

Lloyds Pharmacy at Manor Walks

Survey Preview ⓘ

Lloyds Cramlington Pharmacy closure impact

Thank you for offering to complete this survey around the planned closure of Lloyds pharmacy located in Sainsburys at Manor Walks in Cramlington.

We want to gauge the potential impact of the closure of this pharmacy on people in the area and really appreciate your time answering a few questions.

Thank you

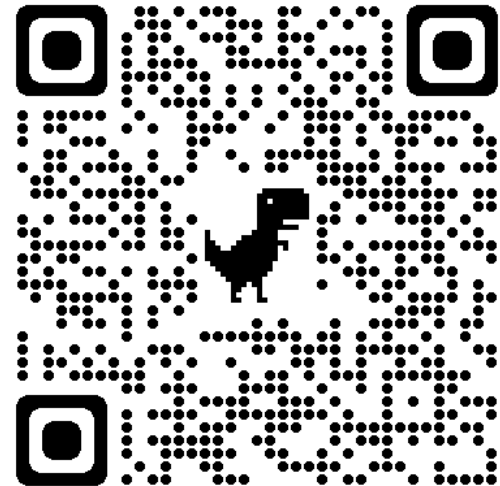
The Healthwatch Northumberland team.

1. Are you aware of the planned closure of Lloyds pharmacy in Manor Walks, Cramlington this summer?

Yes

No

Comments:



Enter & View

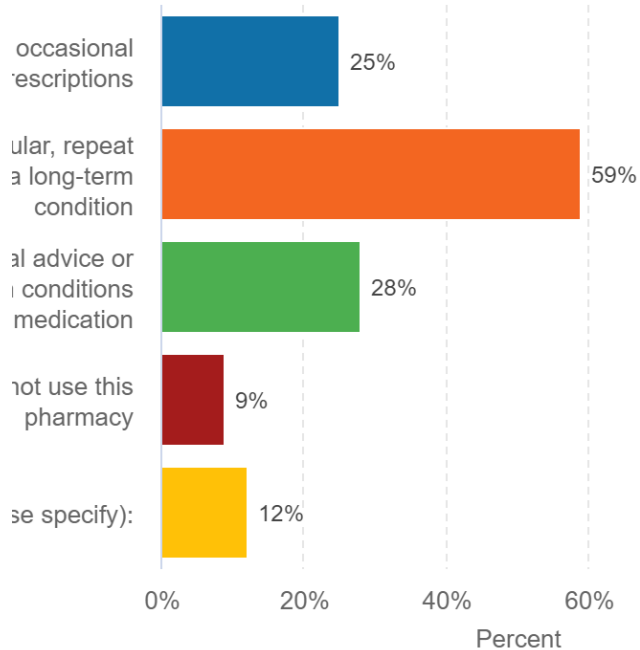


Day	Time
Tuesday 2 May	7am -9am
Tuesday 9 May	5pm-7pm
Thursday 11 May	5pm-7pm
Saturday 13 May	10am -12noon

What we have heard so far

- awareness

Generally use this pharmacy for?



- **80%** have heard about the closure
- **57%** use it for regular prescriptions
- **66%** know how to change pharmacy
- **31%** will go to Boots at Manor Walks
- **5** people said they would use Lloyds or other online service.
- **25%** said they have not thought about it
- **33%** of weekday users say they go after 7pm

What we have heard so far

- Impact

“My repeat medication is sent there as due to work commitments. I find it difficult to get to other pharmacies due to opening hours”


“Massive queues at Boots to add to the already big queues”

Access around work times is important

49% said they had used it outside of core hours in the last 12 months

Access out of hours for people with specific needs is crucial

More pressure on already overstretched services or services that are not as well valued or do not have same facilities



“I will struggle to collect my 3 medications for my conditions as I work till 5 , don’t drive and the pharmacy closes at my doctor’s surgery at 6”

“We often have to pick up medication after 6 pm but will no longer be able to do so which means my daughter will be left in pain until the next morning which isn’t nice. There are no other pharmacies open late in Cramlington”

“I’ve moved to Well pharmacy at the Village Surgery. The service is much better but they don’t have long enough opening hours. To reach a late night pharmacy the closest is Blyth Asda which is approx 4.5 miles from our house a 9 mile round trip.

It’s not acceptable for a town as big as Cramlington to not have a late night pharmacy. Parking is also not good at Well pharmacy. It’s not very accessible for those with disabilities”



Our ask now

- **Direct communication to patients, carers and professionals to ensure robust transition of service especially for those with specific needs – eg methadone prescriptions and dosette boxes**
- **Equalities Impact Assessment – engagement has flagged up some issues but further work required to underpin commissioning of new services**