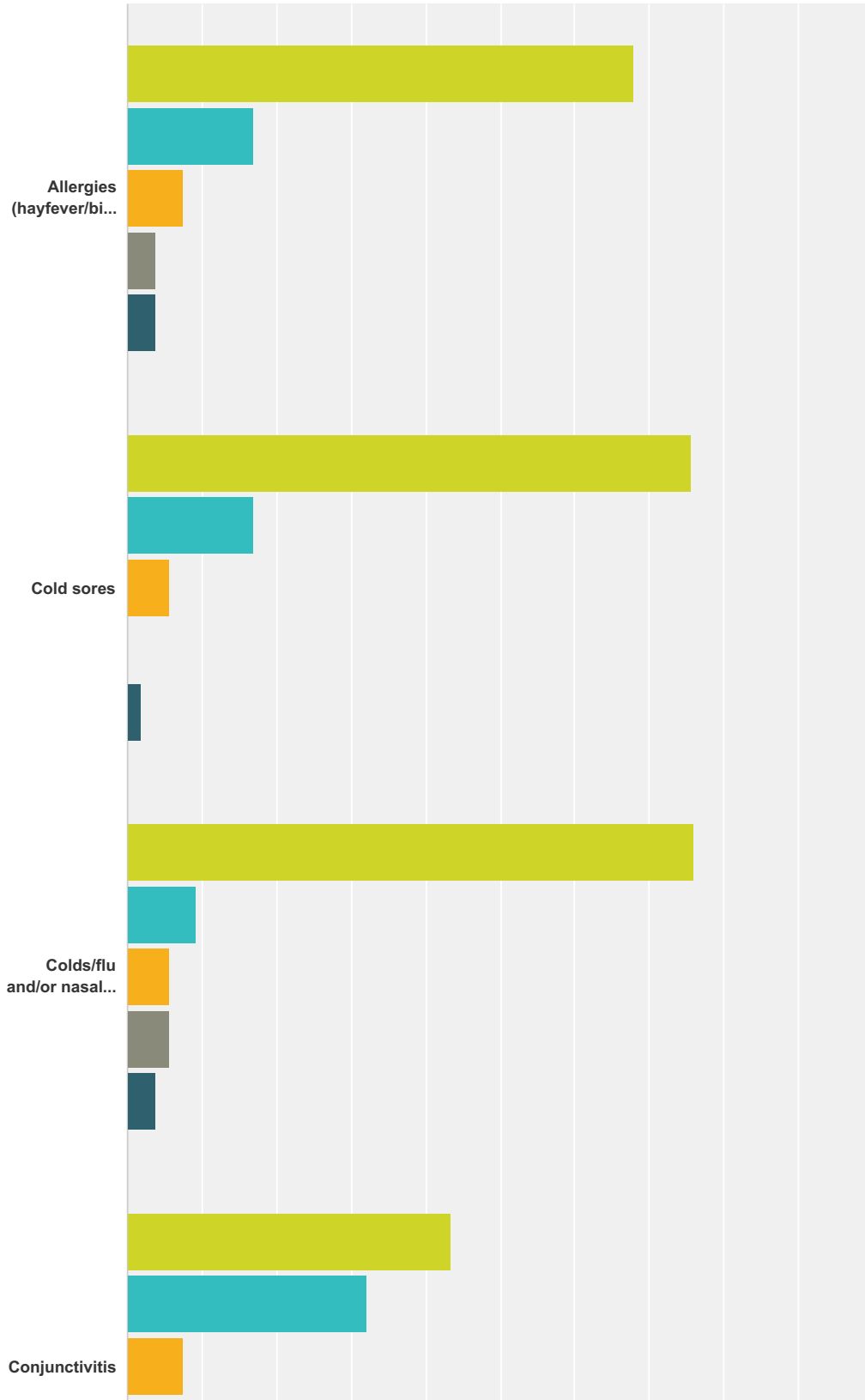


Answer Choices	Responses
When needed, I tend to purchase medication for minor ailments myself (eg from a supermarket, another high-street shop or pharmacy)	69.05% 29
I didn't know about it	21.43% 9
Other (please specify)	9.52% 4
Total	42

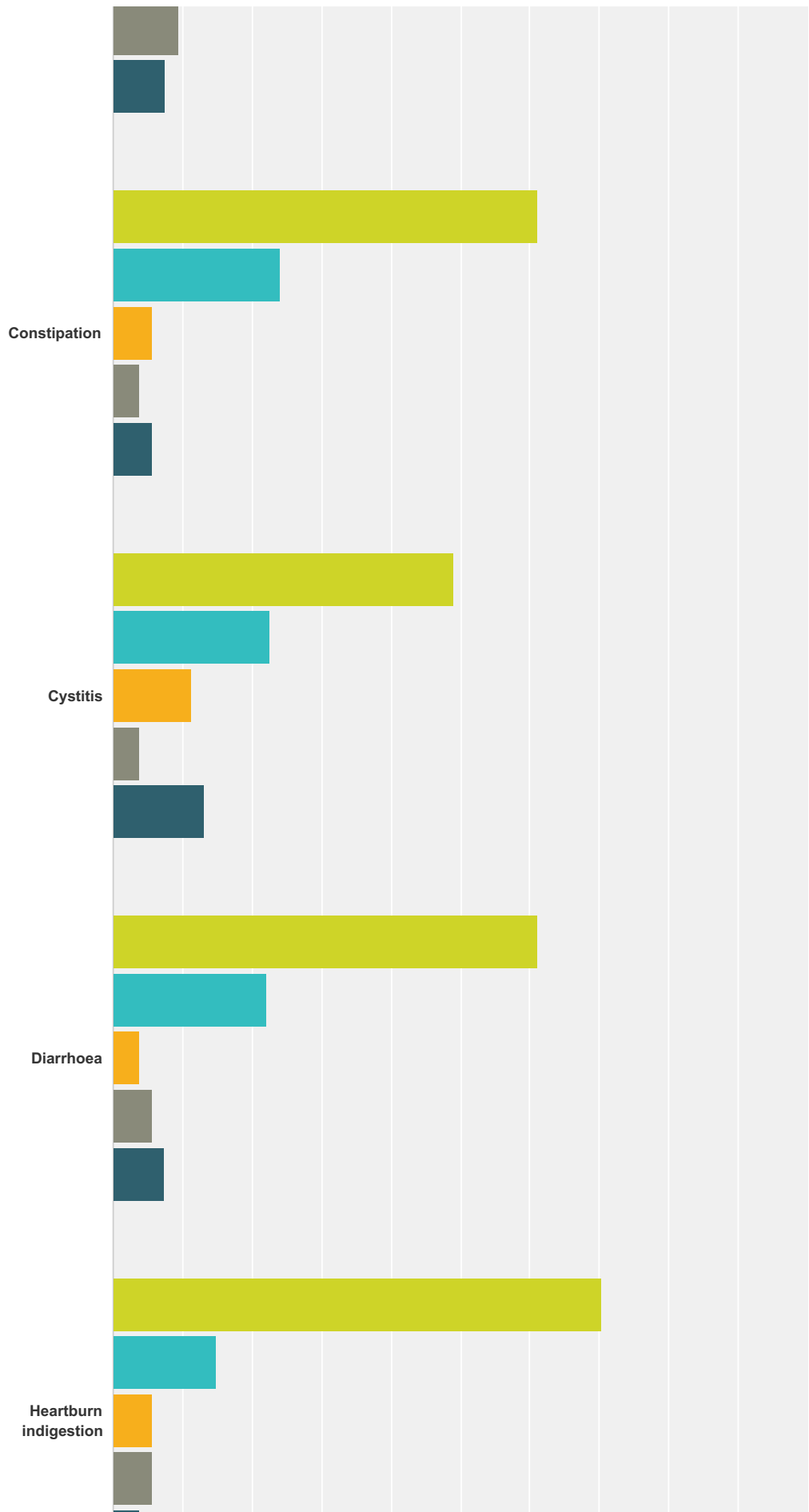
#	Other (please specify)	Date
1	1.st I did not know it existed - why does it? 2.nd It is quicker and cheaper to go to a shop... why would I waste time getting an appointment?	11/1/2016 9:44 AM
2	live outside Blackpool area	10/31/2016 4:00 PM
3	I'm not entitled to use it	10/27/2016 10:48 AM
4	Live out of area (I am a GP)	10/26/2016 7:56 AM

