



Pharmaceutical Needs Assessment Public Survey

Full Report

July 2026

Intentionally left blank

We asked

We asked for your views about how you experience pharmaceutical care across the Isle of Man as patients, carers, and the public including community pharmacies, the pharmacy at Noble's Hospital (Manx Care) and medical centres (General Practice) etc.

In addition to understanding current experiences, we wanted to identify your needs and expectations for pharmacy services in the future, ensuring that provision is accessible, effective, and aligned with the health needs of our population.

You said

About you

The consultation closed on 13th March 2026, with 425 online responses, and 5 paper copies with most people identifying the area they live. This shows us that responses were from across a wide spread of geographical areas on the island, and with a couple of exceptions, largely reflecting population spread.

Post Code Area	% of respondents
IM1	7.9%
IM2	17.7%
IM3	16.5%
IM4	11.4%
IM5	4.9%
IM6	3.3%
IM7	9.3%
IM8	9.1%
IM9	18.4%
Not Answered	1.5%
Grand Total	100.0%

Figure 1 – Post Code for residence of respondents

We asked you to tell us whether you last visited a community pharmacy as a patient, carer, healthcare professional or customer. Figure 2 shows that overwhelmingly, most respondents (nearly 88%) visited as a patient. Around 11% of you visited as a carer or healthcare professional.

Who last visited a community pharmacy?	Percent
Patient (for a prescription, to buy non-prescription medical products or to use medical services)	87.91%
Carer (visiting on behalf of someone else who is unable to attend the pharmacy themselves)	7.44%
Healthcare professional (visiting as part of your job role)	0.47%
Customer (buying non-medical products e.g. toiletries)	3.49%
Not Answered	0.70%

Figure 2 – Who last visited a community pharmacy?

About your last visit to a community pharmacy

We asked you which community pharmacy you last visited or contacted for advice.

This question shows that all pharmacies on the Island were either visited or contacted. This was in varying numbers as seen in Figure 3.

The data shows us that those using independent pharmacies garnered the most responses (i.e. Costains, Hemensleys, Kinrade's, Karsons – Onchan and Kirk Michael) and Bakers). Collectively, this represented approximately half of respondents.

Generally, we received more responses from the more populated areas on the island.

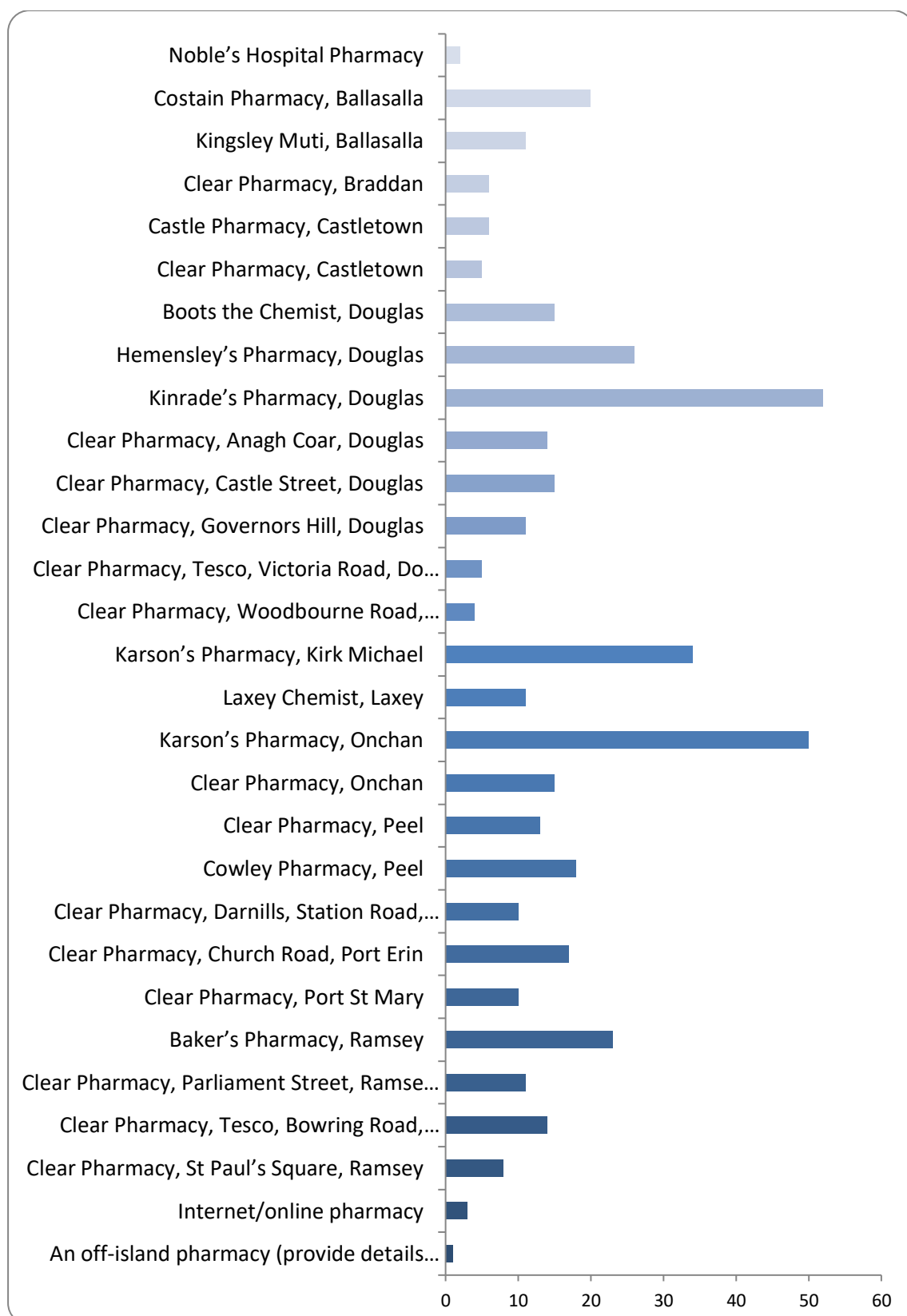


Figure 3 – Pharmacies Visited

About your last visit to a community pharmacy

We asked you in what capacity you had last visited a community pharmacy. Figure 4 shows that most of you told us that you were visiting as a patient.

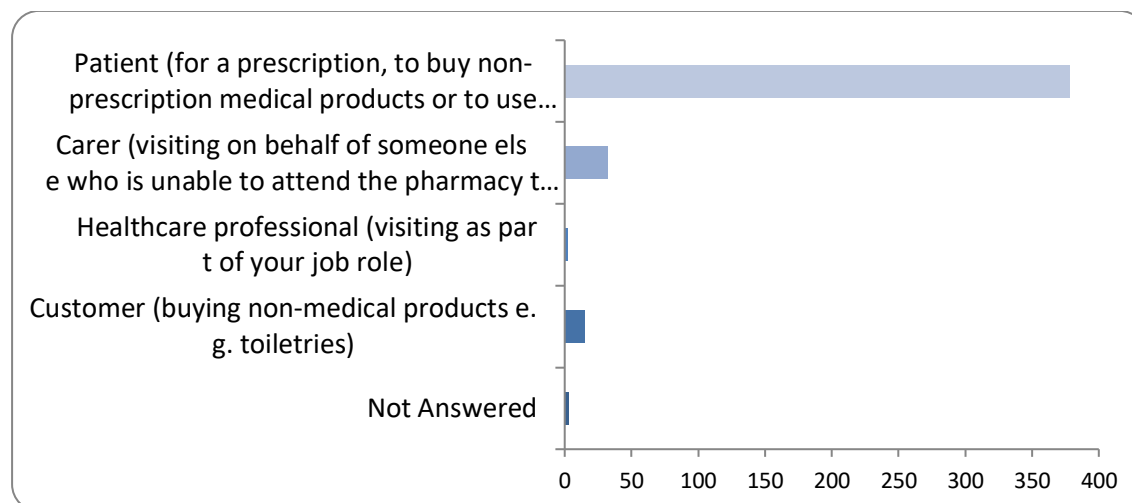


Figure 4 – In what capacity you last visited a community pharmacy.

