



Our prescription to reduce medication wastage

Healthwatch Nottingham and Nottinghamshire (HWN) is an independent organisation that helps people get the best from their local health and care services.

Between May and August 2018 we undertook a Question of the Month survey to gain a greater understanding of people's experience of pharmacy and prescription and medicine usage review services.

The questions we asked were:

- How would you rate your experience of your last visit to a pharmacy/chemist?
- What did you go to the pharmacy/chemist for?
- If you have received repeat prescriptions for over twelve months, have you had a medication/prescription review?
- If yes, who was this with?
- Do you take all of the medication you are prescribed? If not, why not? (this was a multi choice answer)

The aim of this survey was to identify what people's experience of the pharmacy/chemist was, why they went to the pharmacy/chemist, if medication and prescription reviews are carried out annually and the reasons why people are not taking their medications.

We gathered views from local people across Nottingham City and Nottinghamshire County through face to face public events such as 'Talk to Us' points and through an online question linked to our website.

The total number of responses received was 645 with 45.0% (n=290) being received from residents of the City and 53.0% (n=342) from the County.

Completed Responses	No	%
Nottingham City	290	45.0%
Nottinghamshire County	342	53.0%
Out of area/Unknown	13	2.0%
Total	645	100%

Table 1 – source all respondents (n=645)

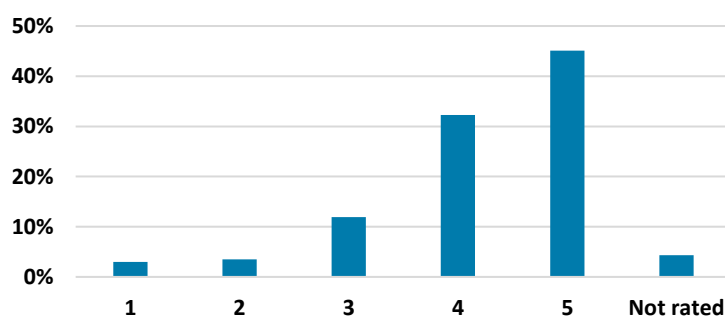


What people said...

People were asked 'thinking about the last time you went to a Pharmacy/Chemist in Nottingham or Nottinghamshire, how would you rate your experience?'

Rating	No	%
1 star	19	3.0%
2 stars	22	3.5%
3 stars	75	11.9%
4 stars	204	32.3%
5 stars	285	45.1%
Not rated	27	4.3%
Total	632	100%

(Table 2 Source all respondents n=632)



Out of the 632 respondents from Nottingham or Nottinghamshire 95.7% (n=605) gave a rating. The highest number of ratings given was 5 star with 45.1% (n=285), followed by 4 star with 32.3% (n=204), then 3 star with 11.9% (n=75) and 2 star with 3.5% (n=22) and 1 star with 3.0% (n=19). Twenty-seven people did not rate the service.

People were then asked ‘what they went to the pharmacy/chemist for?’

Reason	No	%
Prescription	486	76.9%
Purchase over the counter items	139	22.0%
Advice / Information	126	19.9%
Medication Review	38	6.0%
Health Check	28	4.4%
Not answered	15	2.4%

Table 3 Source all respondents (n=632)

NB: the total shown is greater than 632 due to respondents being able to provide multiple answers.

Out of the 632 respondents from Nottingham or Nottinghamshire, 76.9% (n=486) went for a prescription, 22.0% (n=139) went to purchase over the counter items, 19.9% (n=126) went for advice/information, 6.0% (n=38) went for a medication review, 4.4% (n=28) went for a health check and 2.4% (n=15) did not answer this question.

The next question we asked was ‘If you have received repeat prescriptions for over twelve months, have you had a medication/prescription review?’

Review received	No	%
Yes	400	63.3%
No	163	25.8%
Not answered	48	7.6%
Not sure	21	3.3%
Total	632	100.0%

Table 4 Source all respondents (n=632)

63.3% (n=400) of respondents from Nottingham or Nottinghamshire stated that they had received a review, whilst 25.8% (n=163) had not. 7.6% (n=48) did not answer the question whilst 3.3% (n=21) were not sure.