Q8 How willing would you be to purchase the below treatments yourself as opposed to obtaining via a prescription?

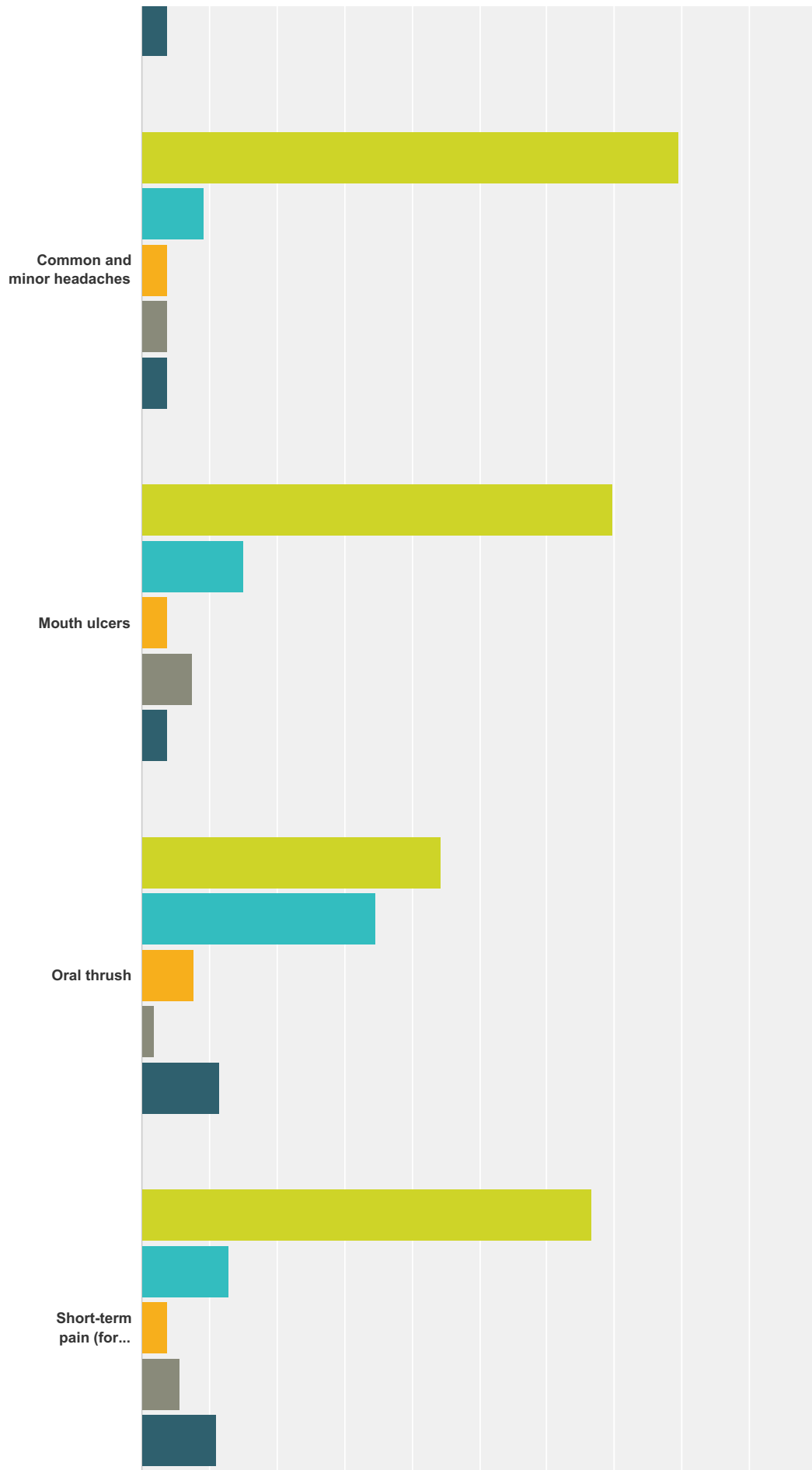
Answered: 54 Skipped: 10



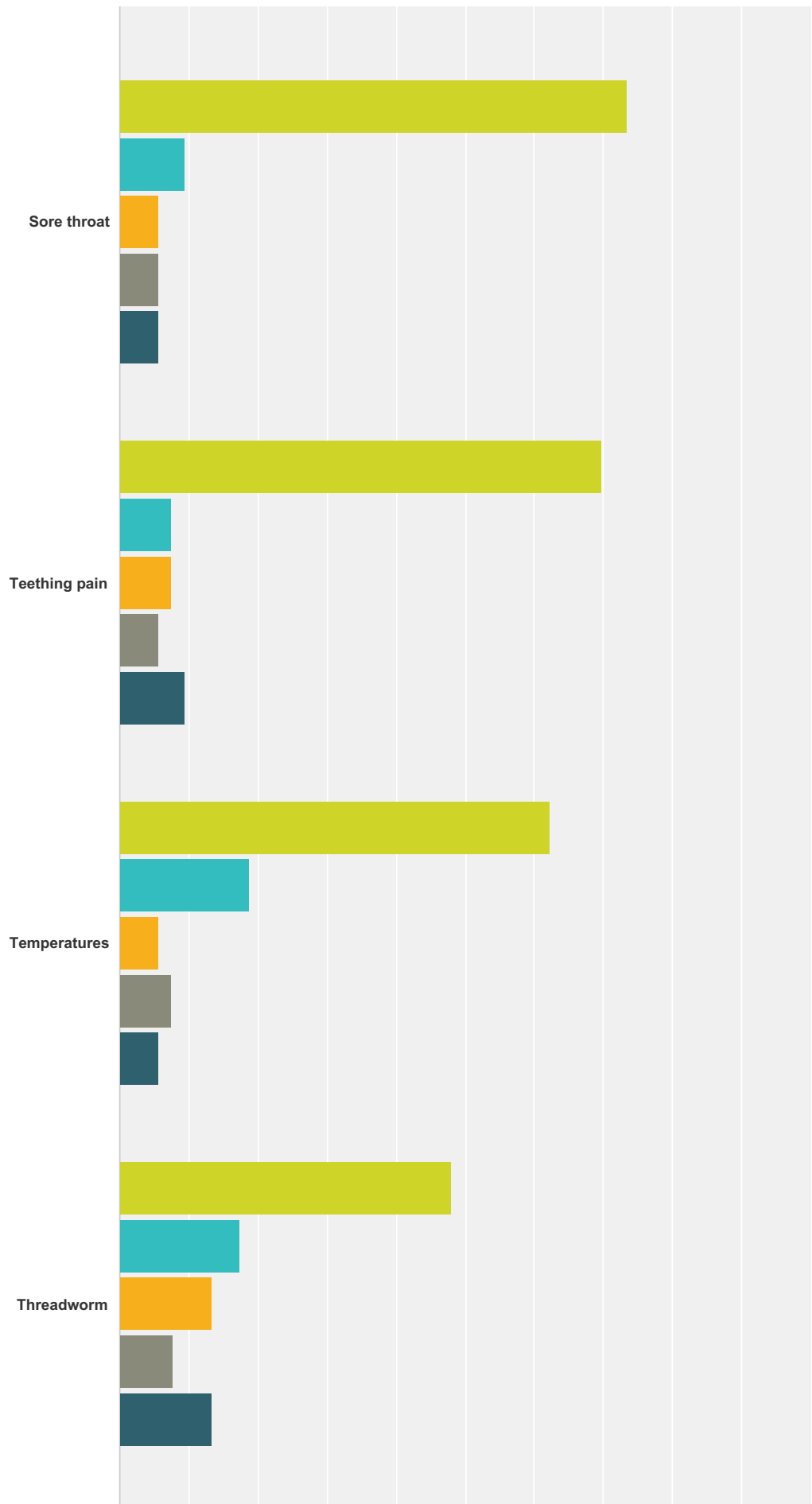
Minor Ailments Scheme



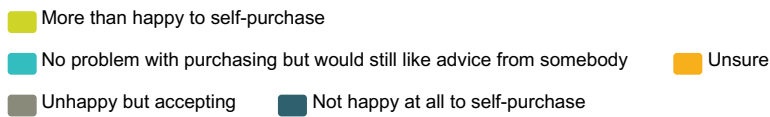
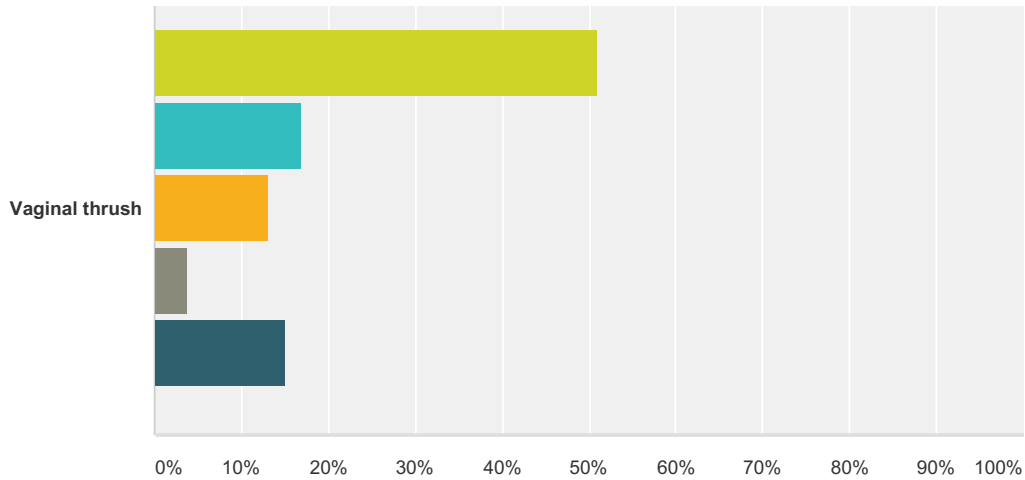
Minor Ailments Scheme



Minor Ailments Scheme



Minor Ailments Scheme



	More than happy to self-purchase	No problem with purchasing but would still like advice from somebody	Unsure	Unhappy but accepting	Not happy at all to self-purchase	Total
Allergies (hayfever/bites/stings)	67.92% 36	16.98% 9	7.55% 4	3.77% 2	3.77% 2	53
Cold sores	75.47% 40	16.98% 9	5.66% 3	0.00% 0	1.89% 1	53
Colds/flu and/or nasal congestion	75.93% 41	9.26% 5	5.56% 3	5.56% 3	3.70% 2	54
Conjunctivitis	43.40% 23	32.08% 17	7.55% 4	9.43% 5	7.55% 4	53
Constipation	61.11% 33	24.07% 13	5.56% 3	3.70% 2	5.56% 3	54
Cystitis	49.06% 26	22.64% 12	11.32% 6	3.77% 2	13.21% 7	53
