



ABACUS DATA

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# Pharmacists in Canada

A national survey of Canadians on their perceptions and attitudes towards pharmacists in Canada

Report #2

February 2015

Prepared for the Canadian Pharmacists Association



# Methodology

Online Survey	Survey was conducted online with a representative sample of Canadians from Research Now's online panel.
Sample Size	2,937 (Comparable Margin of Error $\pm$ 1.8%)
Field dates	February 14 to 22, 2015
Statistical Weighting	Data was weighted by age, gender, education and region. In Quebec, results were also weighted by official language.

Results in the report highlighted with a dashed blue line indicate findings and/or relationships that are worth noting.

# Executive Summary

Abacus Data's survey of 2,937 Canadians finds that pharmacists are viewed positively by almost all Canadians and a large majority consider pharmacists to not only play a trusted, central role in the health care system, but would like to see that role expanded.

While Canadians overall trust the advice provided by pharmacists, trust was stronger among those who visited pharmacies more frequently and among those over 60. This high level of trust was underpinned by a strong feeling among Canadians that pharmacists have the education and professional training to do more for patients, expanding their practice into related areas of the health care system.

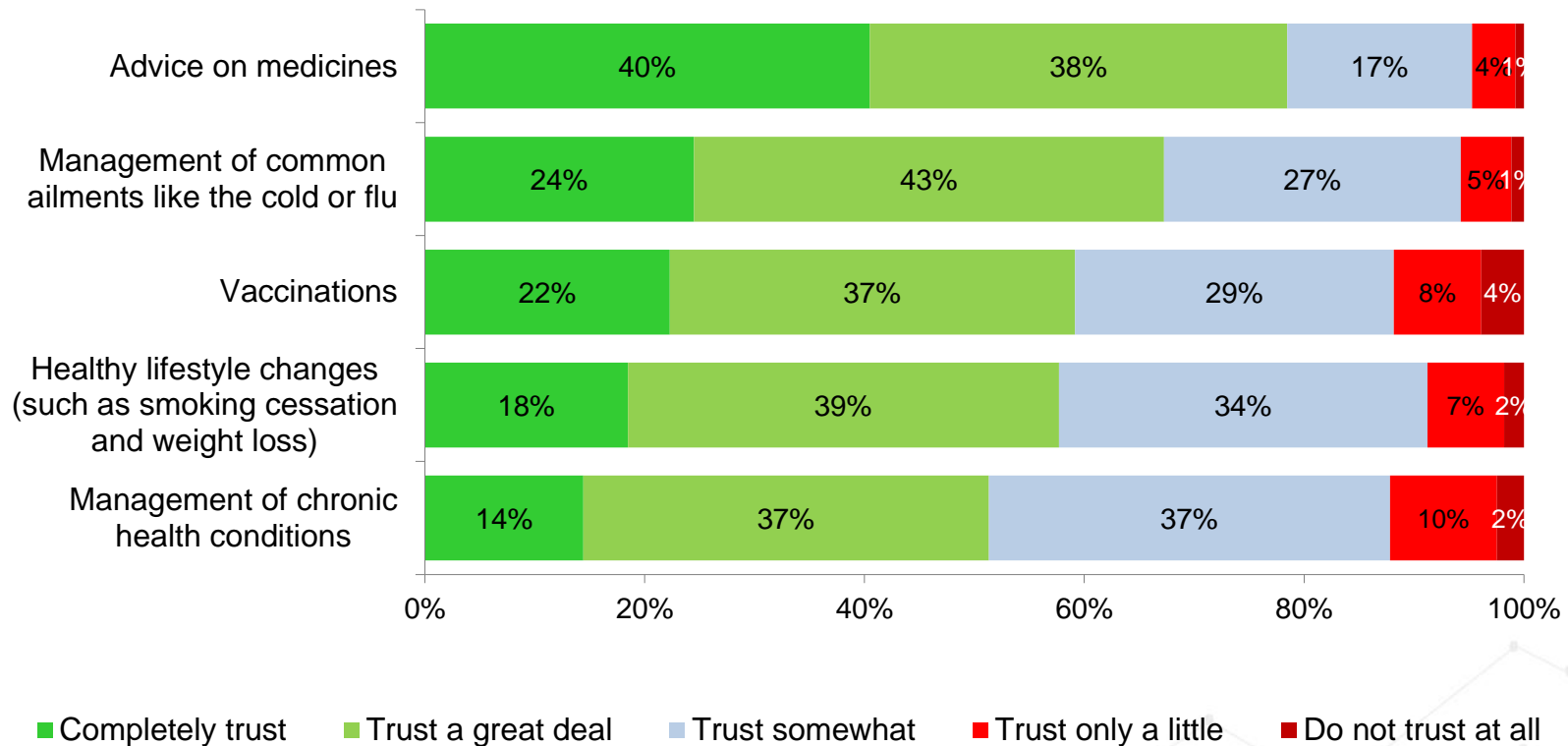
The expanded scope of practice Canadians would be willing to accept ranged from advice, counselling and planning, to more direct forms of treatment, including the administration of vaccines and prescribing medications for minor health conditions.

## Key findings:

- Overall, a majority of respondents expressed a great deal or complete trust in pharmacists to carry out a range of roles, including providing advice on medications (78%), management of common ailments like the cold or flu (67%), vaccinations (59%), healthy lifestyle changes (57%), and the management of chronic conditions (51%)
- There was a direct relationship between frequency of visits across all of the above tested statements, with those who visit pharmacies more frequently having a higher degree of trust.
- 85% of respondents felt that pharmacists have the education and professional training to do more for patients than fill prescriptions
- A majority of Canadians would consider going to their pharmacists for an increased range of services, including advice on medications (89%), a flu shot or vaccine (79%), prescriptions for minor health conditions (78%), and counselling programs to help quit smoking (75%).
- Over half (51%) of respondents reported going to a pharmacy at least once a month over the past year, with 89% returning to the same pharmacy. 36% reported knowing their pharmacist by name

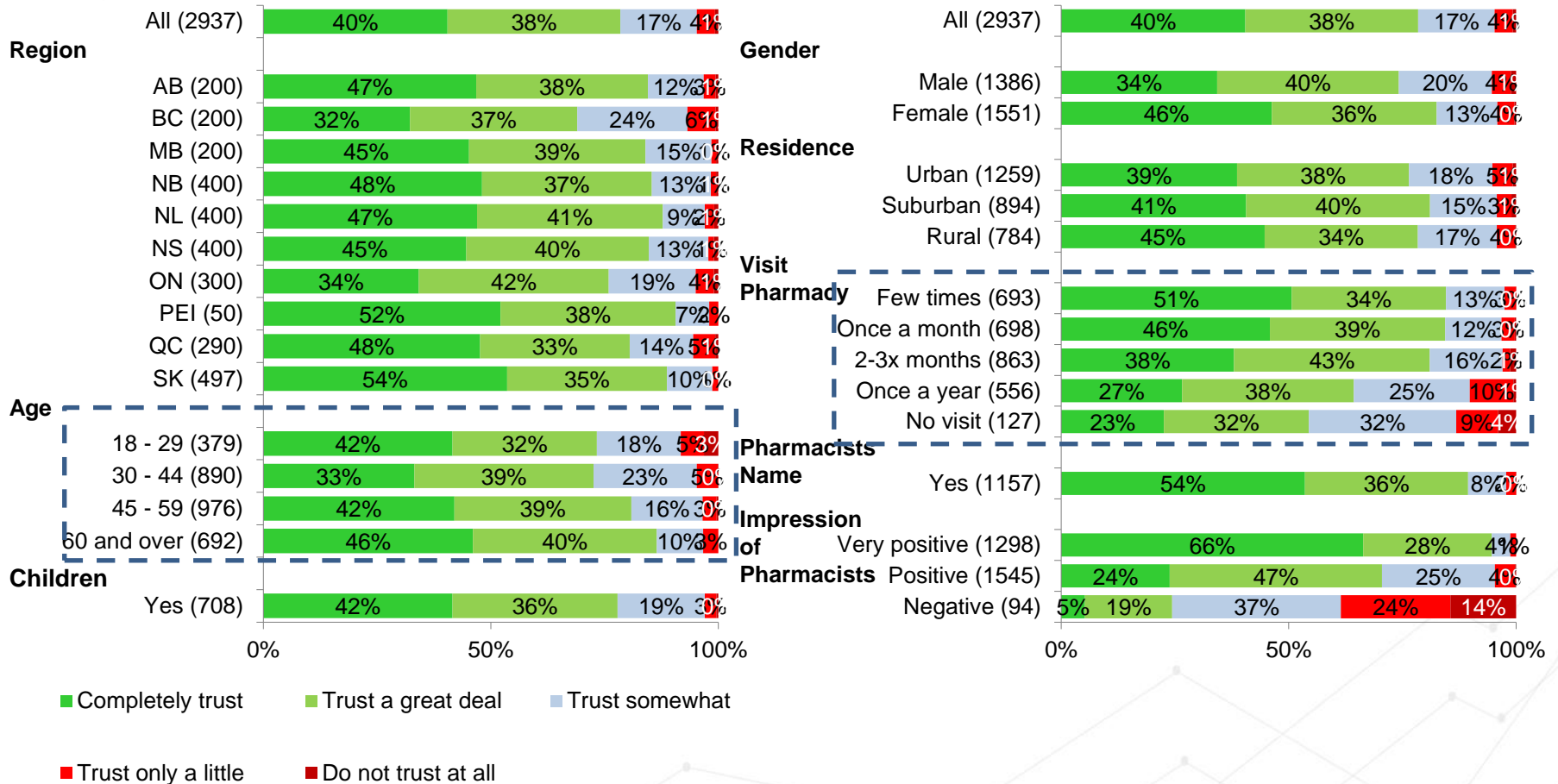
# Trusted Advice - Pharmacist

Thinking about when you're looking for information about different health or lifestyle topics. For each of the following sources, please tell us to what extent you trust the advice each might give you. **Your Pharmacist**