We then asked you to tell us *why* you visited the community pharmacy. Respondents could pick multiple answers but it is clear from figure 5 below, most respondents were collecting Manx Care prescriptions and predominantly repeat prescriptions.

This is corroborated later when nearly 84% of you said the purpose of the visit was, in fact, to get a prescription dispensed.

Other reasons for visiting a pharmacy were given as sourcing specific over the counter items, inquiring about needle disposal and to go to work.

Option	Total	Percent
To collect a one-off Manx Care prescription	72	16.74%
To collect a repeat Manx Care prescription	327	76.05%
To collect a one-off private prescription	11	2.56%
To collect a repeat private prescription	14	3.26%
To get advice from the pharmacists or pharmacy staff	67	15.58%
To access a private pharmacy service e.g. vaccination	11	2.56%
To use the Manx Care Minor Ailments Scheme	13	3.02%
To buy medications without a prescription e.g. paracetamol, ibuprofen	94	21.86%
To return unused/expired medications	17	3.95%
Other (please specify below)	8	1.86%
Not Answered	7	1.63%

Figure 5 – Table showing reasons for your last visit to a community pharmacy.

Medicine Quantities

We asked you if you got all the medicines and full quantity required on your first visit or whether you had to return later.

Figure 6 shows that 67% of you declared that you were able to get all the medicines at full quantity with 17% needing to return later to fulfil their prescription.

Option	Percent
Yes, I got all my medicine at the full quantity	66.98%
No, I did not get all my medicine and had to return later	17.21%
Can't remember	0.00%
Not Answered	15.81%

Figure 6 – Quantity of medicines dispensed.

Figure 7 shows that when we further asked how long you needed to wait for missing items, only around 9% stated they were able to receive the missing items later the same day, with some waiting more than a week.

Option	Total	Percent
Later the same day	8	9.09%
The next day	18	20.45%
Two or more days	40	45.45%
More than a week	17	19.32%
Never got it	2	2.27%
Can't remember	3	3.41%

Figure 7 – Waiting time for missing items.

We asked you to tell us when you last used a pharmacy. Figure 8 shows that most of you had used a pharmacy in the last month, with many in the last week or two.

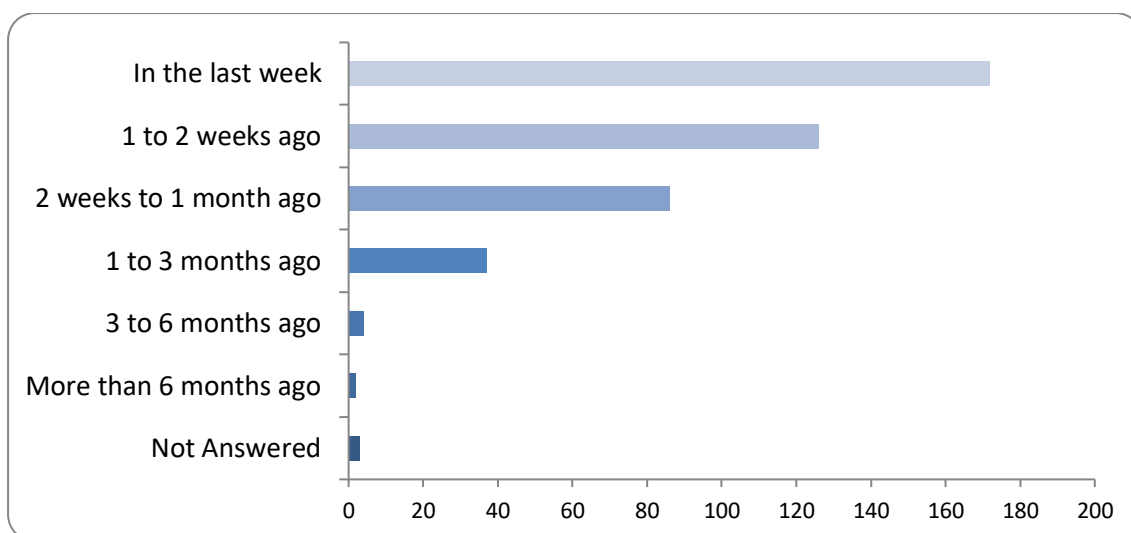


Figure 8 – When did you last use a community pharmacy.

Getting to the Pharmacy

We asked you how you usually get to the pharmacy that you use most often. Figure 9 shows that most of you told us you travel by car/motorbike.

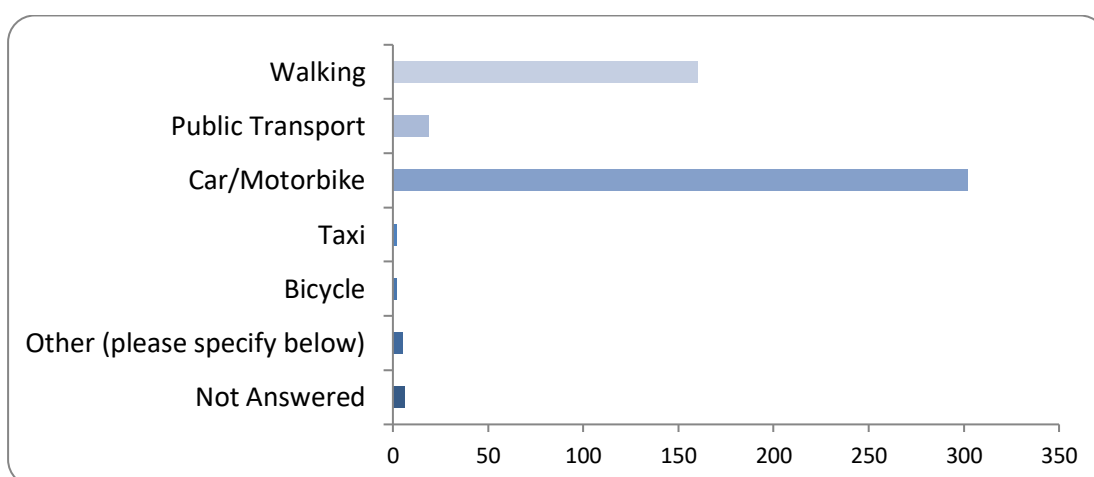


Figure 9 – How do you usually travel to the pharmacy that you use most often.

In addition to this, some of you have mentioned that you have your prescriptions delivered by the pharmacy, or your carer goes on your behalf. Some use a mixture of walking, bus and car.

When we asked you to tell us what was important to you regarding the location of the pharmacy you use the most often, you told us that proximity to home was the primary concern. Proximity to medical centres and other shops used, along with easy parking was also cited as the most important.