Diarrhoea	61.11% 33	22.22% 12	3.70% 2	5.56% 3	7.41% 4	54
Heartburn indigestion	70.37% 38	14.81% 8	5.56% 3	5.56% 3	3.70% 2	54
Common and minor headaches	79.63% 43	9.26% 5	3.70% 2	3.70% 2	3.70% 2	54
Mouth ulcers	69.81% 37	15.09% 8	3.77% 2	7.55% 4	3.77% 2	53
Oral thrush	44.23% 23	34.62% 18	7.69% 4	1.92% 1	11.54% 6	52
Short-term pain (for example, resulting from a significant bump, bruise, sprain or strain)	66.67% 36	12.96% 7	3.70% 2	5.56% 3	11.11% 6	54
Sore throat	73.58% 39	9.43% 5	5.66% 3	5.66% 3	5.66% 3	53

Minor Ailments Scheme

Teething pain	69.81% 37	7.55% 4	7.55% 4	5.66% 3	9.43% 5	53
Temperatures	62.26% 33	18.87% 10	5.66% 3	7.55% 4	5.66% 3	53
Threadworm	48.08% 25	17.31% 9	13.46% 7	7.69% 4	13.46% 7	52
Vaginal thrush	50.94% 27	16.98% 9	13.21% 7	3.77% 2	15.09% 8	53

Q9 If you answered 'unhappy or 'not happy at all' to purchasing some of these medication items yourself, why was this? Please provide a brief explanation