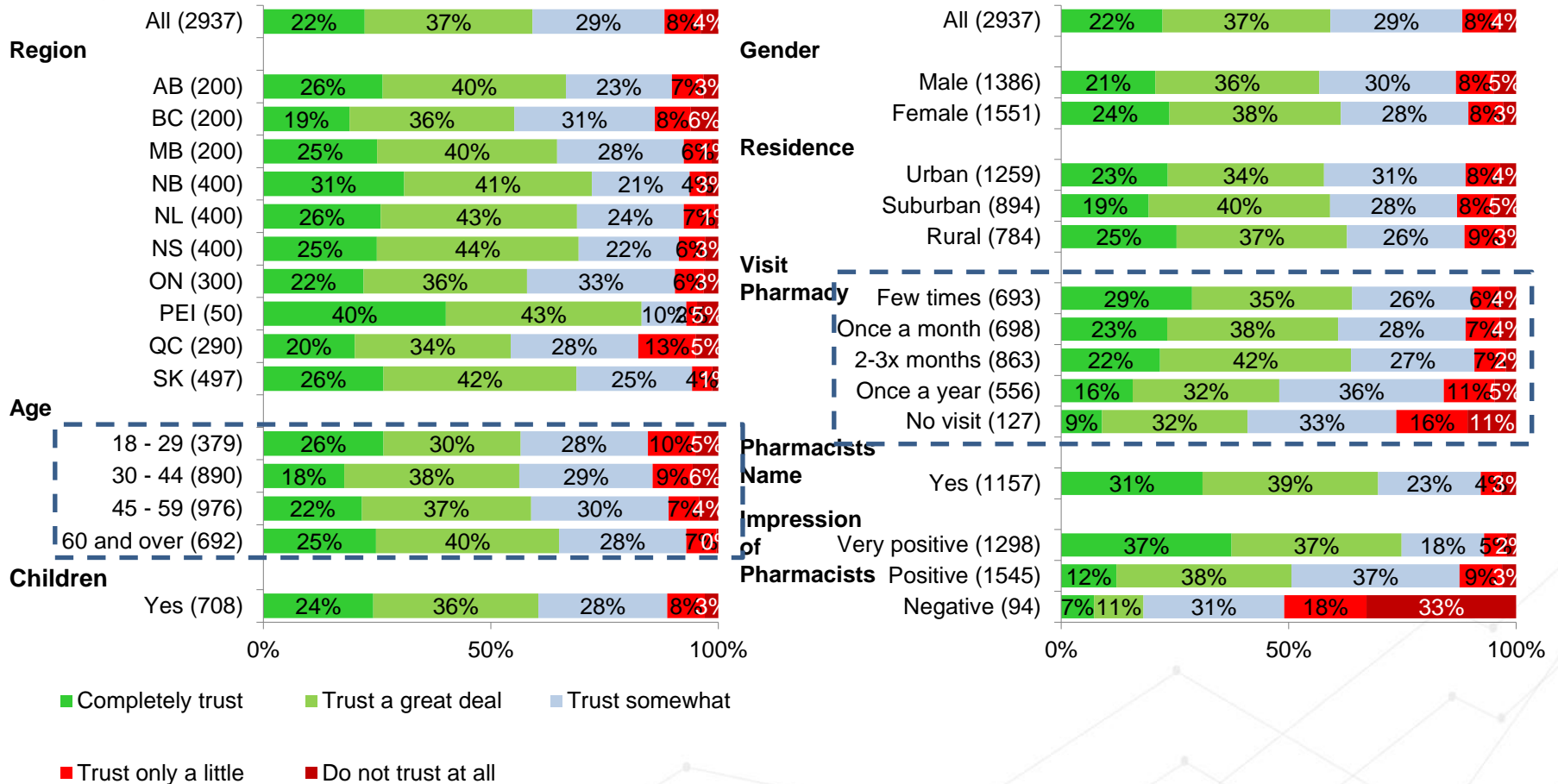
# Advice from Pharmacist - Medicines

Thinking about when you're looking for information about different health or lifestyle topics. For each of the following sources, please tell us to what extent you trust the advice each might give you.



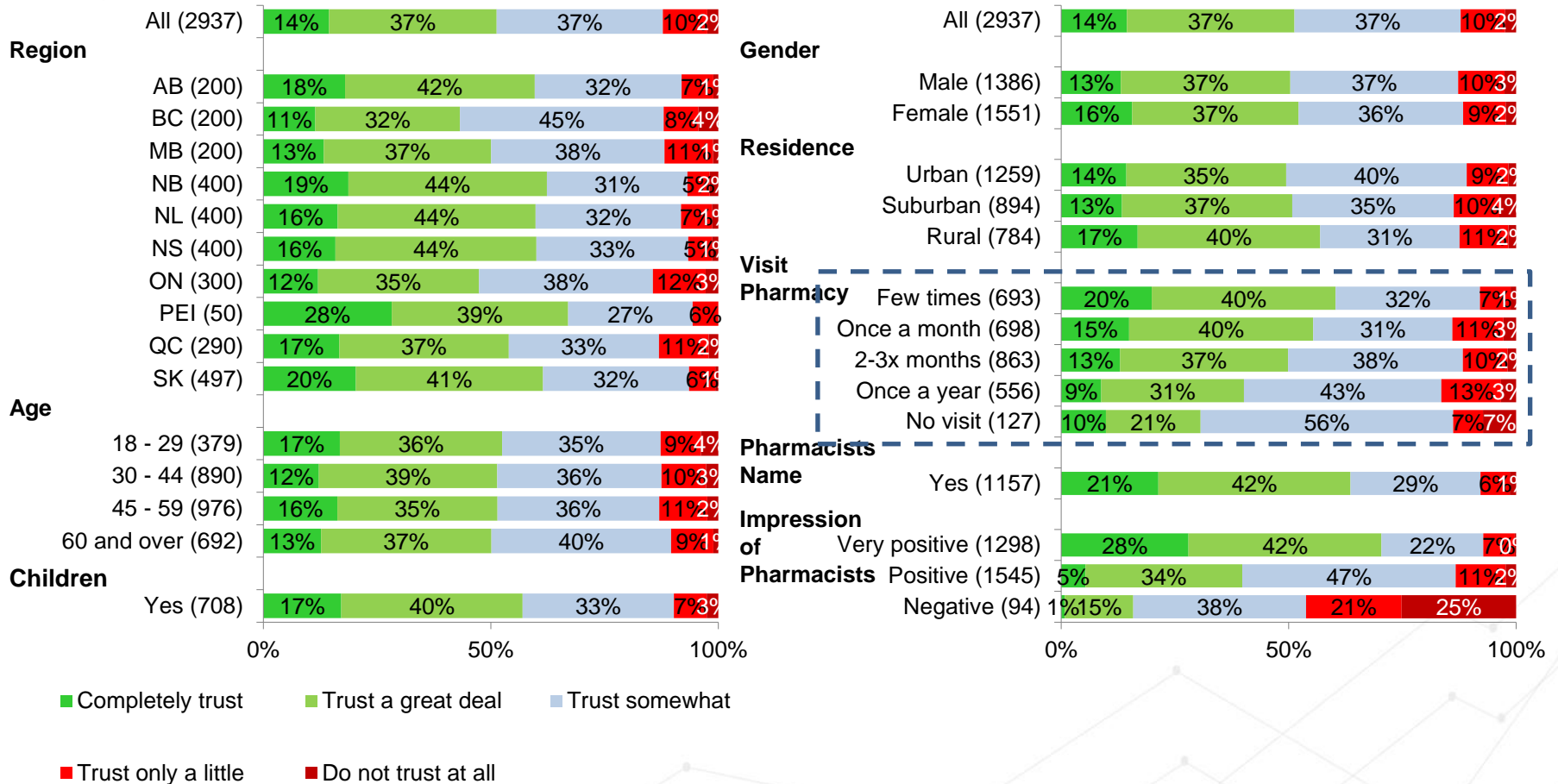
# Advice from Pharmacist- Vaccinations

Thinking about when you're looking for information about different health or lifestyle topics. For each of the following sources, please tell us to what extent you trust the advice each might give you.



