

Q5 Other: reasons for locations of pharmacy used.	Type of comment	Response from PNA steering group
<i>These comments have been cut and pasted directly from the consultation and have not been amended for spelling or grammar.</i>		
My previous GP was not a dispenser. I used home delivery service as I cannot get to a pharmacy during the week. Cuxton really needs a pharmacy	Access	Patient lives in a dispensing doctor's area
Travel 6miles each way from St Marys Island as Boots in Hempstead tend to be only place that has any stock of drug needed and recently even they have had to order extra. Also free easy parking and combine with shopping.	Access	Availability of Specific medication / Parking
Near my sons house so he can sort out any problems or pick up prescriptions for me.	Access	Positive feedback
free parking	Access	Parking
Have to go 8nto Hoo could easily pick the other pharmacy that is now open but when started that was the only one. Opted to not use dispensing doctor service as wanted to support local pharmacy.	Access	Patient lives in a dispensing doctor's area
We donâ€™t have a Pharmacy near us only a dispensing doctors	Access	Patient lives in a dispensing doctor's area
online pharmacy - medication gets delivered to our home when convenient for us.	Access	Positive feedback
Opening hours allow access at weekends and late at night	Access	Positive feedback
Q9 Other comments about accessing pharmacy or dispensing services		
Our doctors surgery is already unable to cope with it's current role. Getting rid of pharmacies would be catastrophic in an area already buckling under the pressure of too many residents and not enough GPS.	Access	The PNA does not look at closing pharmacies. However it does identify when a pharmacy is essential
No option but to drive, home in walking distance near cuxton	Access	Patient lives in a dispensing doctor's area
I use the pharmacy to get my meds, information and other thing like shaving stuff.	Access	Positive feedback
All my medication is on 'Automatic re-order' every 2 months but still pop in for ad hoc medicines.	Access	Positive feedback

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Sometimes like today we need drugs during the weekend eg pain killers or other urgent treatments. Unfortunately our village's GP practice can only dispense drugs Monday-Friday. There are only 2 or 3 pharmacies in neighbouring areas open on Sunday. This means we have to drive 7-11 miles to get drugs if we need them on a Sunday. Is it acceptable?	Access	Patient lives in a dispensing doctor's area
I would prefer to get my repeat prescriptions from a pharmacy in town but have been told that as I live too far away from there in respect to my doctors/pharmacy that I have to travel in the opposite direction to collect my prescriptions. Any advice given by the pharmacy has always been very helpful though.	Access	Patients are free to get there prescription dispensed in any pharmacy in the country. Direction is not allowed.
NICE have made obtaining the drug needed difficult. Naratriptan is an old but very effective drug for migraines. I always have to have a stock as only allowed 12 tablets per prescription and can't drive 6 miles to get them and then often twice as some have to order. Tried some smaller pharmacies, but discovered that their main supplier wasn't even stocking the drug, so have had to use Boots as they have different supplier. Has anyone considered availability of specific drugs through the pharmacy suppliers?	Access	Shortage of specific medications
I used to pick up regular prescription at our gp surgery until this service was halted and a pharmacy from swanscombe now serve our doctors so get other items from a pharmacy close to where I work now	Access	One Local surgery stopped dispensing. There are 2 pharmacies within the Hoo village and deliveries to outlying areas of the peninsula
difficulty with walking, so distance is important	Access	Several pharmacies within walking distance plus some pharmacies will deliver.
Saturday opening would be an advantage.	Access	47 pharmacies across Medway open on Saturdays and 12 on Sundays including several in this postcode area
Find our Doctors dispensing absolutely valuable as we live in the village of Halling which helps as medication has to be collected 2/3 times a week	Access	Patient lives in a dispensing doctor's area

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The nhs would save a fortune if they allowed a Pharmacy:chemist in Cuxton not making us travel miles by car or hours on a bus in all weather to get to a Pharmacy. I know many people who go to a&e rather than battle the traffic to go to our nearest pharmacy	Access	Patient lives in a dispensing doctor's area
A pharmacy would be beneficial in cuxton. As doctors surgery don't sell over the counter. Plus there is not a Pharmacist on site for advice of medication	Access	Patient lives in a dispensing doctor's area
I use a pharmacy close to me and my doctor, as I am diabetic, and it has late opening hours, which are perfect for me as I work full time and other pharmacies are shut when I'm not at work.	Access	Positive feedback
St. Mary's Island Pharmacy is electronically connected to SMI Surgery so I can reorder my meds on line and collect a few days later from the very helpful pharmacy ladies. Also there's 4 disabled parking bays right outside.	Access	Positive feedback
My only issue is that my pharmacy is only open weekday and is closed at the weekends	Access	47 pharmacies across Medway open on Saturdays and 12 on Sundays including several in this postcode area
The pharmacy within my Doctor's practice is very convenient and I also use another local pharmacy out of loyalty as I used to use them before the one in the Drs surgery opened, they are always very helpful.	Access	Positive feedback
I use a pharmacy at Hempstead Valley, as I work full time, its open till 8 and its convenient as this is where I do my shopping. They are also very good about giving health advice	Access	Positive feedback
It is recommended by NICE that I maintain brand consistency of my Epilepsy medication. This is very difficult as the pharmacy often has problems in getting supplies. In these circumstances it would help if there was some other way to obtain such medications - perhaps directly from the GP's surgery?	Access	Shortage of specific medications

APPENDIX 7

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I would prefer to have pharmacy within walking distance of my home	Access	Time to travel analysis carried out by Medway Public Health found that 95% of the Medway population can walk to their nearest provider of pharmaceutical services within 20 minutes. See Appendix D for full explanation
My gp no longer dispenses medication. They will order repeat prescriptions from a pharmacy in Swanscombe if you want. I find it quicker to have my prescription dispensed from the pharmacy in Main Road Hoo because it is only a 10 minute drive from where i work. The pharmacy is always very busy even though they have increased the number of dispensers several times	Access	One local surgery stopped dispensing in this area. There are 2 pharmacies within the Hoo village and deliveries to outlying areas of the peninsula