Answered: 12 Skipped: 52

#	Responses	Date
1	i would be happy to pay for them myself as an adult as I mostly dont bother and just let the issue deal with itself over time. However I wouldnt want to make my child wait and would want to get those ASAP.	11/8/2016 4:45 PM
2	Did not know they were available.	11/8/2016 10:08 AM
3	Some of these conditions have symptoms that mask other conditions or are not self-limiting. It is important that everyone receives timely treatment and there are no barriers to this	11/7/2016 10:59 AM
4	Low income	11/2/2016 3:42 PM
5	The price of canesten products. I would still go to my pharmacy for advice for anything else. It's cheap enough to buy. But anything that is over a prescription price I would go to the doctors to get a prescription.	11/2/2016 3:41 PM
6	too expensive	11/2/2016 11:13 AM
7	I have purchased nearly all the items listed over the years. Allergies I have all year round (dust mites etc) I wouldn't dream of going to the doctor... just buy tablets from the supermarket.	11/1/2016 9:46 AM
8	Threadworm primarily impacts on children, with the medication costing up to £10. I'm worried parents who can't afford to pay that much may leave their children to suffer.	10/31/2016 11:47 AM
9	Happy to purchase for myself as an adult but think they should still be available for children	10/29/2016 4:52 AM
10	multiple remedies at high cost	10/28/2016 2:08 PM
11	Some of these are not 'minor' ailments. These can cause issues with having to take days off work, mobility and those who may struggle with these conditions tend to be less mobile. The problems described above do tend to 'go away' over time but cause discomfort and having medicines alleviate the symptoms and accelerate healing.	10/25/2016 4:08 PM
12	Unsure of the circumstances and also the background as to why I might need them, not enough medical knowledge or experience to make a risk based call.	10/24/2016 4:25 PM

Minor Ailments Scheme

Q10 Are there any additional comments which you would like to make about the Minor Ailments Scheme?

Answered: 35 Skipped: 29

#	Responses	Date
1	I dont pay for prescription so I have used the scheme to get medication instead of going to the GP which I think is good. If i paid for my prescriptions I would buy over the counter as they are cheaper but instead of removing treatments from the scheme is there a way of saving money by making it that only people who dont pay for prescriptions can access the scheme. Those that do pay are better buying it themselves but the ones that dont often cant afford to.	11/8/2016 5:02 PM
2	As i have a child I find that i end up buying a lot of these things for my child who always needs them straight away. I didnt know about the scheme but as they are ill a lot the cost of buying the medication can get expensive so i would want to get them on prescription through the scheme. It would be better for me.	11/8/2016 4:58 PM
3	I didnt know about it and always buy medicines myself over the counter but if i did use the scheme I would want to get medication for my child and it can be often and expensive	11/8/2016 4:46 PM
4	Did not know these were available.	11/8/2016 10:08 AM
5	Most people are happy to purchase items and not bother anyone. Most are readily available in budget supermarkets for a few pence. The CCG money could be better used elsewhere. Again educating people to be sensible and responsible for their own and their families health is key. What happened to using common sense.	11/7/2016 4:30 PM
6	A minor ailments scheme makes use of a large network of trained health professionals reducing pressures on GPs and A&E departments. Whilst there is a need to spend NHS money correctly, pharmacy services are significantly cheaper than either GP or A&E appointments. It is important that this service is used to increase patient access and focussing on medications that cannot be bought or are expensive is a way to do this. Whilst some medications are available over the counter, price may be its own barrier (e.g. many thrush treatments) and if left untreated can lead to greater problems	11/7/2016 11:01 AM
7	Hopefully same survey is available within the pharmacy and not just online	11/6/2016 8:09 PM
8	I feel some medications you should have to purchase yourself.	11/6/2016 5:00 PM
9	its a waste of money that could be better spent, all the dole bums will have to give up a few fags or designer clothes to pay for the medicines they need	11/6/2016 3:46 PM
10	Scrap it	11/3/2016 8:25 PM
11	Abused by the public would happily pay for the item but because can get it free they will,waste of public money and should be abolished money used better for eg practice pharmacist.just look to surrounding Ccg lancaster and morecambe Just as deprived area but no minor ailment scheme and does not free any time from the doctors appointments also nowadays price of off medication very cheap eg cystitis sachets £1.00,paracetamol 32p for 60p. Probably won't like the comment but it's the truth from the coal face also most parents do not bring the patient for who the mas is required and no way of checking if temperature of child have to take parent word which usually lie Also outcry when headline lotion removed was no increase in doctors appointments for headline lotion so if removed would not notice the difference. Get rid of the scheme wonder why the government will not do a national MAS scheme all down to cost!!! Would be a better idea then removal repeat prescription ordering from pharmacies a much more worthwhile service and appreciated by the patients. Thank you	11/3/2016 11:10 AM
12	Seems people are abusing the NHS to me!	11/2/2016 8:17 PM
13	I thinks it's a great service that can provide a lot of help for people. It just needs to be expanded to areas that could really help doctors to reduce prescribing. Please remember that pharmacists are trained too! I agree that a lot of the items are cheap, and should be bought over the counter. The service just needs to be kept up to date and monitored more carefully. Pharmacies need to work together with doctors surgeries to help reduce costs and help the public	11/2/2016 3:47 PM
14	I have three children and I like to use my chemist	11/2/2016 3:43 PM
15	i get info from a health visitor. They are just as good as going to the pharmacy	11/2/2016 11:21 AM
16	It's really useful to have access too and I miss being able to get head lice treatment on it.	11/2/2016 11:15 AM
17	shouldn't have got rid of head lice treatment	11/2/2016 11:13 AM