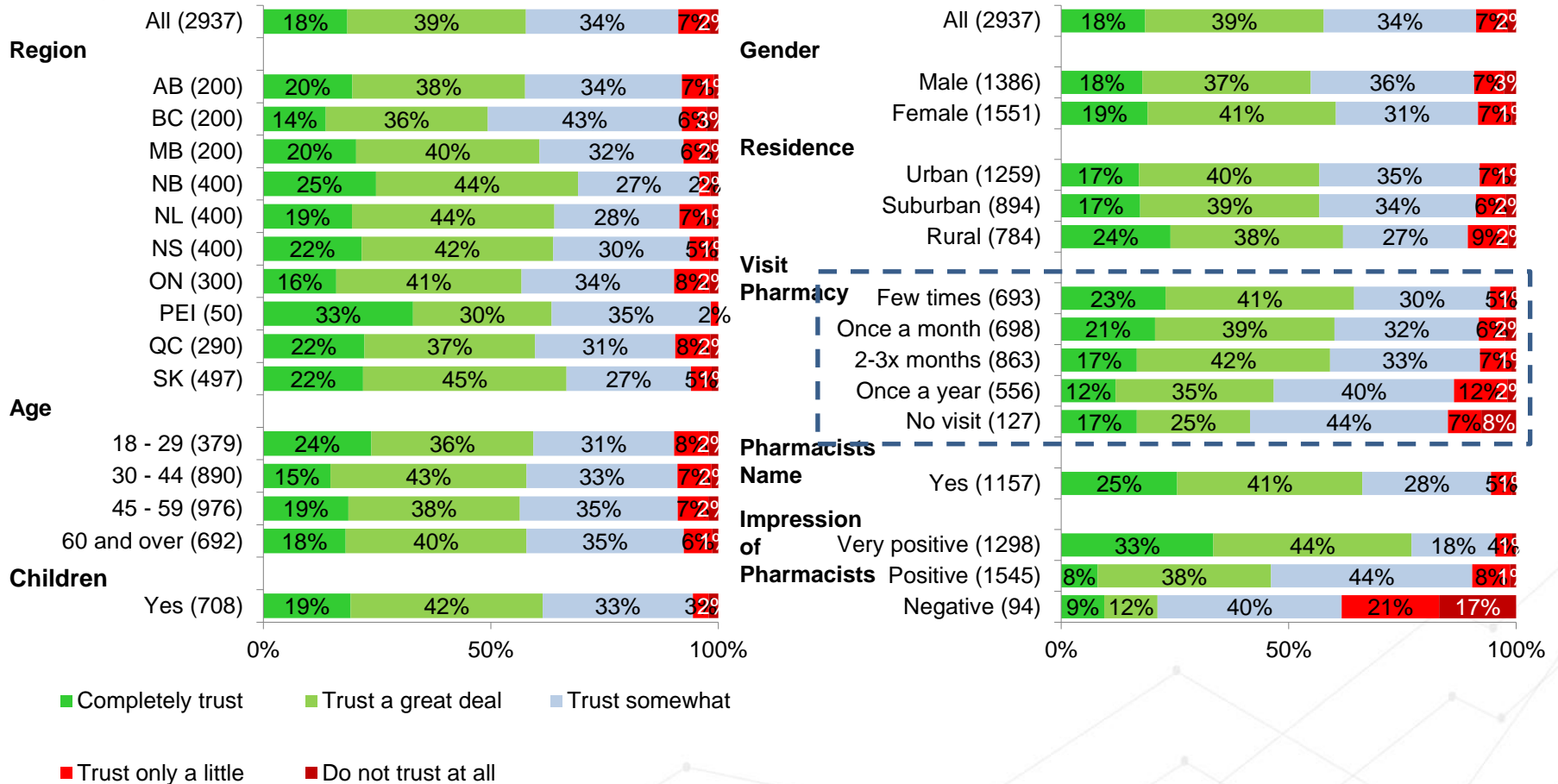
# Advice from Pharmacist – Chronic Health Conditions

Thinking about when you're looking for information about different health or lifestyle topics. For each of the following sources, please tell us to what extent you trust the advice each might give you.



# Advice from Pharmacists – Healthy Lifestyle Changes

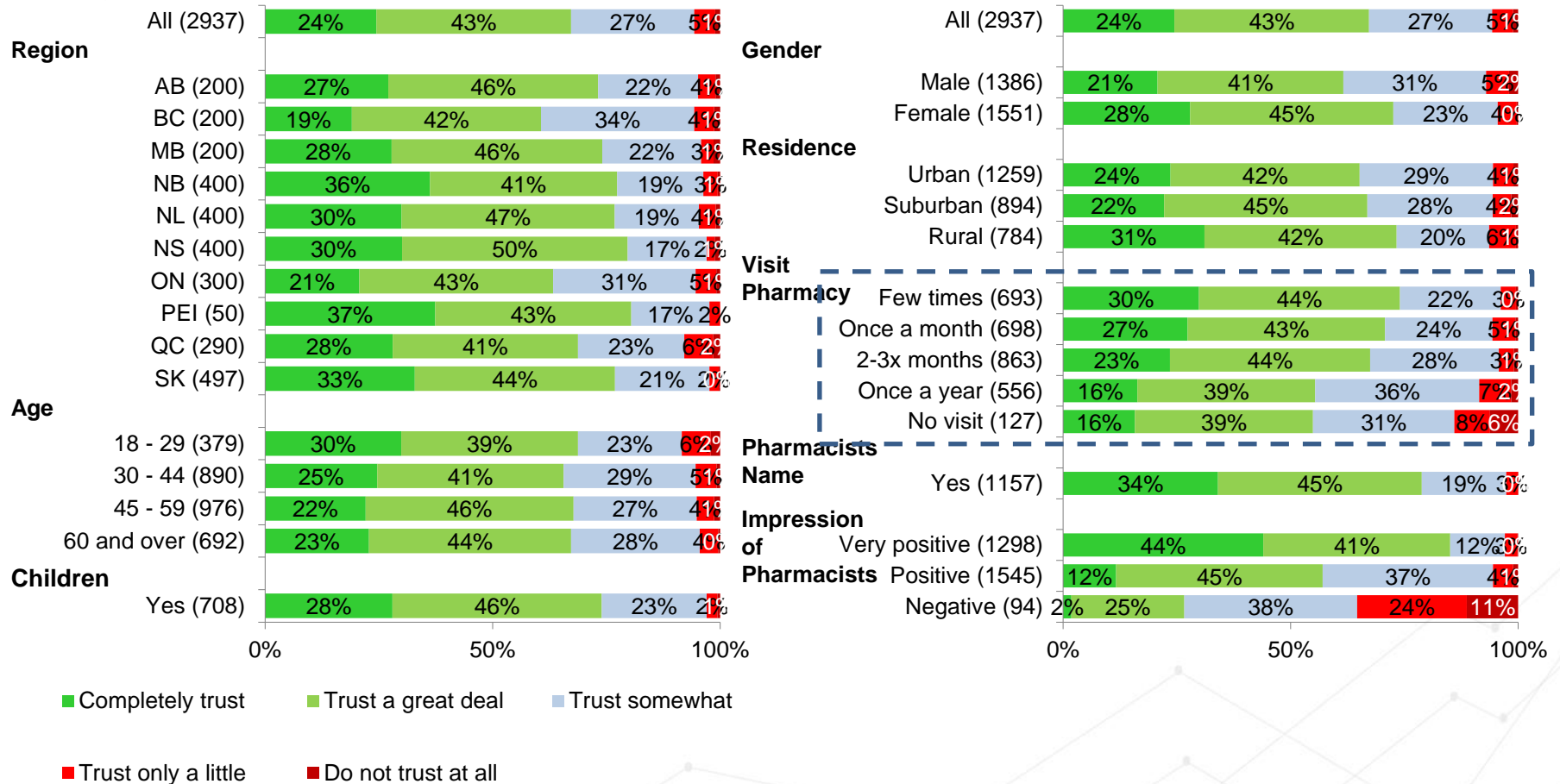
Thinking about when you're looking for information about different health or lifestyle topics. For each of the following sources, please tell us to what extent you trust the advice each might give you.