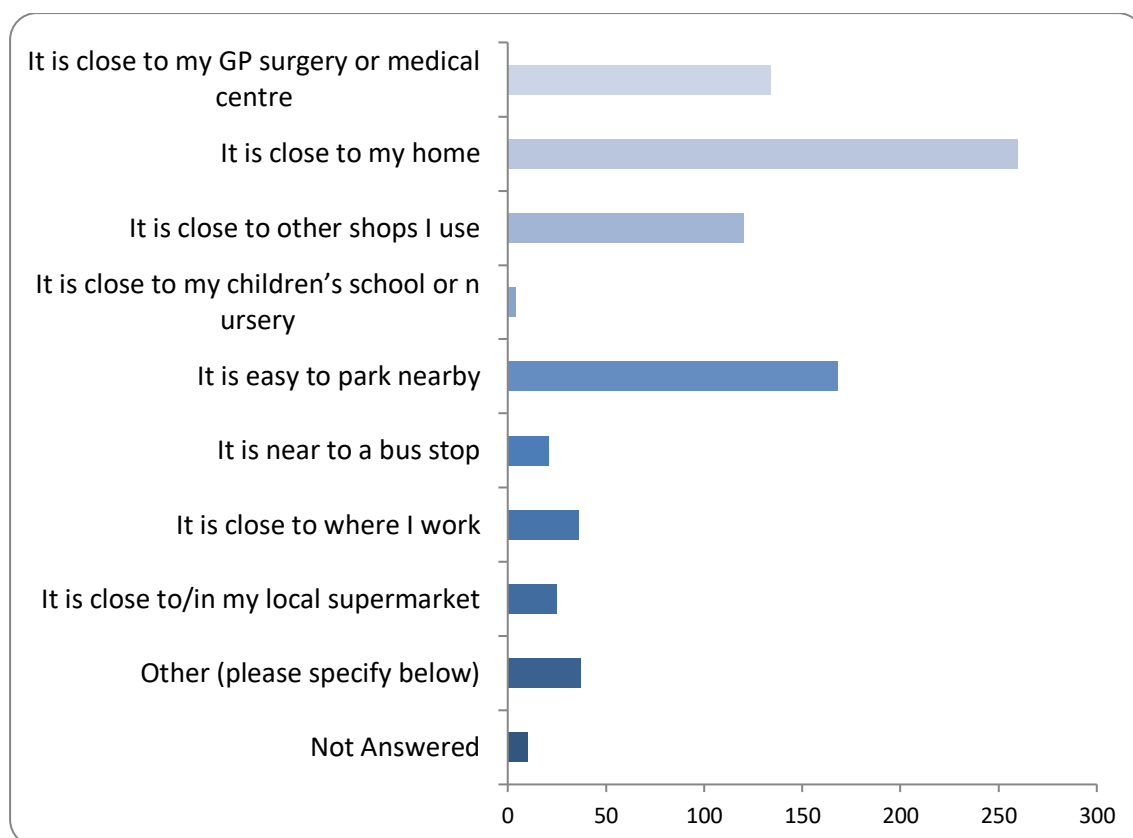


Figure 10 – What is the most important factor regarding the location of the pharmacy you use the most often?

Option	Percent
It is close to my GP surgery or medical centre	31.16%
It is close to my home	60.47%
It is close to other shops I use	27.91%
It is close to my children's school or nursery	0.93%
It is easy to park nearby	39.07%
It is near to a bus stop	4.88%
It is close to where I work	8.37%
It is close to/in my local supermarket	5.81%
Other (please specify below)	8.60%
Not Answered	2.33%

Figure 11 – Most important factor when choosing location of pharmacy in %

Some of you chose to give further information about what was important to you when choosing which community pharmacy to use. Many cited friendliness of staff and excellent or efficient service. Ability to get hold of medications or having medication in stock was also important.

Despite, noting earlier that proximity to home is the key factor in choosing a community pharmacy, some respondents noted here that to receive the service they wanted they were willing to travel further than the closest one. Other comments included delivery of medicines when not well, early and late opening and a disabled space outside the pharmacy.

Building on the theme of accessibility, we asked how easy it was to get to your usual pharmacy. Figure 12 shows that only around 2% expressed some difficulty with most feeling it was very easy or easy to get to.

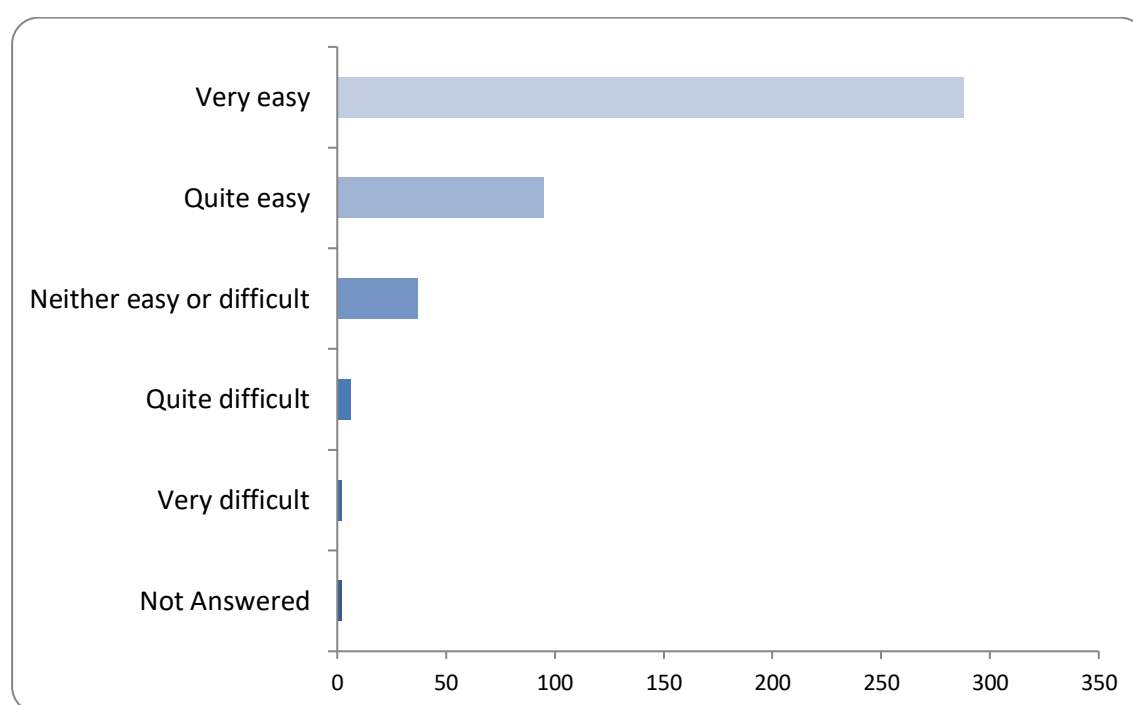


Figure 12 – How easy was it to get to your usual pharmacy?

For those having trouble, we wanted to know what makes it difficult. Figure 13 shows there was a mix of personal mobility issues, lack of parking, traffic problems, and the need for additional support (e.g. escort or a driver).

Option	Total	Percent
Distance to the pharmacy	0	0.00%
Traffic problems	2	0.47%
Lack of parking	5	1.16%
Not close to a bus stop	0	0.00%
Personal mobility difficulties	6	1.40%
Need additional support e.g. escort or driver	2	0.47%
Other (please specify below)	1	0.23%
Not Answered	420	97.67%

Figure 13 – What made accessing the pharmacy difficult.

