

**When asked to make comments about accessing either a pharmacy or dispensing doctor's practice to obtain medicines the following were recorded.**

**Geographical area responder lives**

Ashford appears to be well served for pharmacists

Ashford

I'm disabled and do not drive (DVLA won't allow). I live in a rural location. I would like my medications delivered to me but this service does not exist.

Capel Le Ferne

Our pharmacy is very helpful and will deliver drugs if unwell, this is very helpful in a rural situation. The staff are local and look out for you, this is so important for the older generation.

Capel Le Ferne

I live in a small village and we are fortunate to have a doctor's surgery that also dispenses medicines. I can't emphasise enough how helpful that is. If a prescription is given at an evening surgery it would be very difficult to then go to a pharmacy in the nearest town.

Chilham

I do not have a local pharmacy to use. If I'm not well enough to drive 8 miles or walk a mile & then catch a train, I'm stuffed. Pharmacies should be available to all, not just to those fit & well enough to drive to them. I am dependant on my GP's dispensing service, but even that involves driving to get there.

Chilham

Would find it extremely inconvenient if our medicines were not available from our local doctor's surgery both my regular prescription and other prescribed medications

Chilham

It is nice to be able to get help and advice without having to make an appointment and wait often for days.

Dartford

The pharmacy arranges to collect and deliver prescriptions which are usually ordered from the doctor's surgery electronically. Pharmacy delivers filled prescriptions. The doctor gives full information to me on how and when to take the medication and information on side effects, etc

Deal

Easy parking. Next to dr's if I need to discuss problems. Advice excellent

Deal

I think the pharmacy has an important role to play in giving information about medication and checking that patients know how to use it.

Deal

The pharmacy is right next to the practice, which makes it handy for depositing and picking up the prescription.

Dover

Until recently I had my prescriptions dispensed at my GP's inhouse pharmacist, which was very convenient for me. However in November the rules were changed so that I could no longer use this pharmacy and had to go elsewhere. This was presented as "extending my choice." In fact, of course, it restricted my choice. I still fail to see the logic.

Dover

I fail to understand how a medical practice can be allowed to open a 100 hour temporary portacabin on Folkestone Road, dover when there was already a pharmacy shop open nearby, the owner of which had to go through hoops to obtain permission

Dover

Apart from walking we can only reach our pharmacist by car which is fine whilst we are able to drive, but would be problematic if we couldn't.

East Farleigh

We have an excellent general practice that also has an excellent dispensing pharmacy and this allows the practice to provide a wide range of other services such as physio, minor surgery etc. - if they were to lose the pharmacy they would have to cut back this service and then we would be left with more distant commercial pharmacies that cannot provide anything remotely like this level of service. We must retain practice pharmacies where this range of service is provided because of them.

Eynsford

Pharmacy is at doctor's surgery can instantly pick up required medication. It would be helpful if there was somewhere in my village to pick up a prescription.

Eythorne

I often use a supermarket to pick up over the counter medication, but get my prescription drugs from the doctor's dispensary. It would be good if doctor's dispensary's had longer opening hours, but on the whole I am happy with them,

Farningham

My family find having our medication dispensed from the Doctor's Surgery the most convenient and also the most practical, especially if medication is changed as all the notes are available to the dispensary.

Farningham

I am very satisfied with the service at my pharmacy - both in terms of advice and very flexible opening hours.

Faversham

Pharmacy is add on at site of doctors - no near alternative. Everything is fine - even receive text to say prescription is ready. Advice if required is first class.

Grafty Green

I prefer to get my medicines from my doctor's surgery as they can best answer any queries as they know me and my medical history.

Harrietsham

as far as possible pharmacies should be located next to, as near as, or part of GP's surgeries

Herne Bay

Our pharmacy is an invaluable asset to our village community doing everything from dispensing prescriptions to putting a plaster on a child's knee if the child has fallen over.

Horsmonden

Since I live in a village location, a local pharmacy is of great benefit.

Horsmonden

The pharmacy next to the doctors surgery is too busy sometimes a wait of an hour for medication, and there is no parking there, so i go to a high st chemist instead, but if this independent chemist were to close I would be really stuck as I am a carer for two members of my family and cannot easily leave them or take them with me.

Hythe

Access to a pharmacy with a closing time of 1pm on Saturday until 9am on Monday and lunchtime closing weekdays until 2.30pm is too restrictive especially to those in full-time work or education.