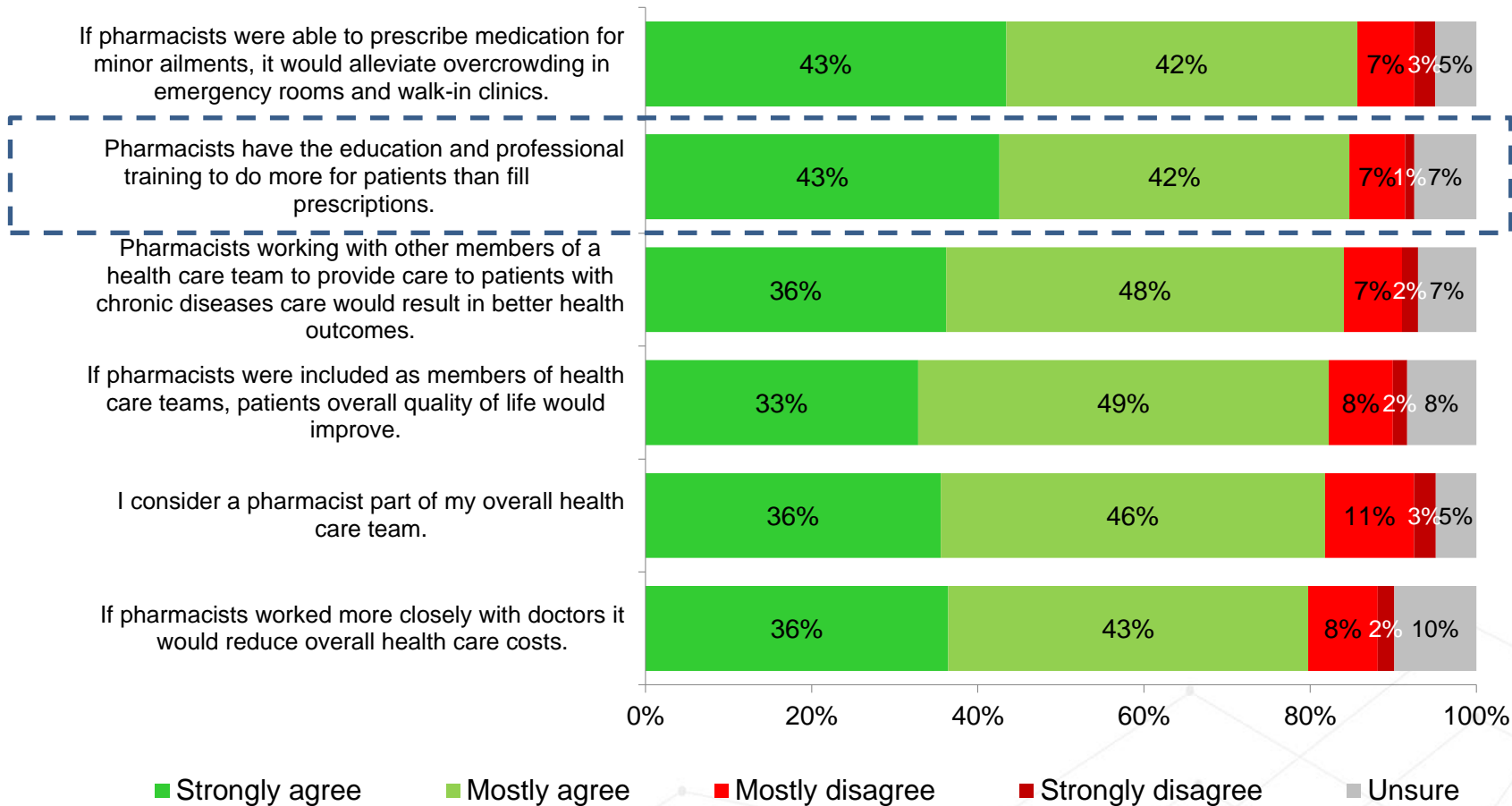
# Advice from Pharmacist – Common Ailments

Thinking about when you're looking for information about different health or lifestyle topics. For each of the following sources, please tell us to what extent you trust the advice each might give you.



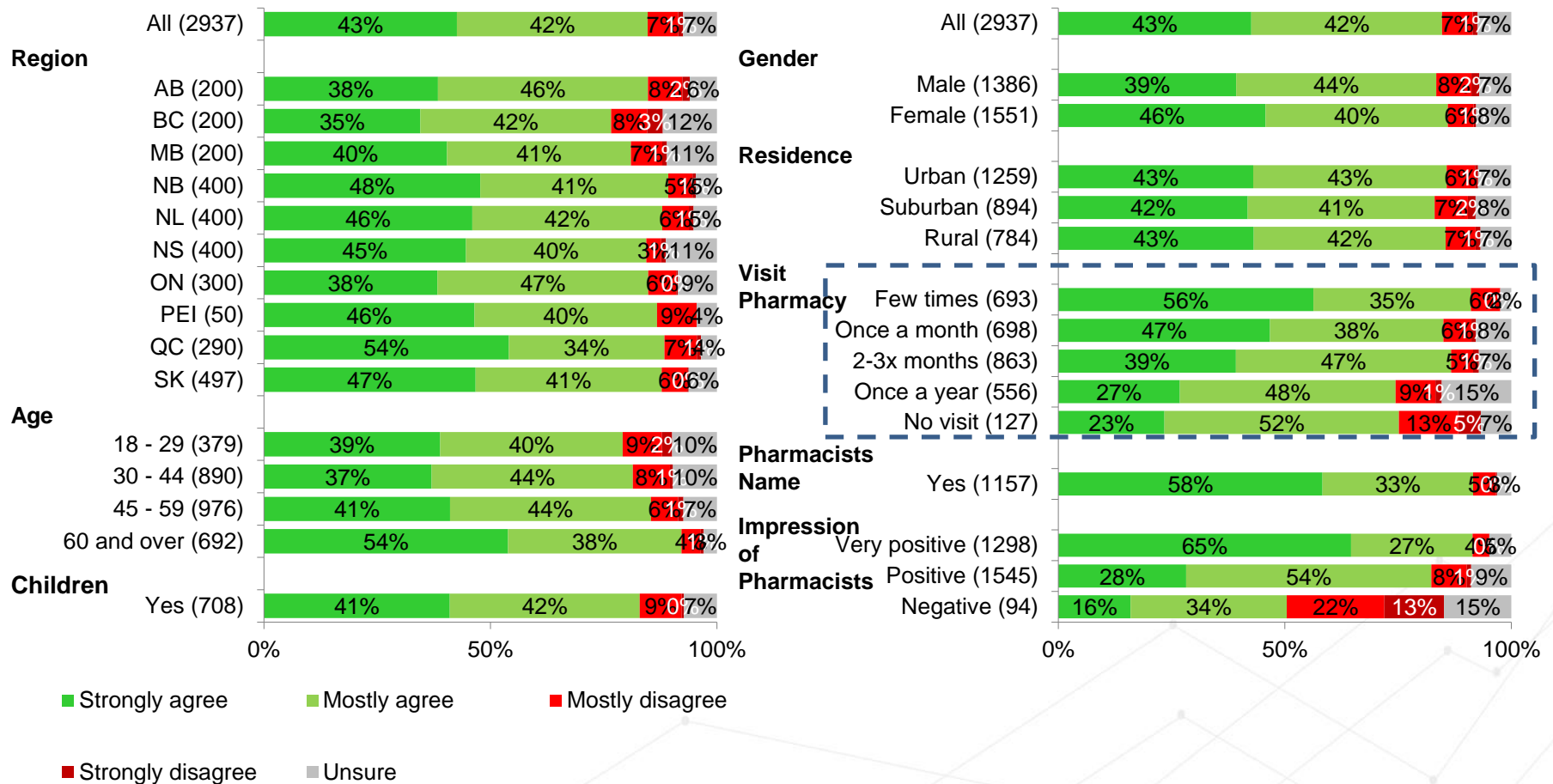
# Statements About Pharmacists

Below are a number of statements that could be used to describe pharmacists in your community. Please tell us whether you agree or disagree with each statement.