Review with	No	%
GP/Nurse	311	77.8%
Pharmacist	65	16.3%
Hospital	14	3.5%
No answer given	6	1.5%
Not sure	4	1.0%
Total	400	100.0%

Table 5 Source all respondents (n=400)

Of the 400 people from Nottingham or Nottinghamshire who had received a prescription review, 77.8% (n=311) had with a GP/Nurse, 16.3% (n=65) with a pharmacist, 3.5% (n=14) with the hospital and 1.0% (n=4) were not sure who it was with. 1.5% (n=6) of respondents did not provide an answer.

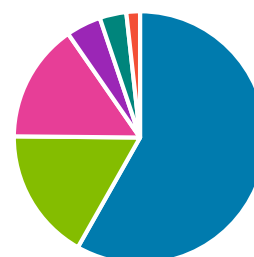
People were then asked if they take all the medication they are prescribed.

Do you take all your medication?	No	%
Yes	471	74.5%
No	74	11.7%
Not answered	87	13.8%
Total	632	100.0%

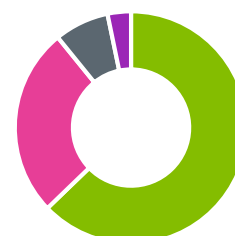
Table 6 Source all respondents (n=632)

Of the respondents from Nottingham or Nottinghamshire 74.5% (n=471) take all of the medication which they are prescribed, 11.7% (n=74) do not take all of the medication which they are prescribed. 13.8% (n=87) did not answer this question.

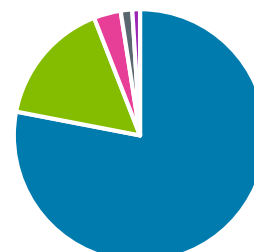
- Prescription
- Purchase over the counter items
- Advice / Information
- Medication Review
- Health Check



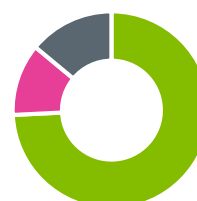
- Yes
- No
- Not answered
- Not sure



- GP/Nurse
- Pharmacist
- Hospital
- No answer given
- Not sure



- Yes
- No
- Not answered



The 11.7% (n=74) of respondents from Nottingham or Nottinghamshire who do not take all of the medication they are prescribed were then asked why. The results of this are shown below.

Reasons for not taking medication	No	%
I don't like the side effects	18	20.2%
I forget to take them	17	19.1%
Other	16	18.0%
I don't need them any more	13	14.6%
I don't like/worried about the medication	12	13.5%
I don't know if/why I need them	5	5.6%
There are too many to take	5	5.6%
I feel the medication is incorrect	3	3.8%
Total	89	100%

Table 7 Source respondents who don't take all their medication (n=89)

NB: the total shown is greater than 74 due to respondents providing multiple answers.

20.2% (n=18) of people did not like the side effects, 19.1% (n=17) said they forget to take them. 14.6% (n=13) felt that they didn't need to take them anymore, 13.5% (n=12) either don't like their medication or are worried about it and 5.6% (n=5) didn't know if/why they need them, this was the same number for people who said that there were too many to take. 3.8% (n=3) felt that their medication was incorrect.

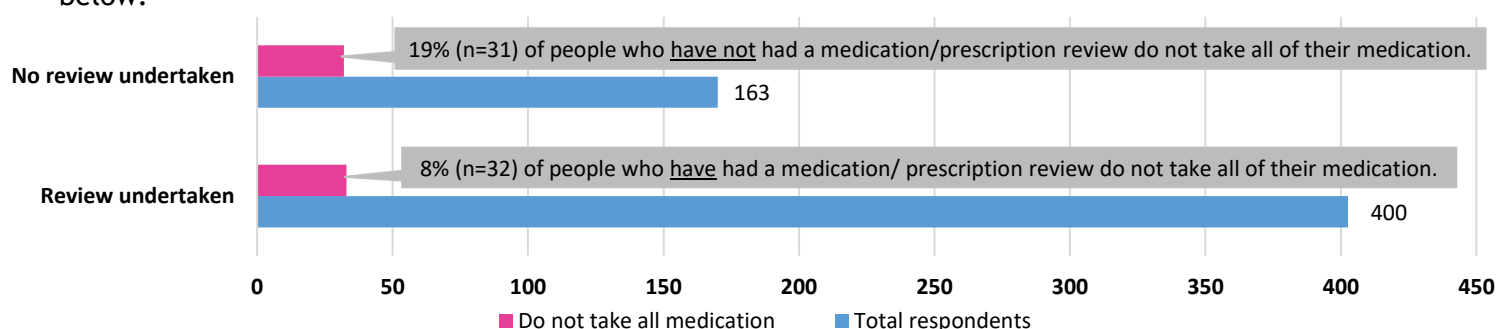
18.0% (n=16) gave other reasons, some of which included 'Has dementia and refuses medication,' 'cost', and 'national shortage'.

