HW Lincs The Engagement to Insight People

healthwatch Lincolnshire

State of Health and Care in Lincolnshire Community Pharmacy Findings

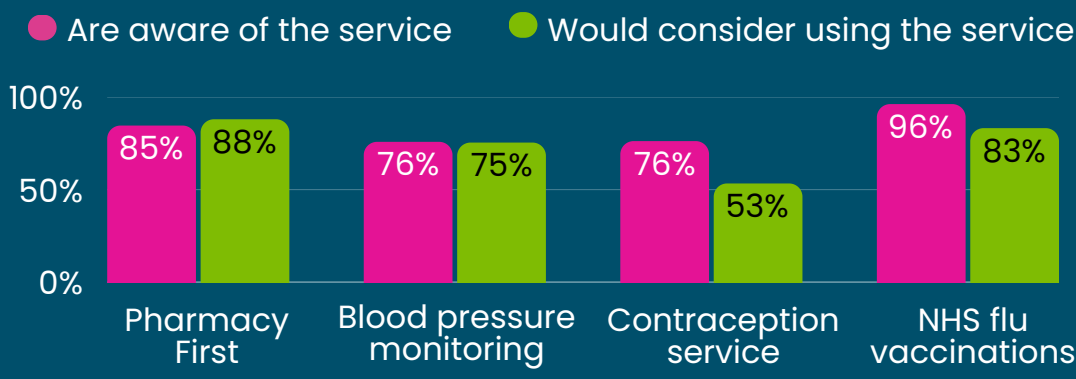
This infographic presents findings from our State of Health and Care survey relating to Community Pharmacy. The survey ran from October 2025 - March 2026. Click here to read more of the findings.

Over 1000 people shared their experiences

Top reasons for visiting

- **81%** Collecting a prescription
- **25%** Vaccination
- **23%** Buying medicine
- **21%** OTC purchase

Awareness of and willingness to use services provided by pharmacies was high



Reason for not considering to use these services included: being too old or having no need (contraception service), already monitoring their own blood pressure at home, vaccine hesitancy and access services via their GP practice (which is often closer).

Experiences of these services, for those that had accessed them, were very positive

% rating their experience as good

- **90%** Pharmacy First
- **95%** Blood pressure monitoring
- **88%** Contraception service
- **98%** NHS flu vaccinations

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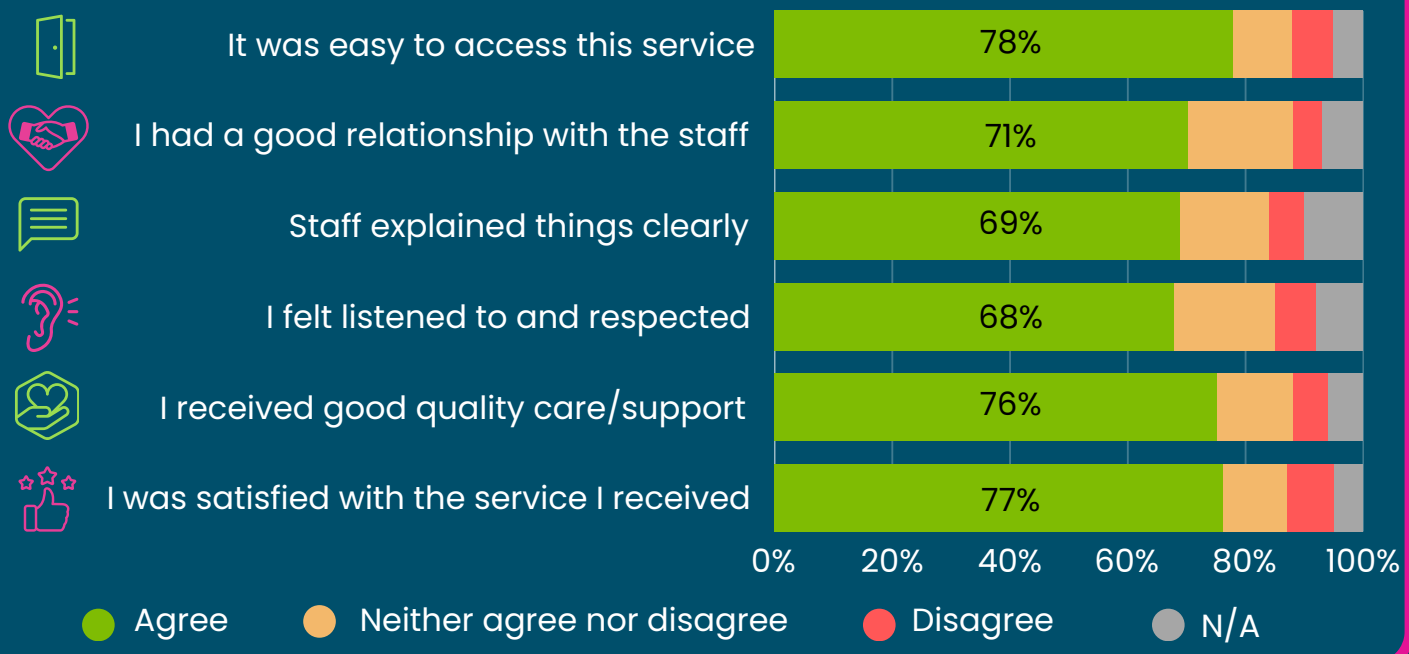
How people rated their experience of pharmacy services



What works well?

Local, accessible with choice of locations

Knowledgeable, friendly and helpful staff

Services offered (e.g. delivery of prescription)

"Staff are kind and caring, you can get good advice for minor health issues."

"Convenient/community based and offering a growing range of services and support."

"Local to me and easily accessible."

"Convenient, especially 24 Prescription Collection Safes."

What could be improved?

Extended opening hours; weekends and evenings

Dispensing waiting times

Staff levels

Stock levels

Privacy

"Extended hours perhaps later evening and longer weekend hours."

"Due to the volume of patients sometimes prescriptions can take a week to be dispensed."

"Improvements to confidentiality regarding the sharing of personal identity details when there are other people waiting in the queue behind you."