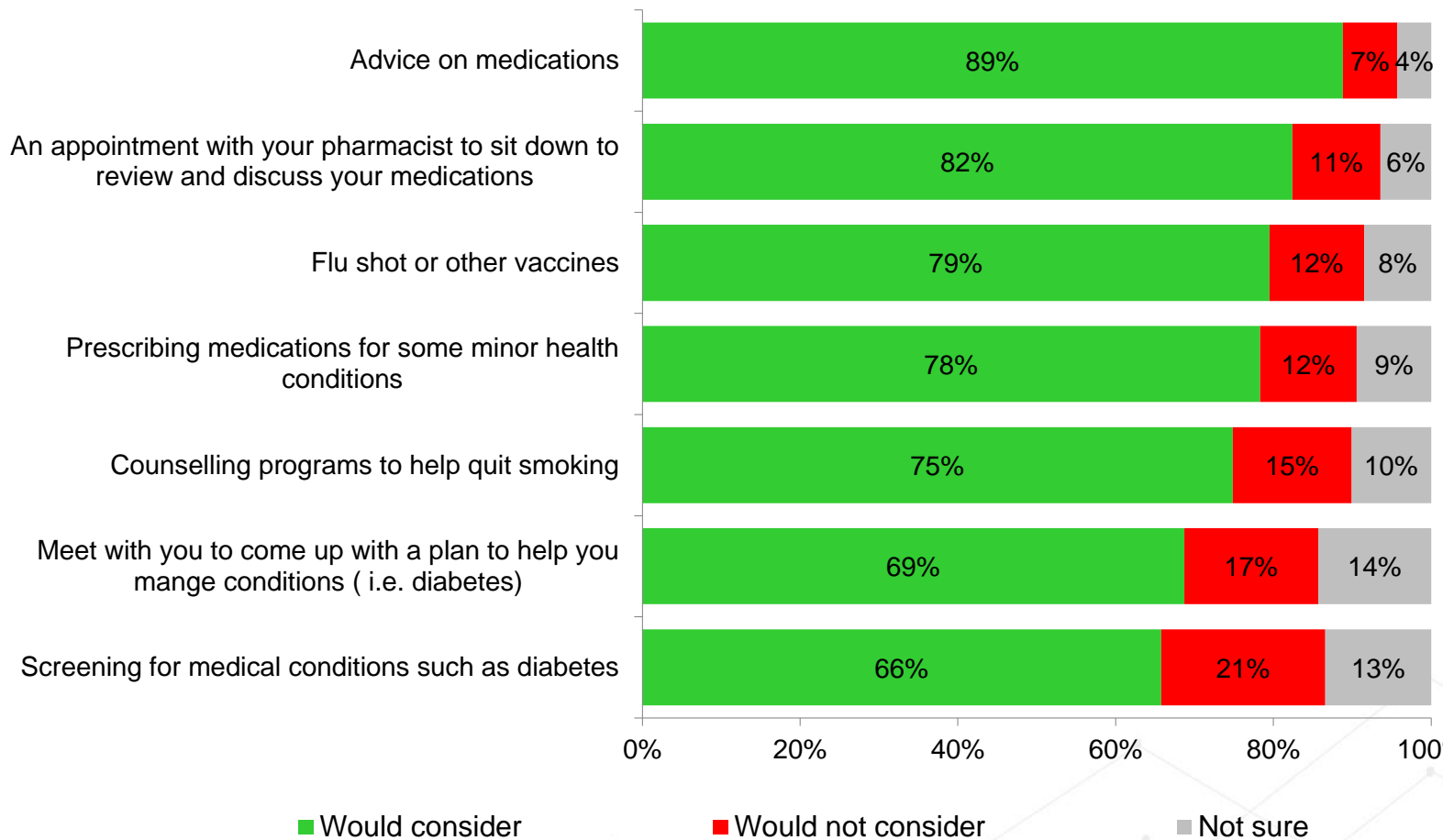
# Statements About Pharmacists

Below are a number of statements that could be used to describe pharmacists in your community. Please tell us whether you agree or disagree with each statement. - **Pharmacists have the education and professional training to do more for patients than just filling prescriptions.**



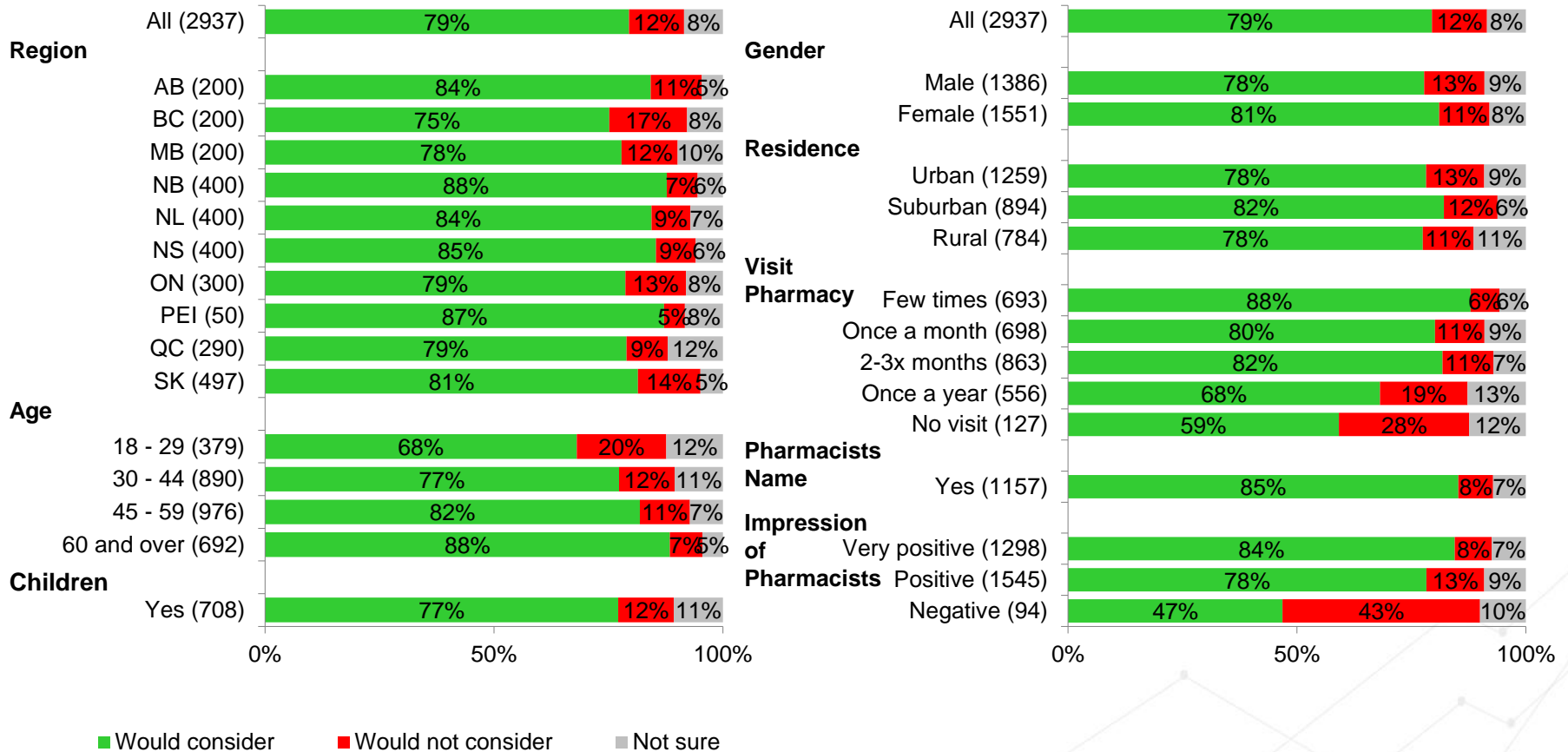
# Going to Your Pharmacist

Would you consider or not consider going to your pharmacist to receive the following services if you needed them?



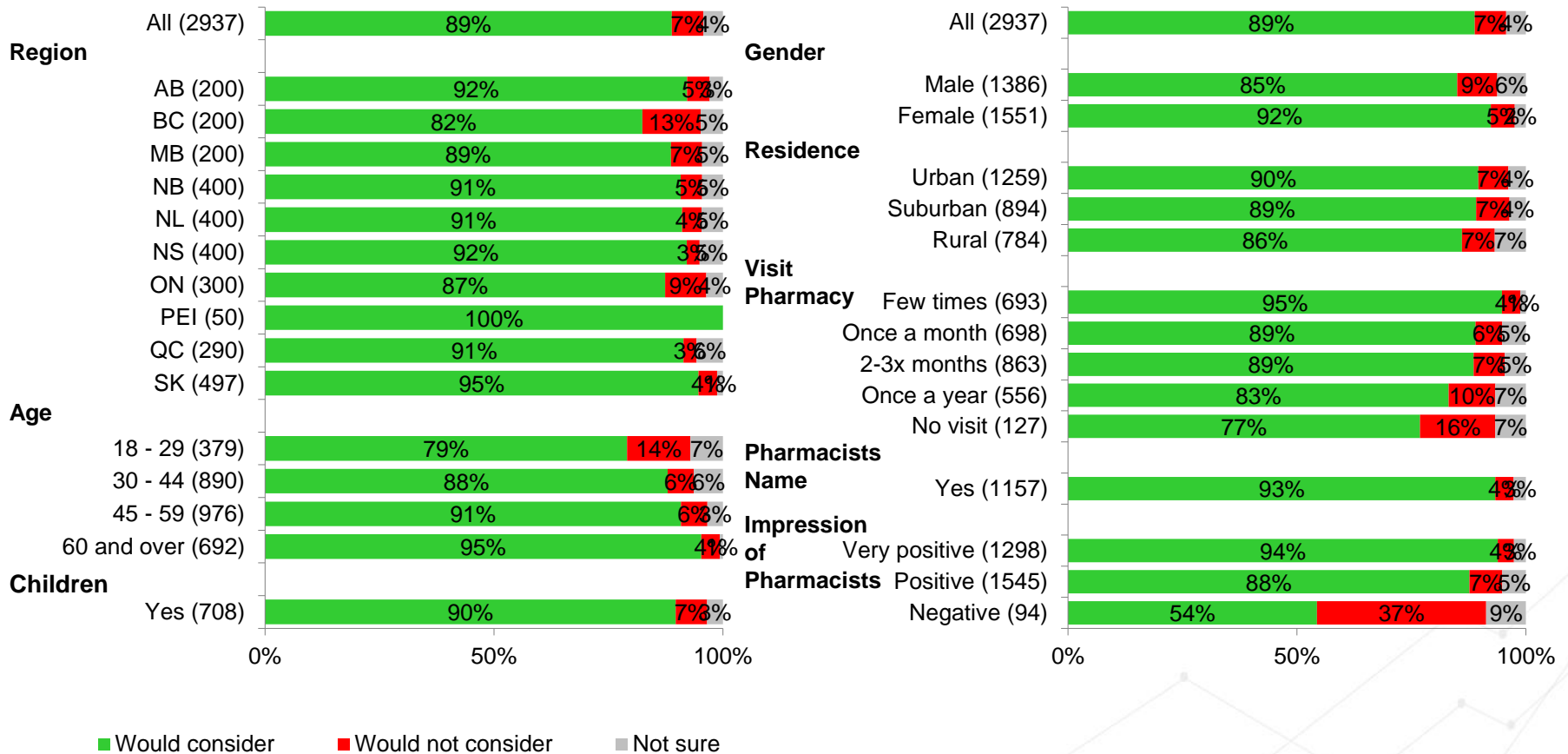
# Going to Your Pharmacist

Would you consider or not consider going to your pharmacist to receive the following services if you needed them? - **Flu shot or other vaccines**