Some of you chose to add further information telling us that opening hours could be better or that access was difficult as there was not a pharmacy in the village where you lived.

Some of you noted that you have “personal mobility difficulties.” You were then asked if you were able to park your vehicle close enough to your usual pharmacy. Most of you answered “no” or “not applicable” and only around 10% felt your mobility difficulties/disability/health issues affected how you entered/accessed your usual pharmacy.

However, when asked to describe your difficulties, more of you took the opportunity to share your personal experiences helping us understand some of the barriers that individuals face when trying to access a community pharmacy in a wheelchair or using a rollator, on crutches, and with general health or mobility issues. Patients mentioned narrow doorways, big steps, ramps, lack of nearby disabled parking spaces, lack of seats to use when waiting, slippery floors when wet as barriers to their access. Some noted that it is just too far to walk from home/car/bus to the pharmacy.

Pharmacy Opening Hours

We asked if, in the last 12 months, you had had any problems finding a pharmacy that was open when you wanted to use one. Responses are found in Figure 14.

90% of you reported that you had no problems.

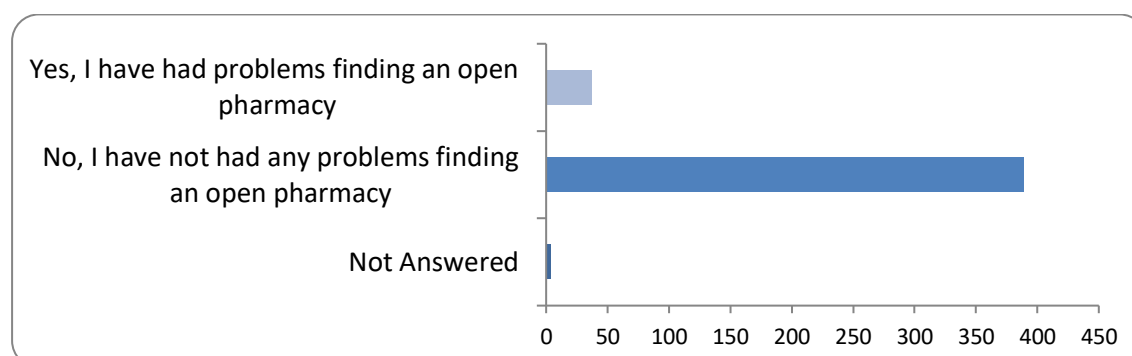


Figure 14 – Have you had any problems finding a pharmacy open.

Of those of you who answered yes, we asked what you needed to do at the pharmacy. Over half were getting medicines on a prescription, a quarter wanted to buy non-prescription (over the counter) medicines and 15% were wanting to get advice.

Option	Total	Percent
To get medicine(s) on a prescription	21	52.50%
To buy non-prescription medicine(s)	11	27.50%
To get advice at the pharmacy	6	15%
Other (please specify below)	2	5%

Figure 15 – What did you need the pharmacy for when you found it closed?

Further information provided told us that the pharmacy you tried to access was either shut at lunchtime or on a Saturday.

Your usual pharmacy

We asked if your usual pharmacy delivered medicines to your home. Most of you (78.84%) either didn't know or had never used the service, 13% of you said you do have it delivered (most declaring it was provided free of charge), and almost 8% declared your usual pharmacy did not offer this service.

Option	Total	Percent
Yes – free of charge	54	12.56%
Yes – with a delivery charge	2	0.47%
No - they don't deliver	34	7.91%
Don't know / I have never used this service	339	78.84%
Not Answered	1	0.22%

Figure 15 – Home Deliveries

Figure 16 shows the responses when we asked you how satisfied you are with the opening hours of your usual pharmacy. Only 1.86% of you expressed any dissatisfaction, with the remainder either very or somewhat satisfied.

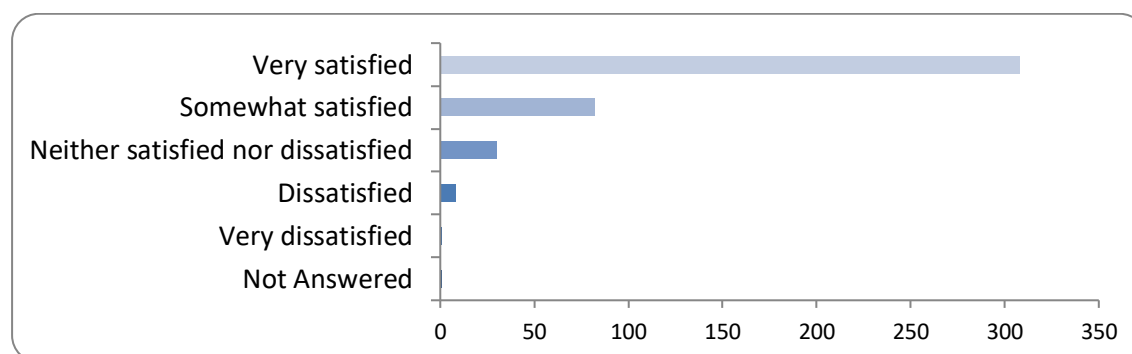


Figure 16 – Satisfaction with opening hours

We also asked how the opening hours of your usual pharmacy could be improved. While we provided suggestions, over half of you did not think any of these were applicable. Those of you that did respond felt that opening later either in the week or on a Saturday was important, as was opening on a Sunday.

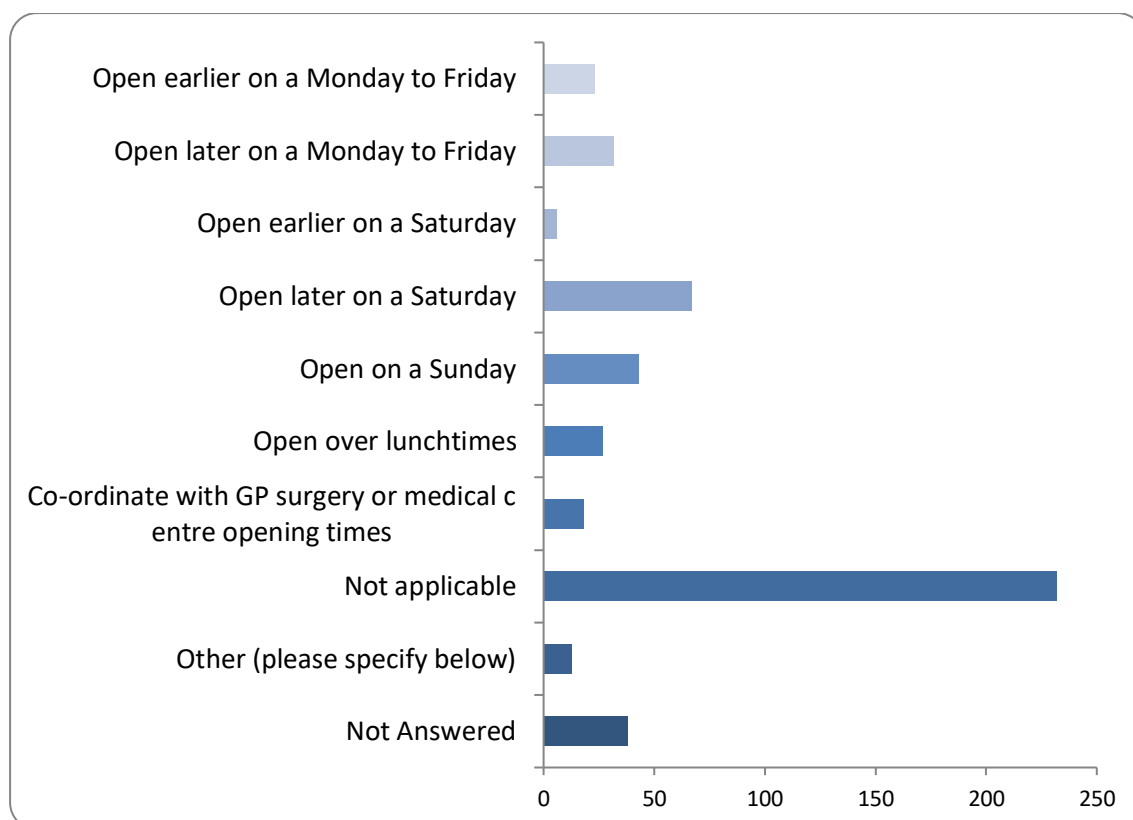


Figure 17 – How can opening hours be improved?