Minor Ailments Scheme

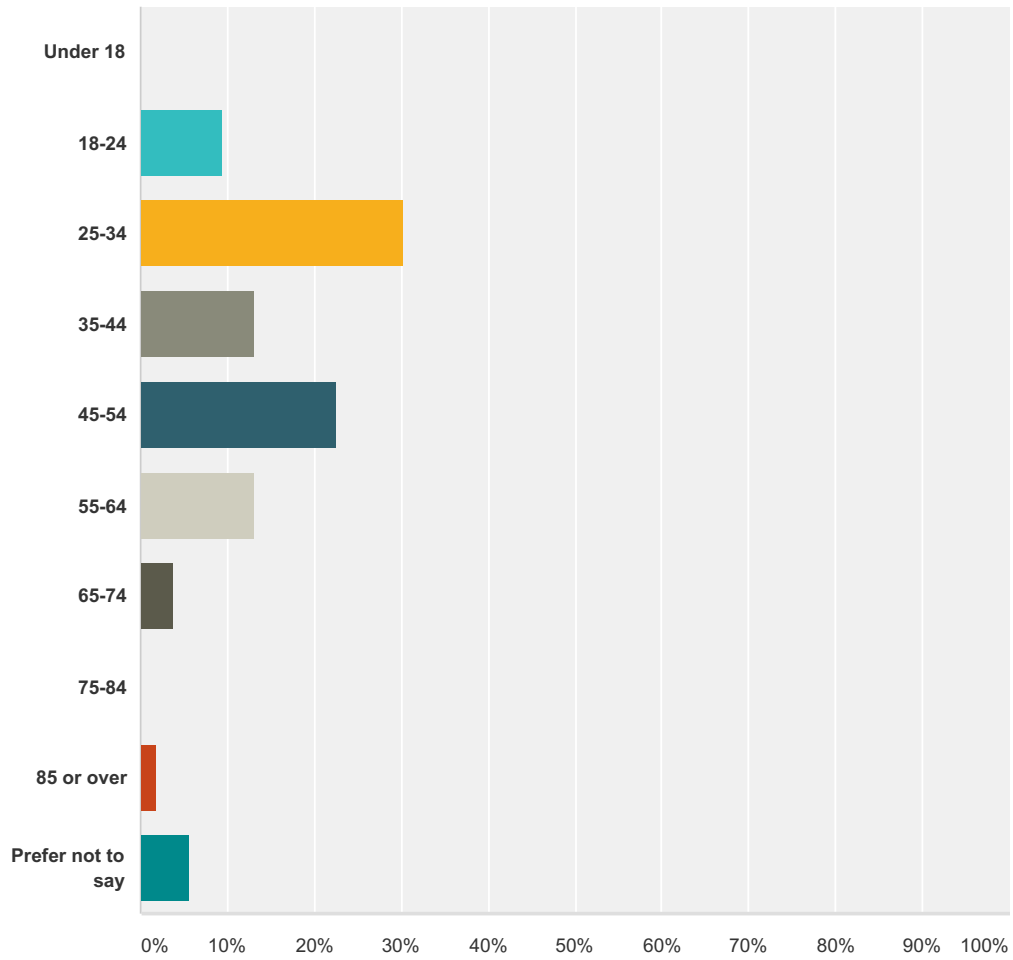
18	<p>Why did it exist? I feel Like there is information missing somewhere. Additionally - how come there are 172,000 patients when the population of Blackpool is more like 142,000???? Checking doubled up patients might be useful... I personally have been registered at two different surgeries following a private check (at a different doctors) following a motor accident. How is that allowed to happen. Finally, I have recently found my doctors surgery 'forcing' me to book additional appointments rather than checking simple information at one appointment - example - I had an Asthma check and wanted to know if I required holiday jabs (and asked if the records could be checked whilst I was there). As I thought they were most likely up to date. I had already tried to check over the phone and at the Asthma appointment and was told I had to make an additional appointment... I considered 'leaving' it BUT thought that would be unsafe. Therefore, I HAD to book another appointment wasting everyone's time as low and behold all my jabs are up to date. WHY was that not better to check over the phone or at my original Asthma appointment? I find the local doctors endlessly frustrating. Which reminds me ... of the on-going annoyance of having feedback questionnaires sent by the surgery(by text and printed paper copies)... how much does that cost for nonsense questions that will not help improve the service - as they don't actually provide a meaningful response. Particularly the question regarding - would I recommend the doctors to family member - NO because they don't live in the area. Good grief. Please review every little thing.</p>	11/1/2016 9:58 AM
19	No	10/31/2016 8:27 PM
20	It should be kept for those not fortunate enough to be able to pay for treatment, so they do not instead go to the doctor and get a free prescription, should they qualify.	10/31/2016 11:48 AM
21	I love the thought of the minor ailments scheme to free up doctors waiting times and my only ffea about removing the scheme is that people would then make appointments to obtain medications. At present I have just made a doctors appointment and have had to wait just over 3weeks to see my named GP for a pre booked appointment. When I haven't ad the money previously to pay for the medications I need,,which are usually for the children, then that is when I use minor ailments. If I have the funds then I pay for over the counter medication. My other ffea is that those on low iicomes would struggle as even at a couple of pounds for a treatment is a lot of money to those that don't recieve very much in the firsy place.	10/30/2016 2:02 PM
22	Used it mainly for my kids which I think should largely continue. Have been offered it when I have gone in happy to purchase so maybe instruct pharmacies to not offer unless the circumstances of the consultation warrant it	10/29/2016 4:54 AM
23	Most chemists / pharmacies have ceased to stock traditional cheap remedies with BP content. eg Kaolin BP has vanished. Expensive Gaviscon is pushed to replace the above. Imodium is pushed rather than Loperamide hydrochloride BP	10/28/2016 2:09 PM
24	I didn't even know it still existed. Most patients say that they asked the pharmacist for advise but were told that they needed to attend GP...	10/27/2016 10:17 AM
25	The cost of this scheme, bearing in mind it's also limited use age, is significant and presents a contradiction to the self-care agenda. People need to take more responsibility for their health and reduce their reliance on the system/NHS. All of the treatments available via this scheme are available from most/if not all high street pharmacies and supermarkets. Often for pennies too! Go and buy them yourself and if you can't afford to buy them then go without, we aren't talking about life threatening conditions. These are MINOR AILMENTS, which will get better in time anyway. The NHS is under enough financial and operational pressure as it is without people milking it for what they can.	10/26/2016 9:59 PM
26	self limiting minor ailment!.. take some responsibility for your own life. A wholly unnecessary scheme	10/26/2016 4:46 PM
27	Whilst i may be happy to pay for my prescriptions and other items, some areas of Blackpool contain significant pockets of deprivation. The removal of this service may well add to the already creaking GP infrastructure.	10/26/2016 7:59 AM
28	You need to consult more young people. They represent 25% of the UK's population and their voices need to be heard just as much as others.	10/25/2016 4:12 PM
29	The items mention can be purchased from discount stores at very low costs for people to purchase themselves. It would be more beneficial to spend the money used on the minor ailment scheme in other areas of the NHS.	10/25/2016 3:21 PM
30	Prescription should only be used for something which cannot be purchased over the counter without a prescription	10/25/2016 11:10 AM
31	Possibly as a means tested benefit or people who get free prescriptions will be attending clinics rather than accessing pharmacies.	10/24/2016 7:48 PM
32	I think it should be scrapped - treatment for most common ailments can be bought cheaply and a lot of it in pound shops etc. There's just no need for it and the money could be spent more efficiently. People have lost the ability to treat ailments with common sense and parents aren't passing on knowledge to kids. Minor healthcare should be on the curriculum in schools before everyone has no idea how to treat a headache. (Rant over!)	10/24/2016 6:54 PM

Minor Ailments Scheme

33	<p>"Sore throat" is an odd term which doesn't have specific diagnostic criteria. I had tonsillitis which was extremely painful, and I required antibiotics to treat it. It had been a "sore throat" for 2 days beforehand. I'm not sure it could have been prevented with over-the-counter medicines. I would have been happy to pay for something over the counter which could have helped prevent it, though. And of course happy to pay for any painkillers in the interim - especially happy if this could be done at my pharmacy and not have me take time out of my GP practice with an emergency appointment. Depending on the cost (i.e under £15) I would be happy to pay for antibiotics if these could ever be prescribed as pharmacy medicine. I imagine the amount of illnesses which are first treated by a short course of antibiotics is huge, and if people could be safely diagnosed with additional information re: their potential condition then this could remove considerable strain from GPs. I do wonder about the most vulnerable people though. Just because you have to pay for prescriptions does not mean you can regularly afford branded medicines, especially if this is a recurring ailment. I wonder if advice would be given around pricing/branding. I recall a doctor on Radio 2 once saying that 16p paracetamol were just as good as any other because the active ingredients are the same, even if it doesn't contain the extra herbal/chemical elements that affect the speed, longevity or drowsiness etc. of pain relief. Would GPs advise people to buy the cheapest medicines, or more expensive branded ones?</p>	10/24/2016 5:33 PM
34	<p>People should start taking responsibility for their own health and stop expecting others to pick up the failings of individual poor life style choices. We should stop wrapping people up in "cotton wool" and be brave enough to tell individuals that it's not always the NHS's problem. People need to stop going to GP's surgeries with minor issues or social problems and media should also stop telling people to go consult GP's if they are unsure about starting say for instance "a gym programme" or participating in a "charity swim, walk, run" etc. Most ailments sort themselves out within a few days and people need to "man up" and get on with life.</p>	10/24/2016 4:31 PM
35	<p>makes sense for people to purchase but would have concerns about people of limited means going without medication due to cash flow problems would people who are on benefits be safeguarded</p>	10/24/2016 3:22 PM

Q11 What is your age?