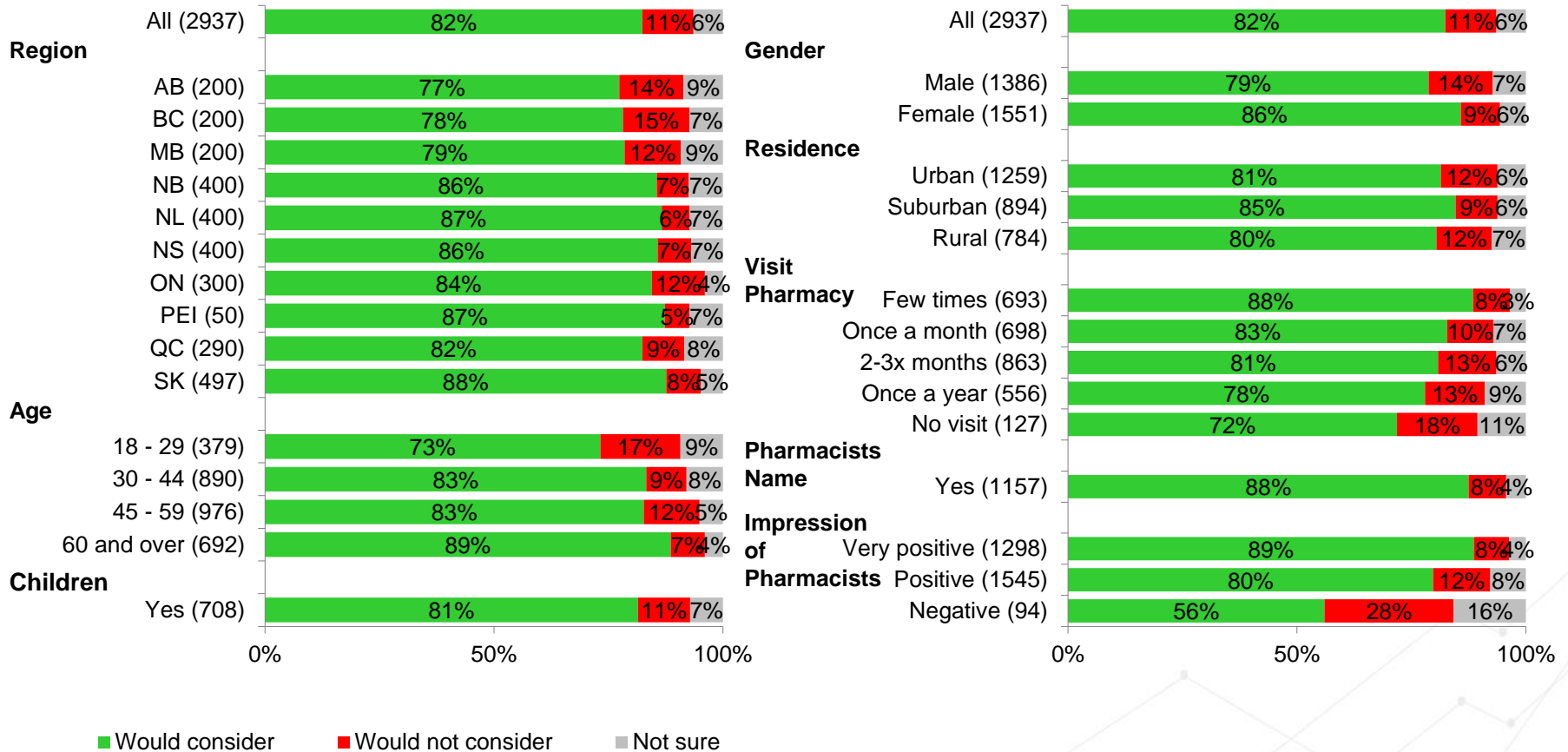
# Going to Your Pharmacist

Would you consider or not consider going to your pharmacist to receive the following services if you needed them? - **Advice on medications**



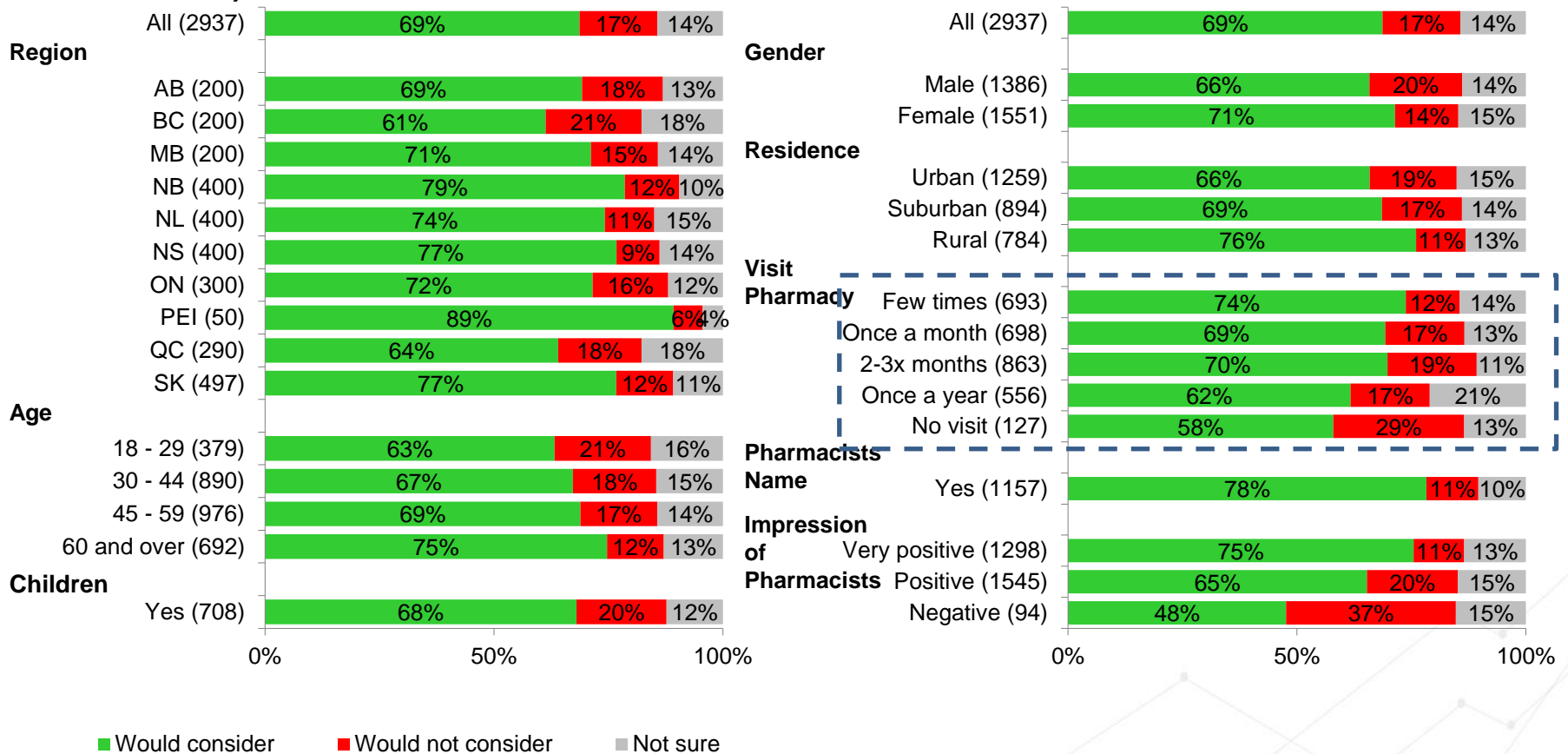
# Going to Your Pharmacist

Would you consider or not consider going to your pharmacist to receive the following services if you needed them? - **An appointment with your pharmacist to sit down to review and discuss your medications**