Conclusions

While 74.5% (n=471) take all of the medication which they are prescribed a high percentage of people 27.9% (n=163) on repeat prescriptions claimed not to have had a prescription/medicine review in the last 12 months.

10.1% (n=74) of respondents to this survey do not take all their medication. The reasons given were 20.2% (n=18) of people did not like the side effects, 19.1% (n=17) forget to take them. 14.6% (n=13) don't need to take them anymore, 13.5% (n=12) either don't like their medication or are worried about it and 5.5% (n=5) don't know if/why they need them.

Our findings suggest that where a medication/prescription review had been undertaken, this increased the likelihood of people taking all of the medication they are prescribed. This is shown in the graph below.



Recommendations

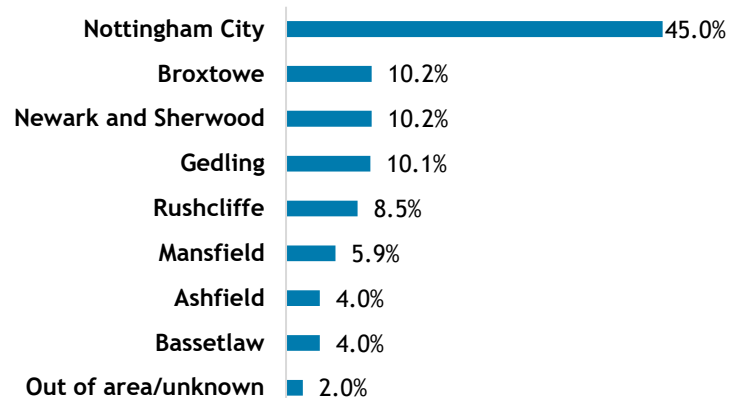
- HWNN recommends medication/prescription reviews for all people on repeat prescriptions in order to limit unnecessary waste of medications, which may have cost implications for the NHS.
- HWNN recommends that there is clear both written and oral communication with patients at the onset to explain the purpose of medication prescribed and the possible side effects. Furthermore, if patients are informed who they should go to for follow up, and how often, this will improve patient awareness and help to reduce medication wastage.
- HWNN recommends that the number of medication usage reviews per pharmacy is increased and the range of target groups broadened to encourage more pharmacists to undertake them.

Who answered our Question of the Month?

We received 645 responses in total. Our respondents were 114 from Nottingham City and 298 from Nottinghamshire County. The location of 13 responses could not be identified or were out of area.

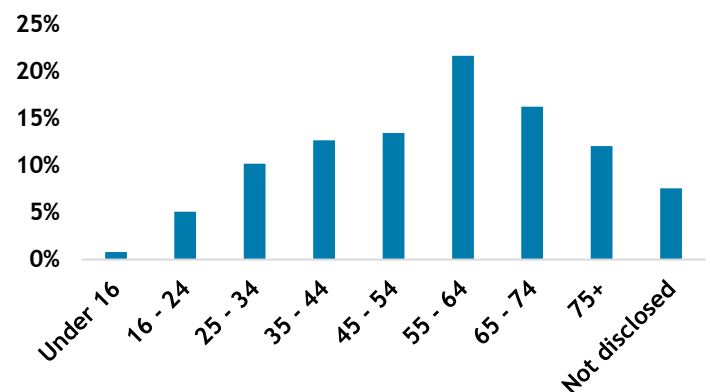
District	No	%
Nottingham City	290	45.0%
Broxtowe	66	10.2%
Newark and Sherwood	66	10.2%
Gedling	65	10.1%
Rushcliffe	55	8.5%
Mansfield	38	5.9%
Ashfield	26	4.0%
Bassetlaw	26	4.0%
Out of area/unknown	13	2.0%
Total	645	100%