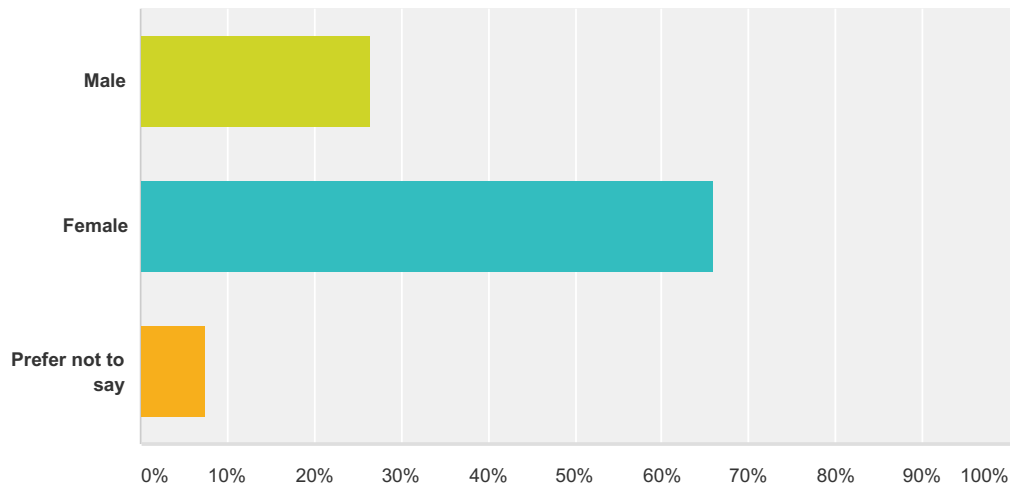
Answered: 53 Skipped: 11



Answer Choices	Responses	
Under 18	0.00%	0
18-24	9.43%	5
25-34	30.19%	16
35-44	13.21%	7
45-54	22.64%	12
55-64	13.21%	7
65-74	3.77%	2
75-84	0.00%	0
85 or over	1.89%	1
Prefer not to say	5.66%	3
Total		53

Q12 How would you describe your gender?

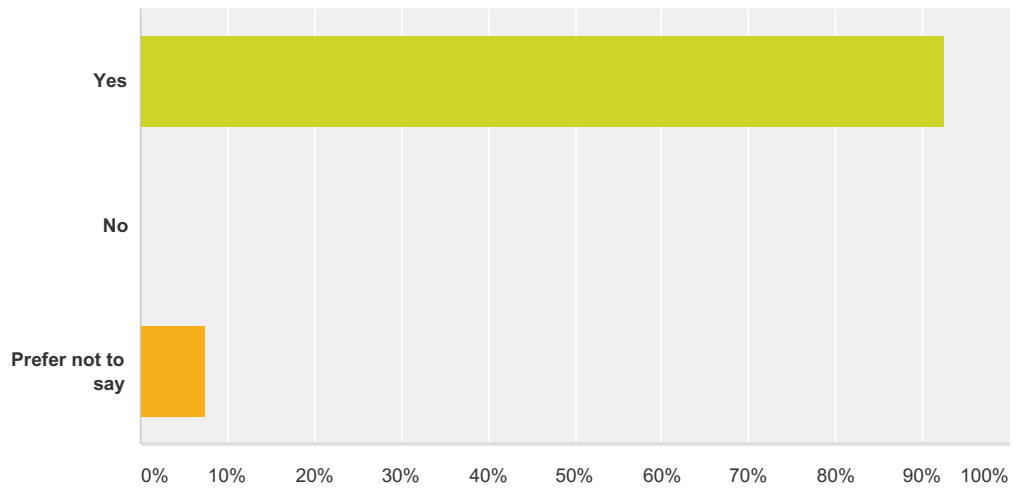
Answered: 53 Skipped: 11



Answer Choices	Responses	
Male	26.42%	14
Female	66.04%	35
Prefer not to say	7.55%	4
Total		53

Q13 Is this the same gender you were given at birth?

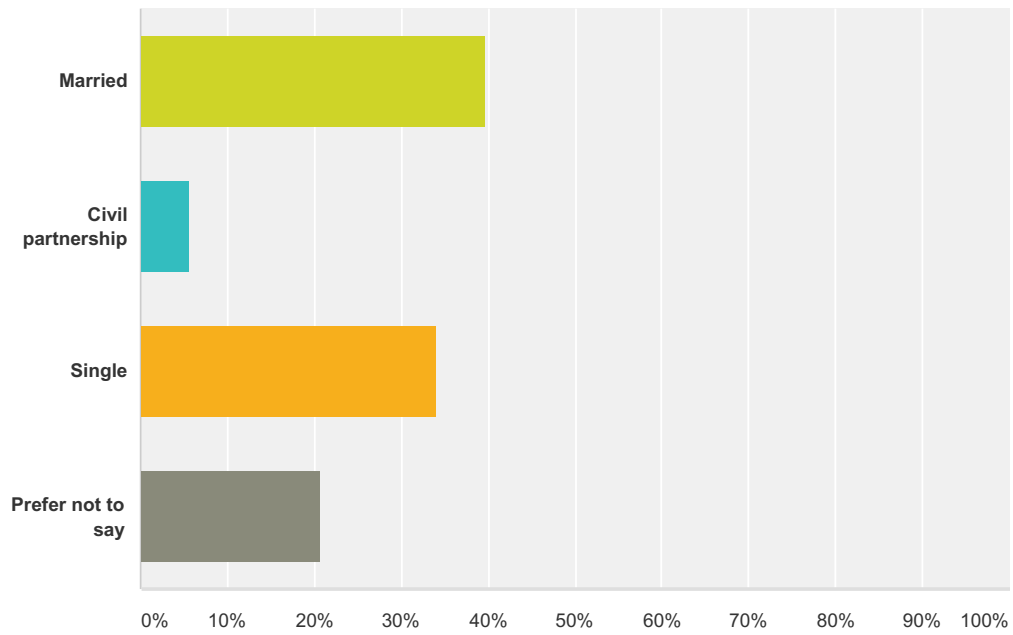
Answered: 53 Skipped: 11



Answer Choices	Responses	
Yes	92.45%	49
No	0.00%	0
Prefer not to say	7.55%	4
Total		53

Q14 What best describes your marital situation?