# Going to Your Pharmacist

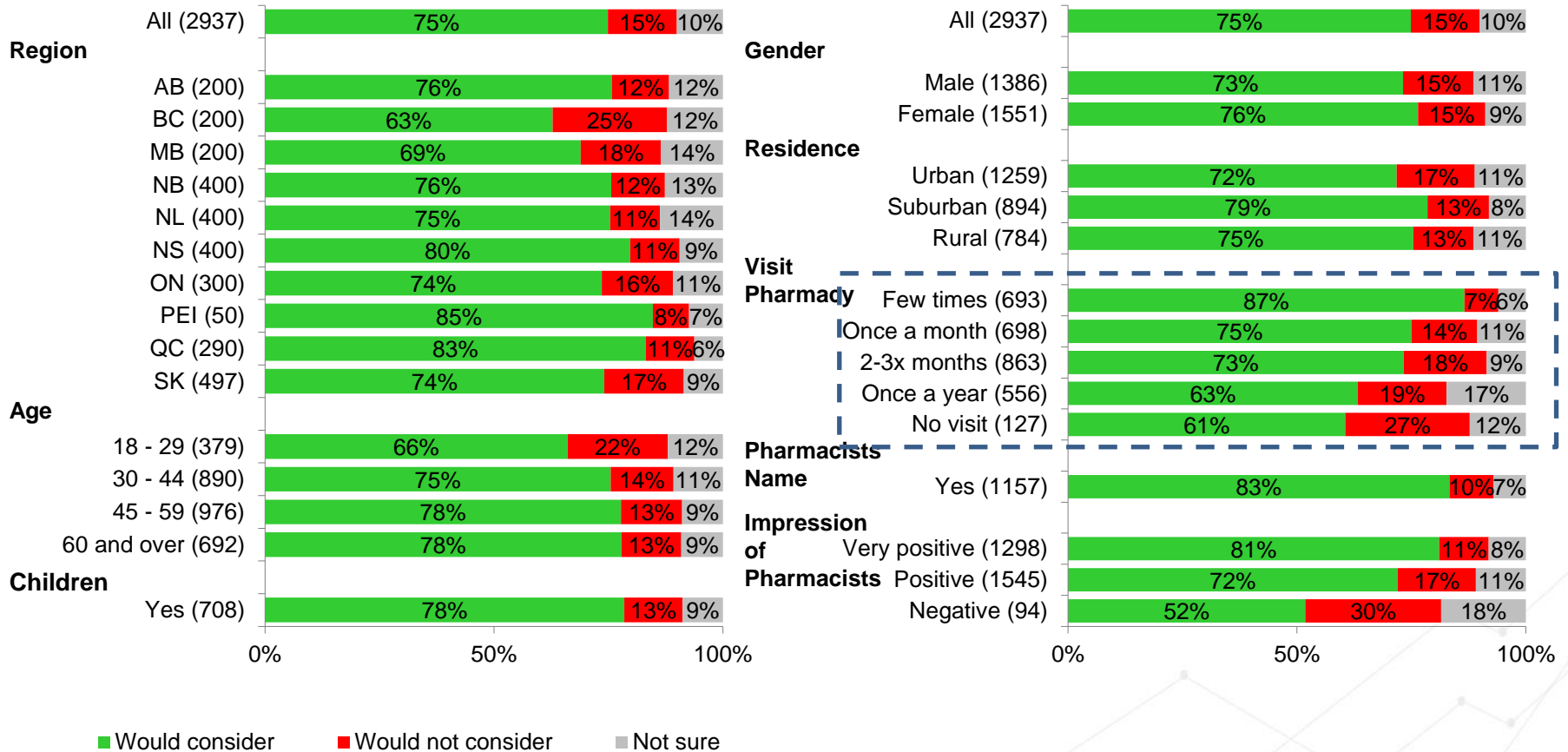
Would you consider or not consider going to your pharmacist to receive the following services if you needed them? - **Meet with you to come up with a plan to help you manage conditions ( i.e. diabetes)**





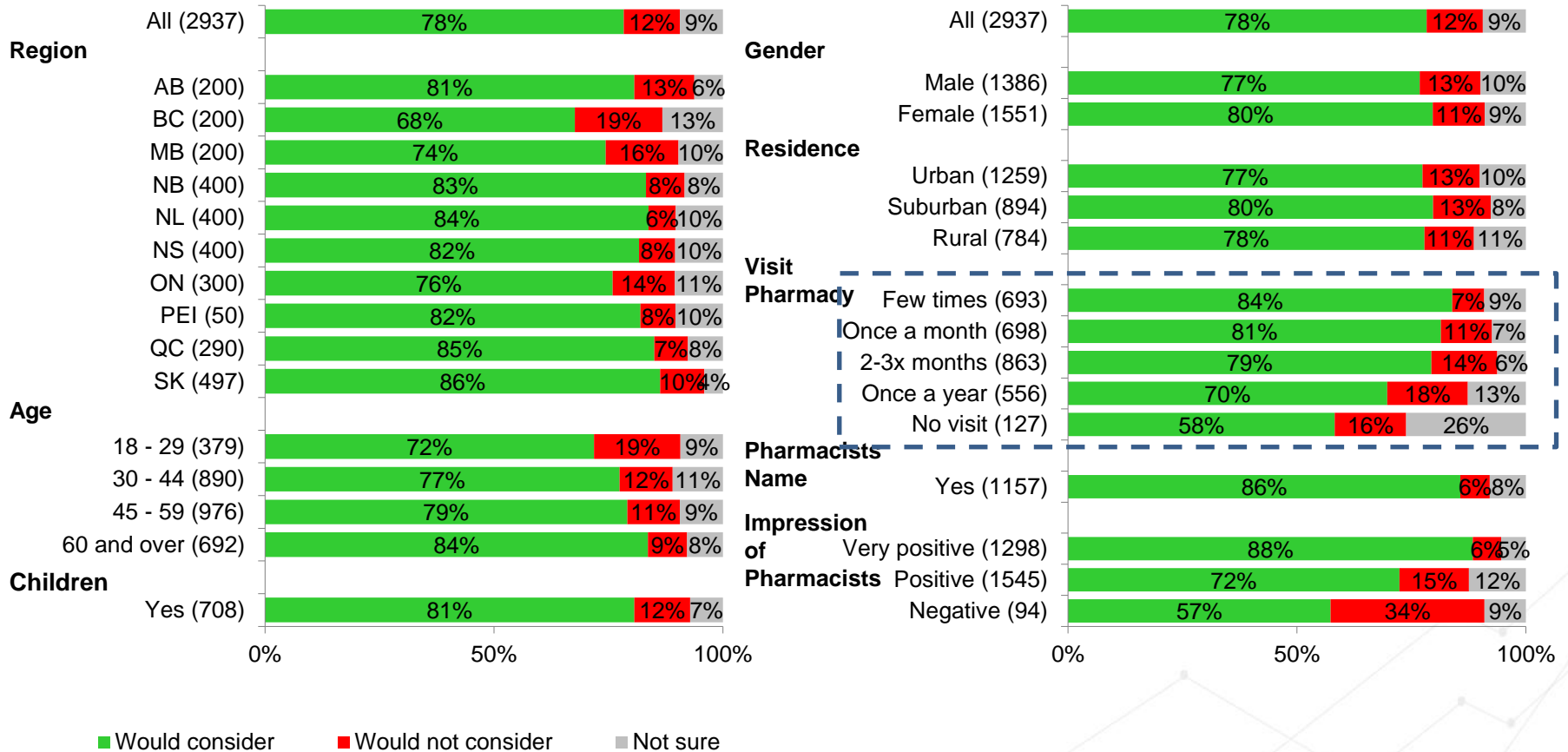
# Going to Your Pharmacist

Would you consider or not consider going to your pharmacist to receive the following services if you needed them? - **Counselling programs to help quit smoking**