Table 8 - Source: all respondents (n=645)



Age Group	No	%
Under 16	5	0.8%
16 - 24	33	5.1%
25 - 34	66	10.2%
35 - 44	82	12.7%
45 - 54	87	13.5%
55 - 64	140	21.7%
65 - 74	105	16.3%
75+	78	12.1%
Not disclosed	49	7.6%
Total	645	100%

Table 9 - Source: all respondents (n=645)



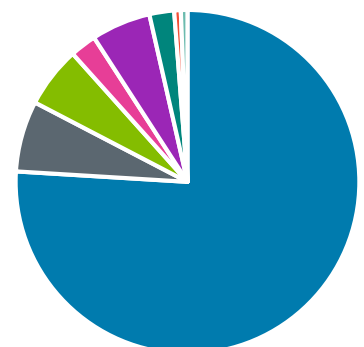
Gender	No	%
Female	447	69.3%
Male	172	26.7%
Not collected	25	3.9%
Prefer not to say	1	0.2%
Total	645	100%

Table 10 - Source: all respondents (n=645)



Ethnicity	No	%
White	490	76.0%
Not collected	43	6.7%
Black	37	5.7%
Prefer not to say	16	2.5%
Asian	36	5.6%
Mixed/multiple ethnic	15	2.3%
Arab	4	0.6%
South Asian	4	0.6%
Total	645	100%

Table 11 - Source: all respondents (n=645)

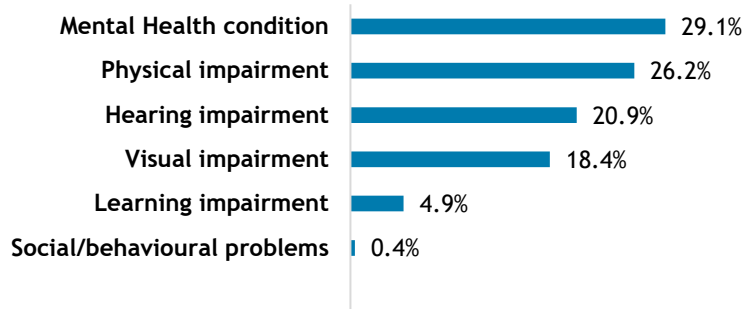
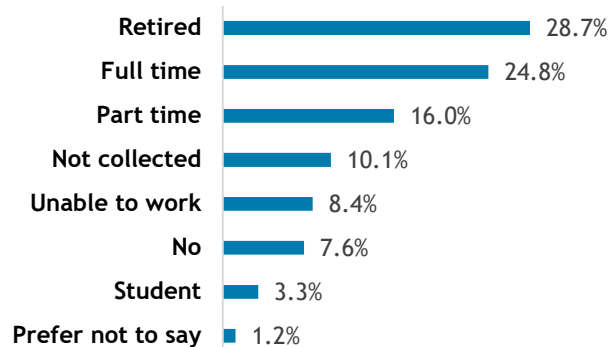


Employment status	No	%
Retired	185	28.7%
Full time	160	24.8%
Part time	103	16.0%
Not collected	65	10.1%
Unable to work	54	8.4%
No	49	7.6%
Student	21	3.3%
Prefer not to say	8	1.2%
Total	645	100%

Table 12 - Source: all respondents (n=645)

Disability	No	%
Mental Health condition	71	29.1%
Physical impairment	64	26.2%
Hearing impairment	51	20.9%
Visual impairment	45	18.4%
Learning impairment	12	4.9%
Social/behavioural problems	1	0.4%
Total	244	100%

Table 13 - Source: all respondents (n=244)



Out of the 645 respondents 37.8% (n=244) indicated that they had some sort of disability.


Additionally, 21.4% (n=138) of respondents indicated that they were a carer.

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