We asked you to provide additional information on opening hours. You told us that you felt it would be helpful to have some opening earlier and later to accommodate emergencies or working hours as you have to wait until the weekend to collect their prescriptions due work commitments and where you live. Some of you mentioned you would like to see weekend hours extended either just on a Saturday (open or open later), on a Sunday (open or at least open as part of the rota) and one of you suggested a 24-hour pharmacy.

One of you commented on the loss of accessibility of their pharmacy during race periods as it is on the course and they, themselves also cut off from others.

Figure 18 shows what you told us when we asked you whether there had been any times recently when you have needed to use your usual pharmacy and it was closed. Most of you said no.

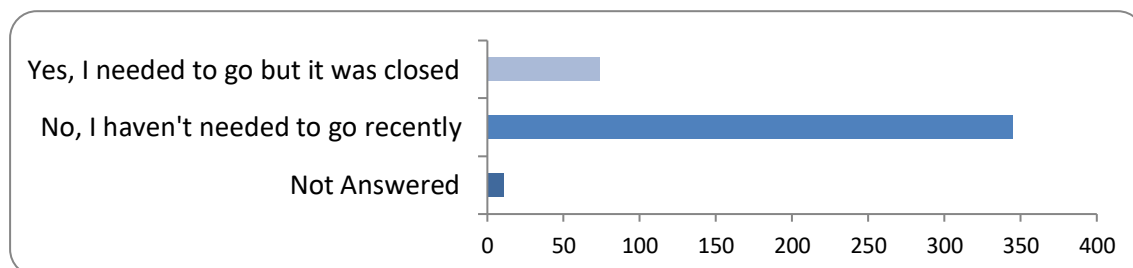


Figure 18 – Have you needed to go to pharmacy recently and it was closed?

Of those of you who answered yes, we went on to ask what you did as a result. Figure 18 shows that most respondents didn't answer this question but those of you that did, primarily waited until your usual pharmacy was open or went to another one. A few of you mentioned using MEDS and MIU. This was also reflected in the free comment box provided for this question.

Option	Total	Percent
Went to another pharmacy	27	6.28%
Waited until the pharmacy was open	49	11.40%
Went to the GP surgery or Medical Centre	1	0.23%
Went to Noble's hospital	0	0.00%
Went to Ramsey District Cottage Hospital's MIU (Minor Injury and Illness Unit)	1	0.23%
Called MEDS (Manx Emergency Doctor Service)	5	1.16%
Other (please specify below)	2	0.47%
Not Answered	345	80.23%

Figure 19 – What did you do when you found your usual pharmacy closed?

Pharmacist Advice

We asked you have you had a consultation with the pharmacist or asked their advice recently. About half of you had. (Figure 20)

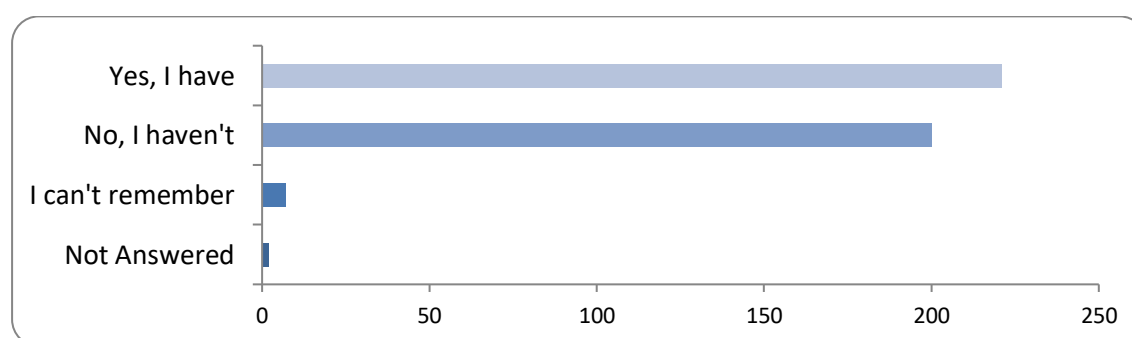


Figure 20 – Have you had a consultation/asked for advice with the pharmacist recently?

We asked about what advice had been requested. You were able to pick as many options as you liked but of those who did answer, most of you requested information about a minor illness or health problem or for advice about medicines.

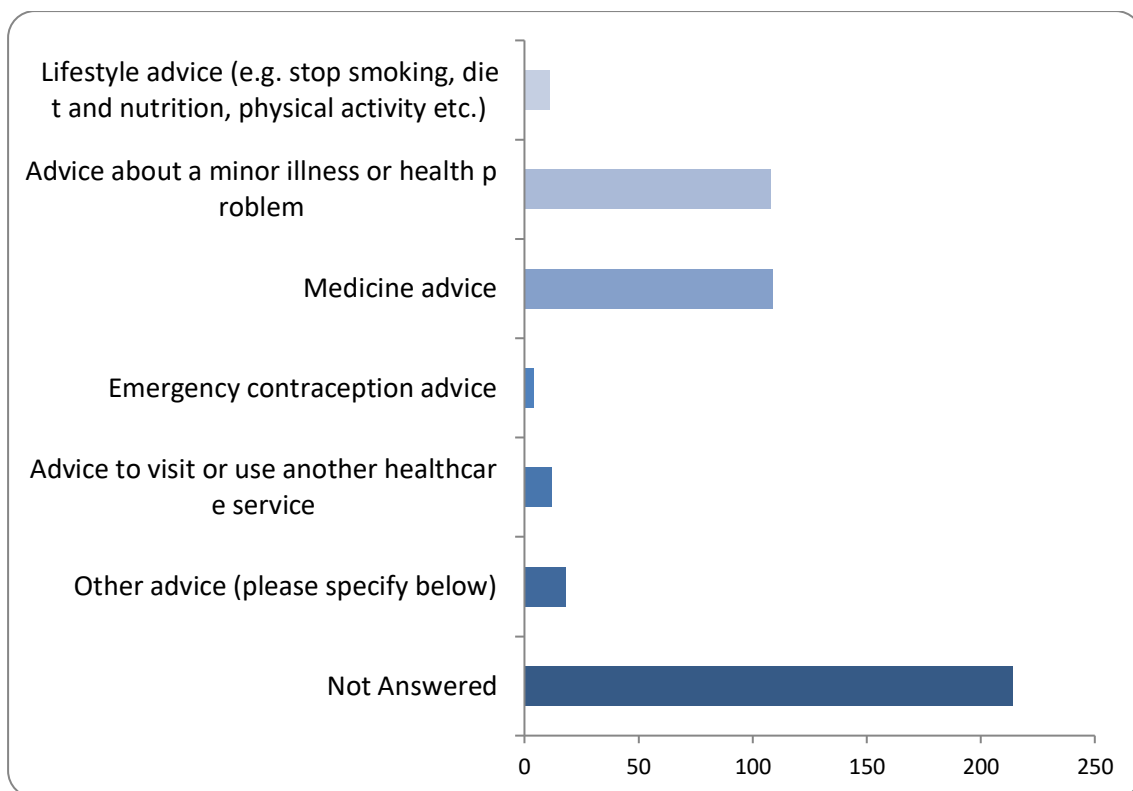


Figure 21 – What advice had been requested?