Hythe

I walk my wheelchair bound child to the pharmacy for medication. One member of staff lives in our road so they know us. He has repeat prescriptions. Parking is awkward and we have a wheelchair accessible car so walk (but take a buggy or electric wheelchair as his manual one is too heavy to push uphill). The pharmacy will deliver if needed though.

Kemsley

Currently access and service is good but Government;s plans to heavily increase building in rural areas will lead to a disconnect in both service provision and access.

Lenham

System works in a satisfactory way.

Lower Hadres

I am incapacitated and my Pharmacy offer a free (friendly) delivery service. My medications are managed by Care UK (careworkers) unfortunately they are not good at ensuring the replenishment of my many prescriptions and frequently run out at the end of the month. Trying to fast track missing or late drugs is a nightmare as there is no such thing a fast track in the current system. GPs have a prescription clerk who has set ways, GP will only sign when its their turn,(forget weekends!)and then the time lag for the Pharmacy to actually engage. More Care training. Fewer pharmacies offer blood monitoring for warfarin even if they do not secure the warfarin.

Margate

I have always found my local pharmacy brilliant. They used to deliver all my mother's medication (she recently passed away) and their help and advice cannot be faulted.

New Romney

I am not mobile and it will deliver. The pharmacy is too far away from my surgery to collect the prescription so I have to provide stamped addressed envelopes for them to be sent by post

Old Wives Lees

Pharmacy delivers prescription. I think the pharmacy should enquire of every patient if the quantity is required and likely to be required in future?

Pembury

As I am employed the late night opening is extremely helpful for collecting prescriptions.

Pembury

The pharmacy is always trying to persuade me to have my prescription picked up from the doctor then delivered. If I did this I would not go out !

Sittingbourne

I have my items delivered to me; as I am disabled.

Sittingbourne

easy parking, pleasant staff. The pharmacy does an assessment of medications

Sittingbourne

My pharmacy delivers. In Sittingbourne, there is usually only one out of hours pharmacy open at any given time and that is usually out of town. To get to this costs in excess of £7 for me personally from my doctor's surgery. There should be an out of hours pharmacy in the town centre on a regular basis.

Sittingbourne

It would be better to have a local pharmacy so that older residents could access it.

St Mary's Bay

Given that we are 6 miles from the nearest doctor or pharmacy it would help the community if there was a prescription collection point in the village (it could be organised) - or even a delivery service as is available in rural areas in other parts of the UK. However local doctors refuse to even consider such a proposal

Stelling Minnis

This pharmacy will also deliver

Teston

Our pharmacy is sited within the Practice building but is not an integral part of the Practice - an ideal arrangement. It is also open seven days a week and late into the evening. Ideal!

Tonbridge

The pharmacy I use is in Tonbridge High Street. A big threat has been presented to it by the opening of a pharmacy at the large medical practice of which I am a patient. I continue to use this chemist partly because it is slightly more convenient than the one at the practice but mainly because I want to support it in the face of this threat. Big pharmacies opening at practices and in supermarkets are threatening smaller local chemist shops and this is unfortunate.

Tonbridge

I use a dispensing doctor's surgery. The only drawback is that it is only open 5 days a week and not at week-ends.

Waltham

My doctor's surgery is not open long enough for me to use it outside of working hours. My pharmacy however is open on Saturdays. The pharmacy has a large borough council car park located behind it. I walk from my home but if my nearest pharmacy was elsewhere, I would have to drive.

West Malling

Type of response	Action taken	
Access	Noted	Passed onto NHS England
Access	Delivery is a not a pharmaceutical service. It is a private arrangement between pharmacy and patient.	
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Access	This is currently a controlled locality.	Passed onto NHS England
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Access	Noted	Passed onto NHS England
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Access	Noted	Passed onto NHS England
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Access	Areas of Dover were recently subjected to a rurality review.	Passed onto NHS England
Access	Noted	Passed onto NHS England
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Access	Noted	Passed onto NHS England
Access	Out of hours pharmacy is less than a mile from the centre of Sittingbourne.	Passed onto NHS England
Access	Noted Subject to recent application.	Passed onto NHS England
Access	This is a controlled locality - to be discussed with local surgery	Passed onto NHS England
Access	Delivery is a not a pharmaceutical service. It is a private arrangement between pharmacy and patient.	
Access	Noted	Passed onto NHS England
Access	Noted - see above. This pharmacy opened under the 100 hour exception which is longer applicable	Passed onto NHS England
Access	This is a controlled locality - Surgery opening hours are not part of the PNA.	Passed onto NHS England
Access	Surgery opening hours are not part of the PNA.	Passed onto NHS England