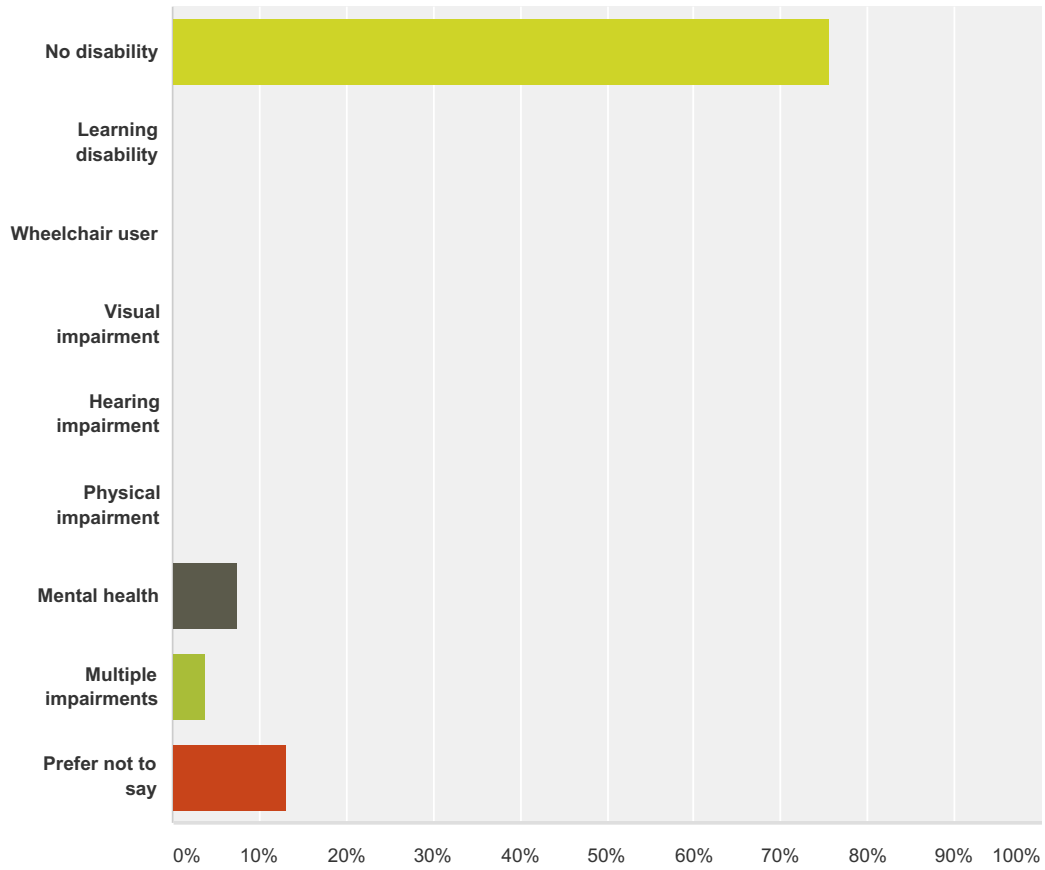
Answered: 53 Skipped: 11



Answer Choices	Responses
Married	39.62% 21
Civil partnership	5.66% 3
Single	33.96% 18
Prefer not to say	20.75% 11
Total	53

Q15 Please choose the category that best describes your level of disability

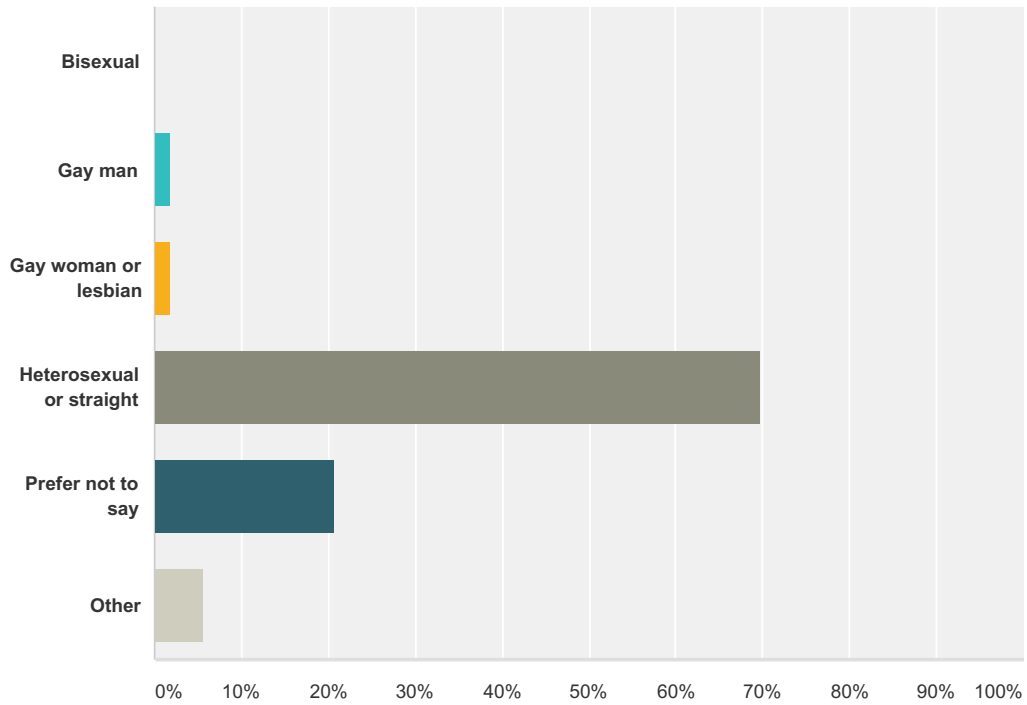
Answered: 53 Skipped: 11



Answer Choices	Responses	
No disability	75.47%	40
Learning disability	0.00%	0
Wheelchair user	0.00%	0
Visual impairment	0.00%	0
Hearing impairment	0.00%	0
Physical impairment	0.00%	0
Mental health	7.55%	4
Multiple impairments	3.77%	2
Prefer not to say	13.21%	7
Total		53

Q16 Which of the following options best describes your sexual orientation?