You also gave us further information about asking for advice about flu jabs, travel advice (jabs and general advice about travelling with medicines), specific health conditions and health appliances. One of you also advised that the lack of a dedicated consulting room in the pharmacy where you received advice meant you then had to travel to another pharmacy to receive treatment.

The next question was about where your consultation with the pharmacist was held within the pharmacy.

About half of you answered this question. Of those who did, 50% told us the consultation was held in a separate room or in the dispensary/quiet part of the pharmacy. A slightly lower number mentioned that their consultation was at the pharmacy counter.

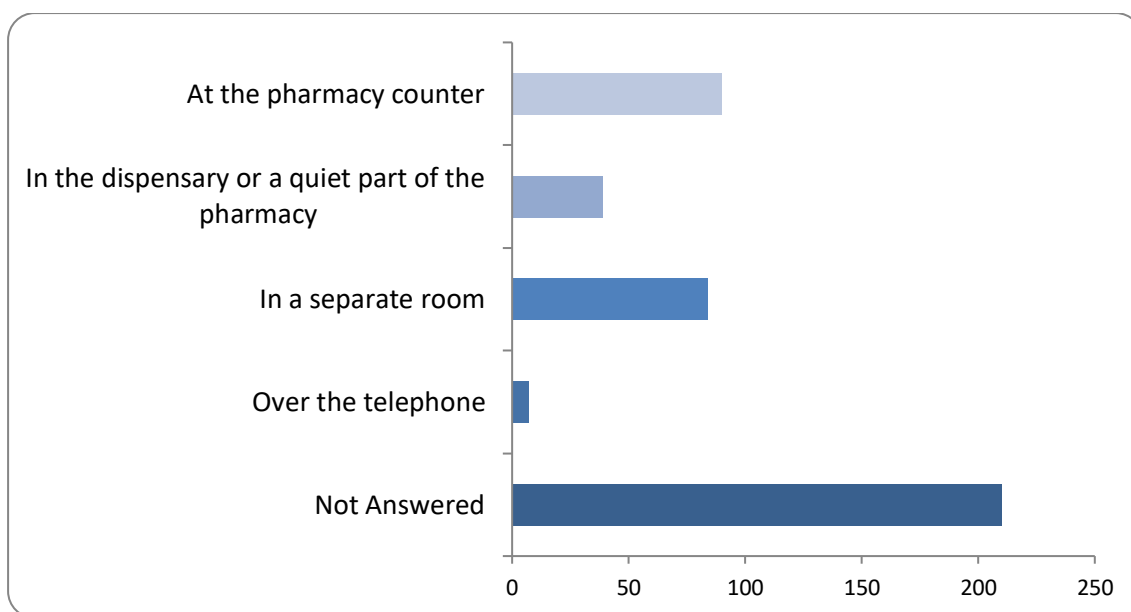


Figure 22 – Where was your consultation held?

When asked how you rated the level of privacy when speaking to the pharmacist, of those that answered, the majority felt it was good, very good or excellent. Only a small number were not happy at all with the level of privacy and selected poor or very poor.

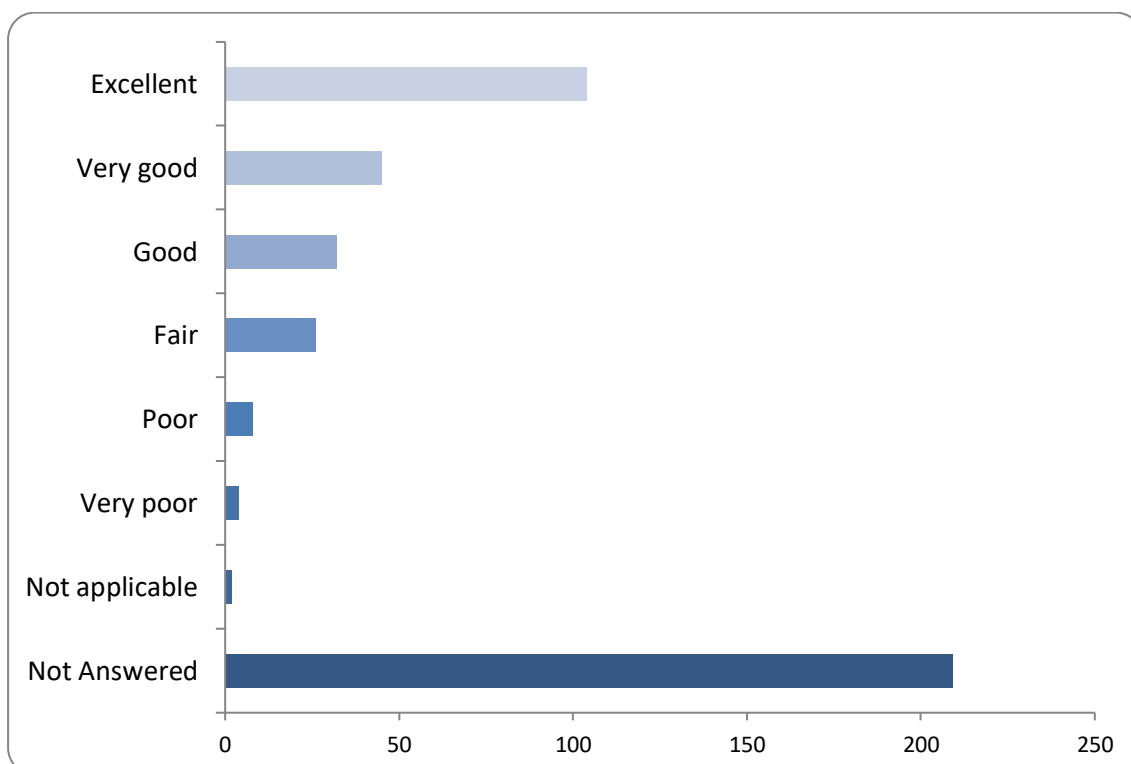


Figure 23 – How do you rate the level of privacy.

Pharmacy Services

We asked you about how satisfied you were with the range of services provided by the pharmacies you use.

There were 427 responses to this part of the question and over 86% of you told us you were satisfied. (Figure 24 below)

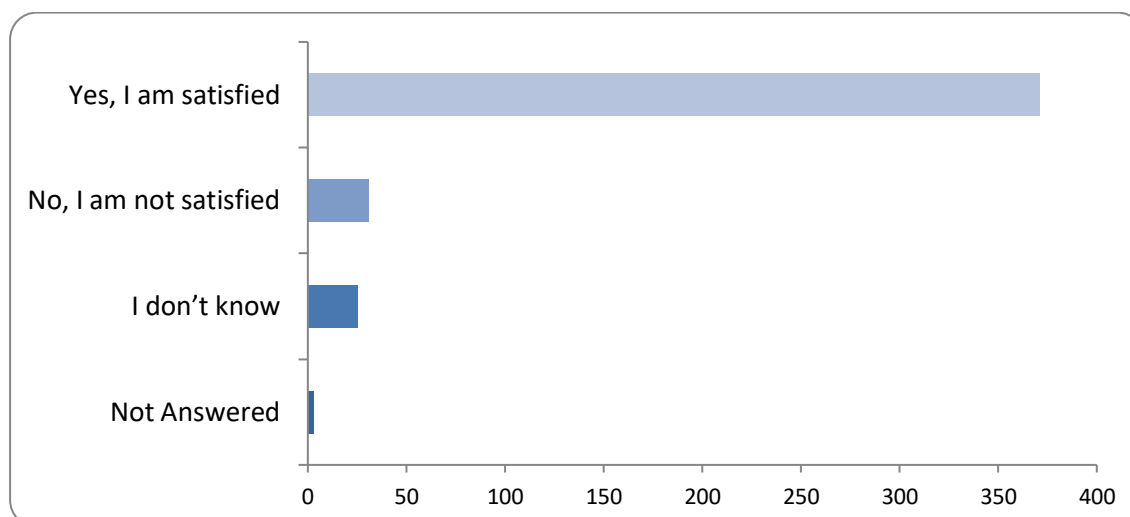


Figure 24 – Satisfaction with range of services

We asked if there were any other services that you would like to be available at the pharmacies you visit. The table below shows that the most popular responses were the pharmacist being able to prescribe medication, blood pressure monitoring, B12 injections, travel health/vaccinations, and covid/flu vaccinations.

Option	Total	Percent
The pharmacist being able to prescribe medication	201	46.74%
Covid/flu vaccinations	85	19.77%
Winter health checks	61	14.19%
Asthma reviews	51	11.86%
Contraception services	27	6.28%
Vitamin B12 injections	83	19.30%
Blood pressure monitoring service	109	25.35%
Travel health/vaccinations	86	20.00%
Other (provide details below)	21	4.88%
No	118	27.44%
Not Answered	39	9.07%

Figure 25 – What other services would you like to be available?

You also provided additional comments which replicated some of the services selected above such as blood pressure monitoring, vitamin injections and vaccinations for covid/flu and shingles but interestingly some very different suggestions were made. These included:

- provision of wound care
- the ability to have blood tests taken in pharmacy (specific mention by one respondent for diabetic reviews)
- ear syringing
- medication reviews
- ordering repeat prescriptions without referral to GP surgeries
- needle disposal
- providing more services under "Minor Ailments Scheme" in more pharmacies, especially that weren't then refused during busy periods
- introduction of "Pharmacy First"
- ability to accept digital prescriptions so that private prescriptions written by BUPA clinicians in the UK could be dispensed here
- move pharmacy services into GP surgeries.

We asked you what is important to you when choosing a pharmacy in terms of different products and services. A summary is below:

Product/Service	% of respondents who felt it was important
Having my medication	96.51%
Knowledgeable staff	90.70%
Friendly Staff	88.84%
Location	81%
Privacy when speaking to the pharmacist	72.79%
Range of services offered	67.44%
Opening Times	67%
Collecting prescriptions from medical centres	62.79%
Delivering medicines to my home	16.74%

Figure 25 – Important factors when choosing a pharmacy.

When asked if there were any other considerations you give for choosing a pharmacy to visit, many of you have told us that in addition to the above, it was important to have pharmacies with good stock levels so a prescription can be fulfilled when presented. You also said it was important to you to not have to wait a long time in the pharmacy for your dispensed prescription items. Consistency of staff, especially the pharmacist was noted as important to continuity of care. Some of you have asked for better processes for repeat prescriptions between surgeries and the pharmacy to make it more efficient with lower waiting times. You have asked for more prescribing, better accessibility, and better integration of care across different parts of the system, so the pharmacy provision can be improved.

We asked you how you would prefer to access information about pharmacy opening times, ranking your top 3 in order of preference. If we look at the total number of responses (1st, 2nd or 3rd choices) for each method we can see that most people would rank Manx Care Website, pharmacy notices or posters and online news channels as their key preferences:

Manx Care Website	248
Pharmacies Notices or Posters	223
Online News	203
Manx Care social media	155
GP surgery / Medical Centres	146
Radio	49
Newspapers	33
Community Wellbeing Partnerships	7
Faith Organisations	3
Third Sector Organisations/Charities	2

Figure 26 – Accessing information about opening times.

Suggestions were also made around better use of google maps, pharmacies own webpages and social media.

We asked you whether you have paid for any private services provided by a pharmacy in the last 12 months and to tick all that applied.

There were 423 responses to this part of the question and three quarters of you stated you have not paid for any private services provided by a pharmacy. Figure 27 over the page shows responses to this question.