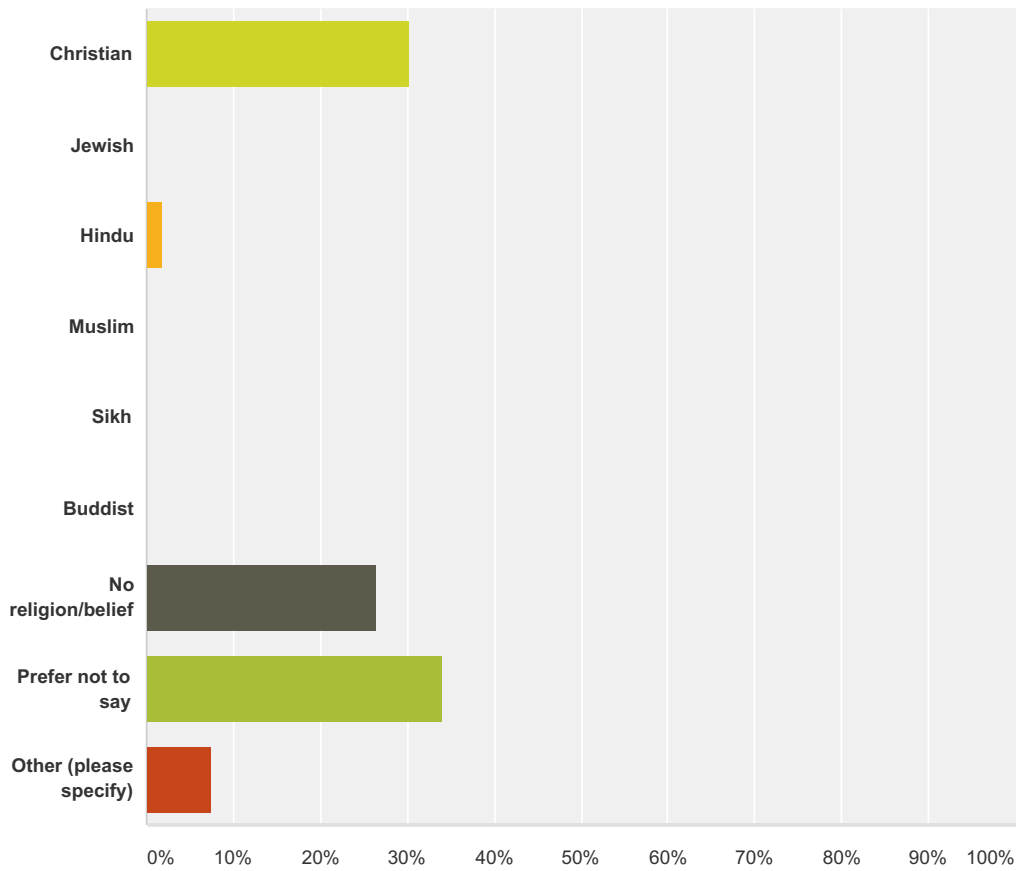
Answered: 53 Skipped: 11



Answer Choices	Responses
Bisexual	0.00% 0
Gay man	1.89% 1
Gay woman or lesbian	1.89% 1
Heterosexual or straight	69.81% 37
Prefer not to say	20.75% 11
Other	5.66% 3
Total	53

Q17 What is your religion/belief?

Answered: 53 Skipped: 11



Answer Choices	Responses	
Christian	30.19%	16
Jewish	0.00%	0
Hindu	1.89%	1
Muslim	0.00%	0
Sikh	0.00%	0
Buddist	0.00%	0
No religion/belief	26.42%	14
Prefer not to say	33.96%	18
Other (please specify)	7.55%	4
Total		53

#	Other (please specify)	Date
1	Jehovah's Witness	11/8/2016 10:11 AM
2	jedi knight	11/6/2016 3:47 PM

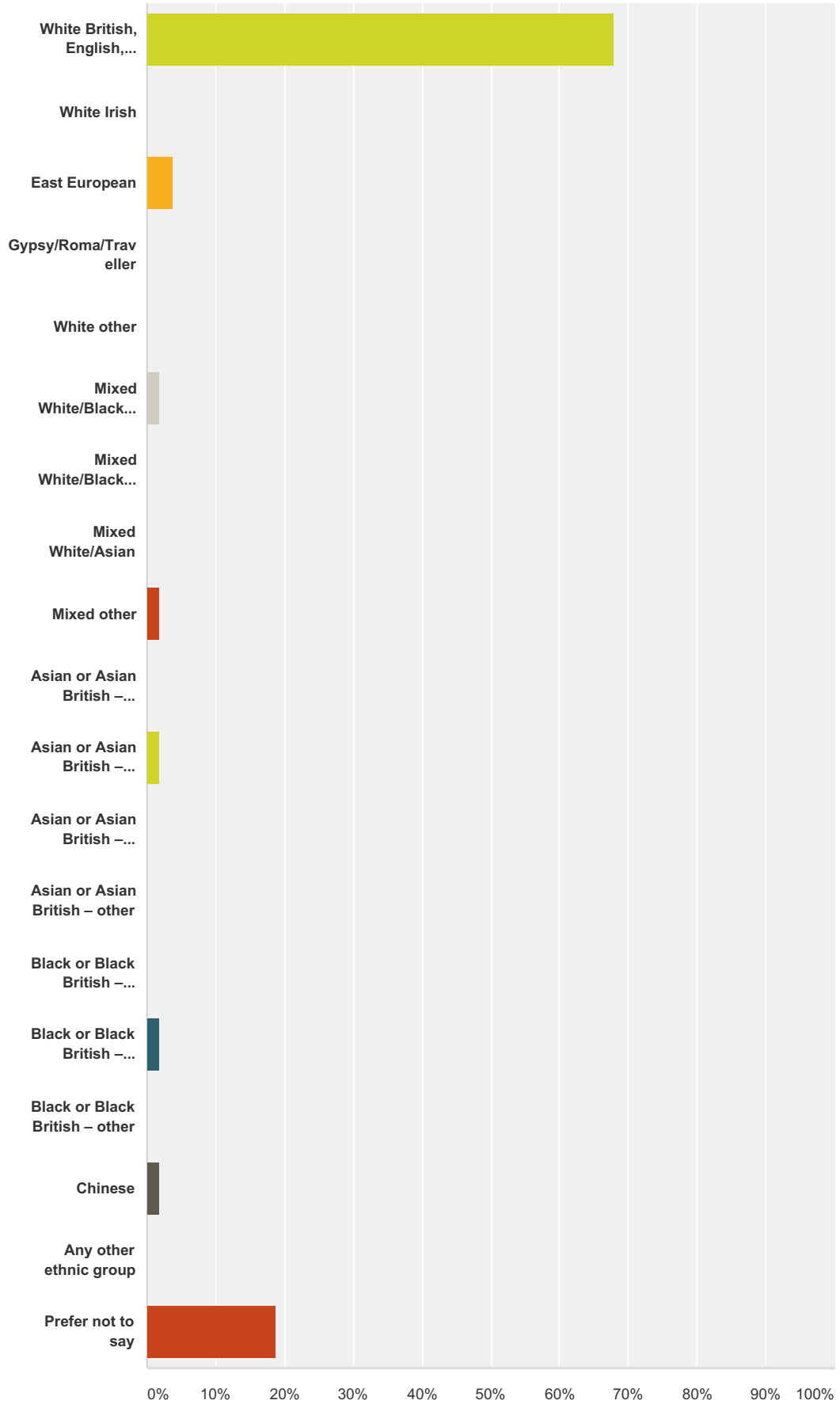
Minor Ailments Scheme

3	None of your business	11/2/2016 3:49 PM
4	Atheist	10/26/2016 4:47 PM

Q18 Which of the following options best describes your ethnicity?

Answered: 53 Skipped: 11

Minor Ailments Scheme



Minor Ailments Scheme

Answer Choices	Responses	
White British, English, Northern Irish, Scottish or Welsh	67.92%	36
White Irish	0.00%	0
East European	3.77%	2
Gypsy/Roma/Traveller	0.00%	0
White other	0.00%	0
Mixed White/Black African	1.89%	1
Mixed White/Black Caribbean	0.00%	0
Mixed White/Asian	0.00%	0
Mixed other	1.89%	1
Asian or Asian British – Indian	0.00%	0
Asian or Asian British – Pakistani	1.89%	1
Asian or Asian British – Bangladeshi	0.00%	0
Asian or Asian British – other	0.00%	0
Black or Black British – Caribbean	0.00%	0
Black or Black British – African	1.89%	1
Black or Black British – other	0.00%	0
Chinese	1.89%	1
Any other ethnic group	0.00%	0
Prefer not to say	18.87%	10
Total		53