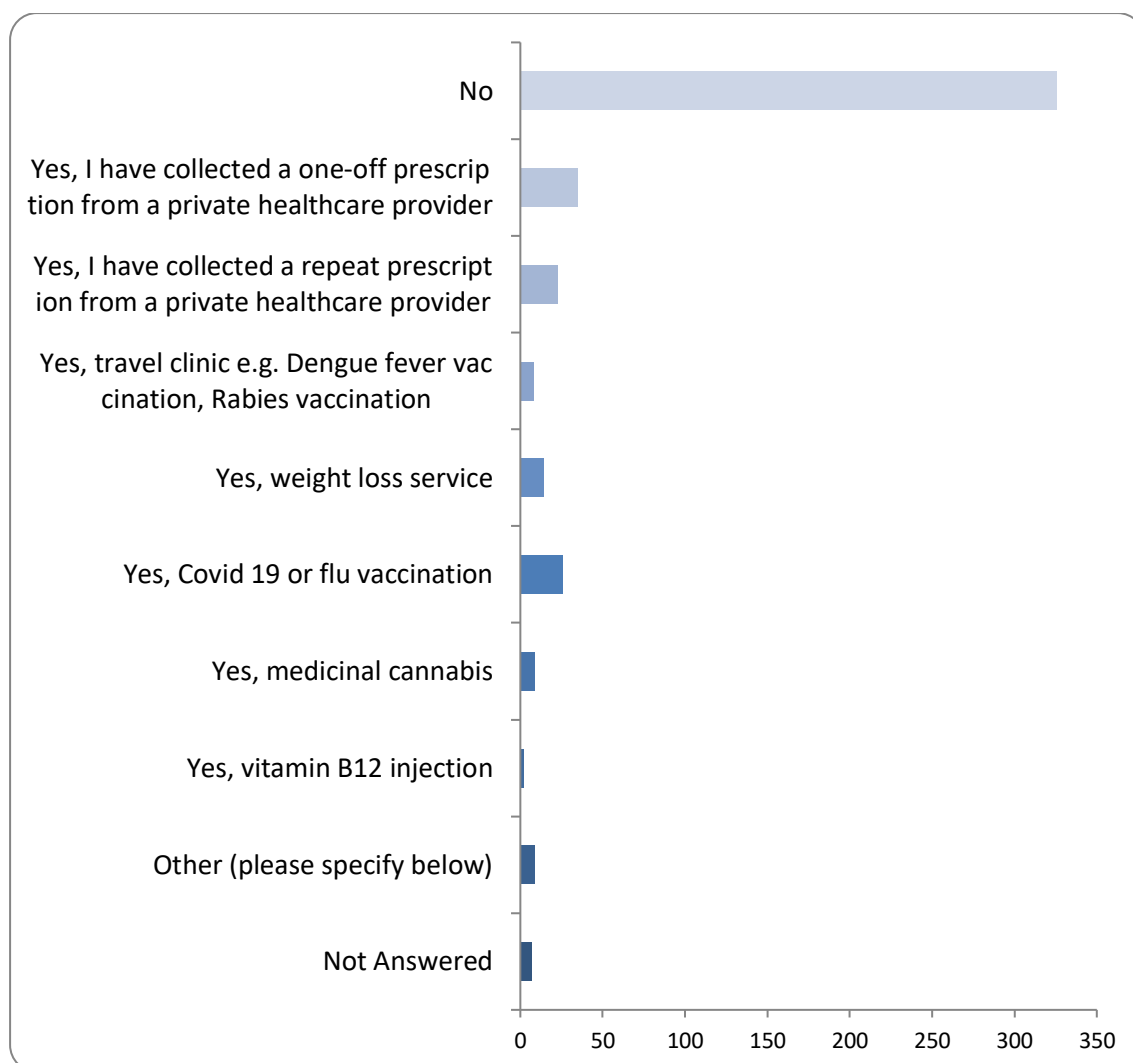


Figure 27 – Private Services you have paid for.

Of those who have ticked other, you have told us that you have had vaccinations, dental prescriptions, and consultations for general or specific health conditions.

Nobles Hospital Pharmacy

We asked if you would like to share your experiences of Nobles Hospital Pharmacy and approximately 10% of you agreed to do this.

We asked why you last visited or used the Nobles Hospital pharmacy.

Some of you told us your experience related to discharge medicines following a period being an inpatient. Some of you advised you had been told by the Nobles pharmacy that you needed to take your prescription to a community pharmacy, and some were not aware that the pharmacy existed.

Option	Total
To collect medication for a Manx Care patient	21
To get advice from the pharmacist or pharmacy technician	3
To return unused/expired medication	3
Other (please specify below)	7

Figure 28 – Why you last visited Nobles Pharmacy

We asked when you last used the Nobles Hospital pharmacy. 70% of those who responded said it was over 6 months ago.

Option	Total
In the last week	2
1 to 2 weeks ago	1
2 weeks to 1 month ago	6
1 to 3 months ago	3
3 to 6 months ago	3
More than 6 months ago	23

Figure 29 – When you last used Nobles Hospital Pharmacy

We asked how satisfied you are with the opening hours of Nobles pharmacy. 50% were either satisfied or very satisfied. Of the remaining responses, most felt neither satisfied nor dissatisfied.

Option	Total
Very satisfied	14
Somewhat satisfied	5
Neither satisfied nor dissatisfied	16
Dissatisfied	2
Very dissatisfied	1

Figure 30 – Satisfaction with opening hours of Nobles Pharmacy

We then asked how these improvements could be done. Most of you answered, "not applicable." Those who did want opening hours improved, preference was shown for later closing.

Option	Total
Open earlier on a Monday to Friday (before 8:45am)	2
Open later on a Monday to Friday (after 5:15pm)	4
Open earlier on a Saturday (before 9am)	1
Open later on a Saturday (after 12:30pm)	8
Provide a delivery service	2
Not applicable	23
Other (please provide details below)	6

Figure 31 – Suggestions for improvements

Some of you provided further information and suggested better availability to aid earlier patient discharge, emergency provision 24/7 or so inpatients could use the pharmacy for Nobles hospital issued prescriptions (such as following a procedure or operation).

We asked you to tell us whether you last visited Nobles Hospital Pharmacy as a patient, carer, or healthcare professional. The table below shows that mainly patients visiting the Nobles Hospital Pharmacy.

Option	Total
Patient (for a prescription, to buy non-prescription medical products or to use medical services)	26
Carer (visiting on behalf of someone else who is unable to attend the pharmacy themselves)	4
Healthcare professional (visiting as part of your job role)	6

Figure 32 – In what capacity did you visit Nobles Hospital Pharmacy

We asked healthcare professionals if you have recently needed to use Nobles pharmacy out of hours. Only 8 of you responded to this and most of you replied that you had not needed to use it.

Healthcare professionals who had wanted to use it out of hours did not provide a response to what they did because of the Nobles Pharmacy being closed.

We asked the healthcare professionals if they had asked the hospital pharmacy or pharmacy technician for advice recently. Most of you said you had and there were occasions were when you were on the ward or clinic and was for new or current medication that a patient was starting/taking.

We asked patient/carers they had asked the hospital pharmacist or pharmacy technician for advice recently. There were 30 responses to this part of the question. Most answered no. Only 4 respondents/of you said they had, either on the ward, in a clinic, or while collecting medication from the hospital pharmacy.

Of those who answered yes, we asked what type of advice was asked for. Six of you responded and mostly asked about new/current medication.

When we asked patient/carers did you receive the advice you were looking for, most did.

When we asked where you were when you asked for advice, you were either on a ward or in the hospital pharmacy.

We asked you how easy it was to get to the Hospital pharmacy, most of you told us that it was either very easy, quite easy or neither easy nor difficult. 7 of you found it difficult at any level.

We asked if disability, health or other requirements affect how you access the hospital pharmacy and most of you did not feel it affected access.

We asked you what could be done to make it easier for you to access the hospital pharmacy. Suggestions included:

- More disabled parking bays
- Information pack about where it is and what it does
- Better signage in the hospital
- Development of a pick-up station to enable you to pick up prescriptions on way out of hospital instead of having to wait in ward/clinic

We asked how do you arrange collection of your medication if you are not able to collect it from Nobles pharmacy.

Most of you felt this question wasn't applicable but of those that did most suggested a carer, relative or friend would collect it instead. One person advised us that they would not have anyone to collect and another suggested home delivery would be preferable in this situation.

We asked you if you got all the medicines that you needed without having to wait on your last visit. Most responded that you did, with a number not being able to remember.

We asked if you had to wait when picking up your prescribed medication, did the staff at the pharmacy tell you how long you would have to wait for your prescription to be prepared. There were 10 responses and they show that while some were told, this wasn't a consistent practice.

We asked you how long you had to wait for medicines that were not available. Again, a small number of responses (10) with half of you saying it was later the same day while some of you said you never got it from that pharmacy.

When we asked if your experience was a reasonable period of time to wait, we had a mixed response.

We asked what the main reason was for delay in getting all your medicines on this occasion and most of you said the medicine was not in stock in the hospital pharmacy.

Additional comments included that there had been no communication to the delay, that it took too long to get prescriptions when waiting for discharge or the items were not in stock – reiterating the responses above.

We asked for thoughts of how Nobles Pharmacy Services could be improved. There were individual suggestions including:

- Investment in the hospital pharmacy to provide more staff to extend services
- Better communication with wards
- Prioritisation for dispensing of discharge medicines
- Introduction of a pharmacist led provision in ED to review and explain new medications to patient on discharge (similar to what happens for some inpatients)
- Review of patient medicines upon admission to advise most appropriate use of medicines and improve patient care
- Greater input into discharge planning including communication with GP to ensure prompt transfer of information



This document can be provided in large print or in audio format on request