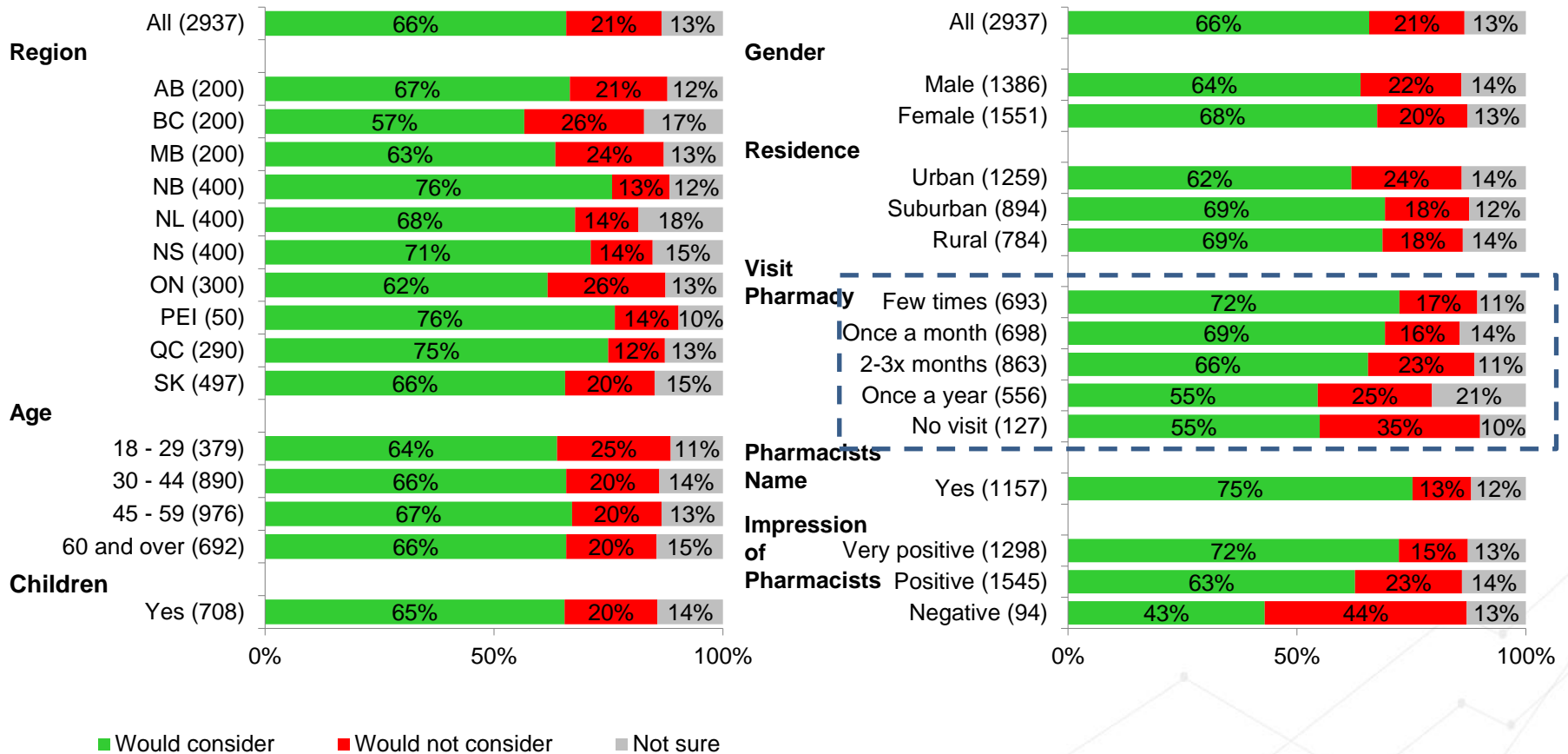
# Going to Your Pharmacist

Would you consider or not consider going to your pharmacist to receive the following services if you needed them? - **Prescribing medications for some minor health conditions without a doctor**



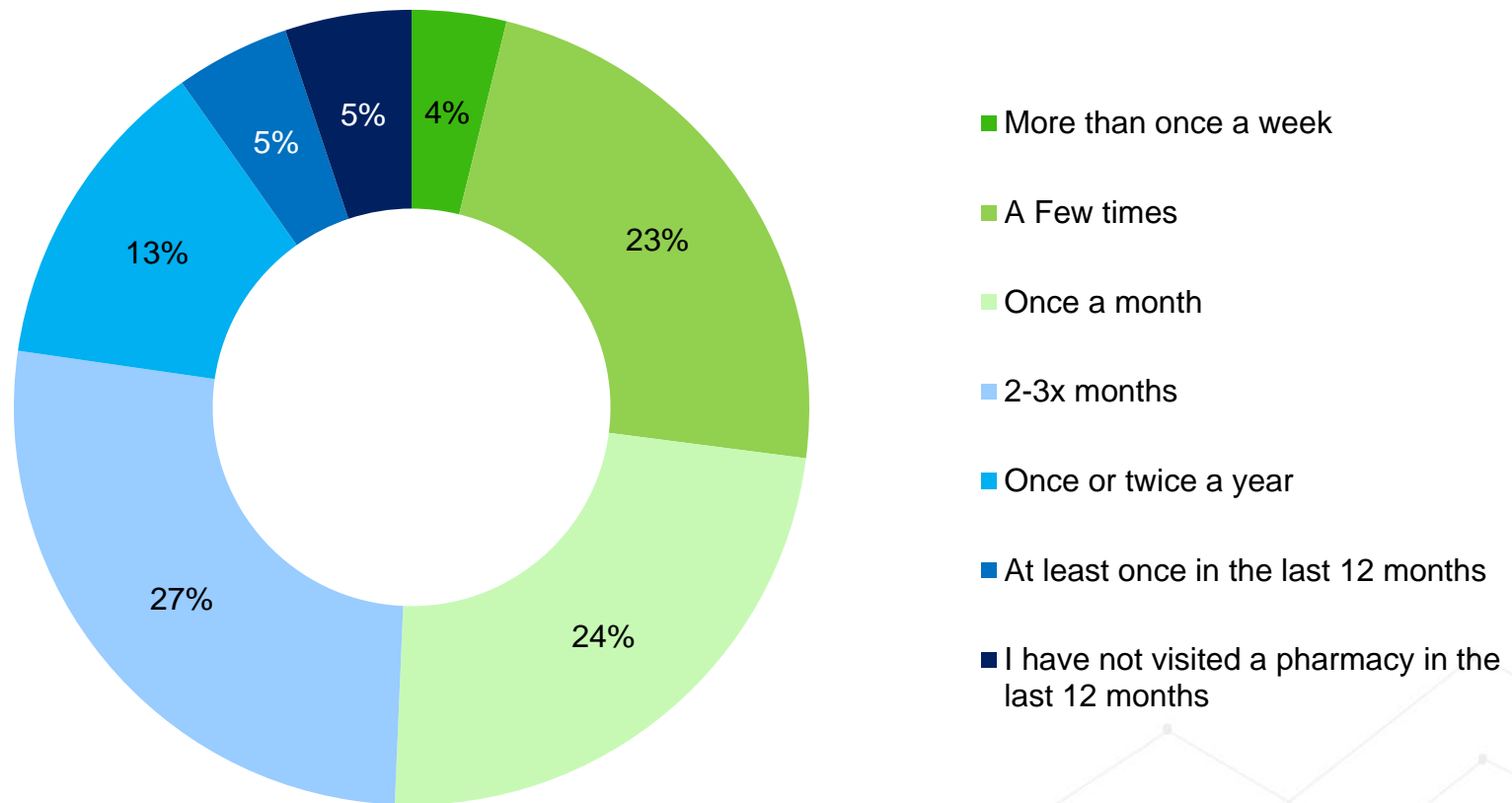
# Going to Your Pharmacist

Would you consider or not consider going to your pharmacist to receive the following services if you needed them? - **Screening for medical conditions such as diabetes**



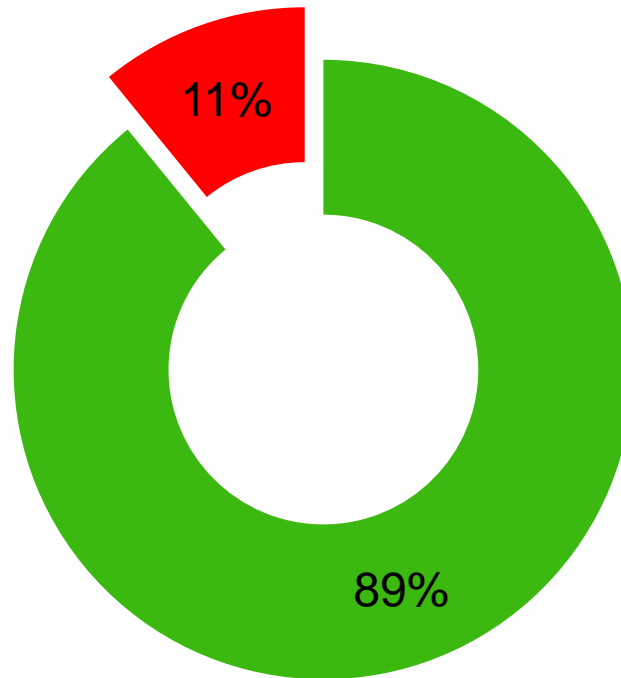
# Pharmacy Visits

Approximately how often have you visited a pharmacy in the last 12 months?



# Different Pharmacies

Do you typically visit the same pharmacy when you need prescription medication or do you go to different pharmacies?

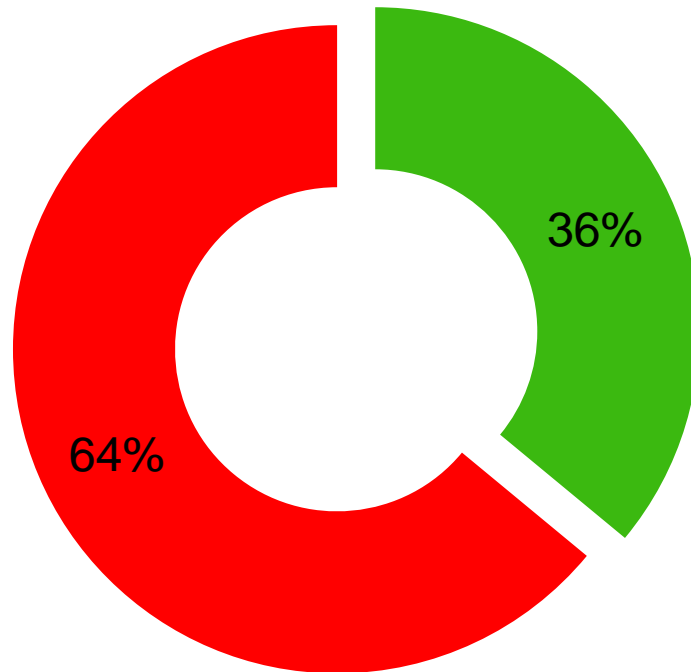


■ Go to the same pharmacy

■ Go to different pharmacies

# Pharmacist's Name

Do you know your pharmacist by name?

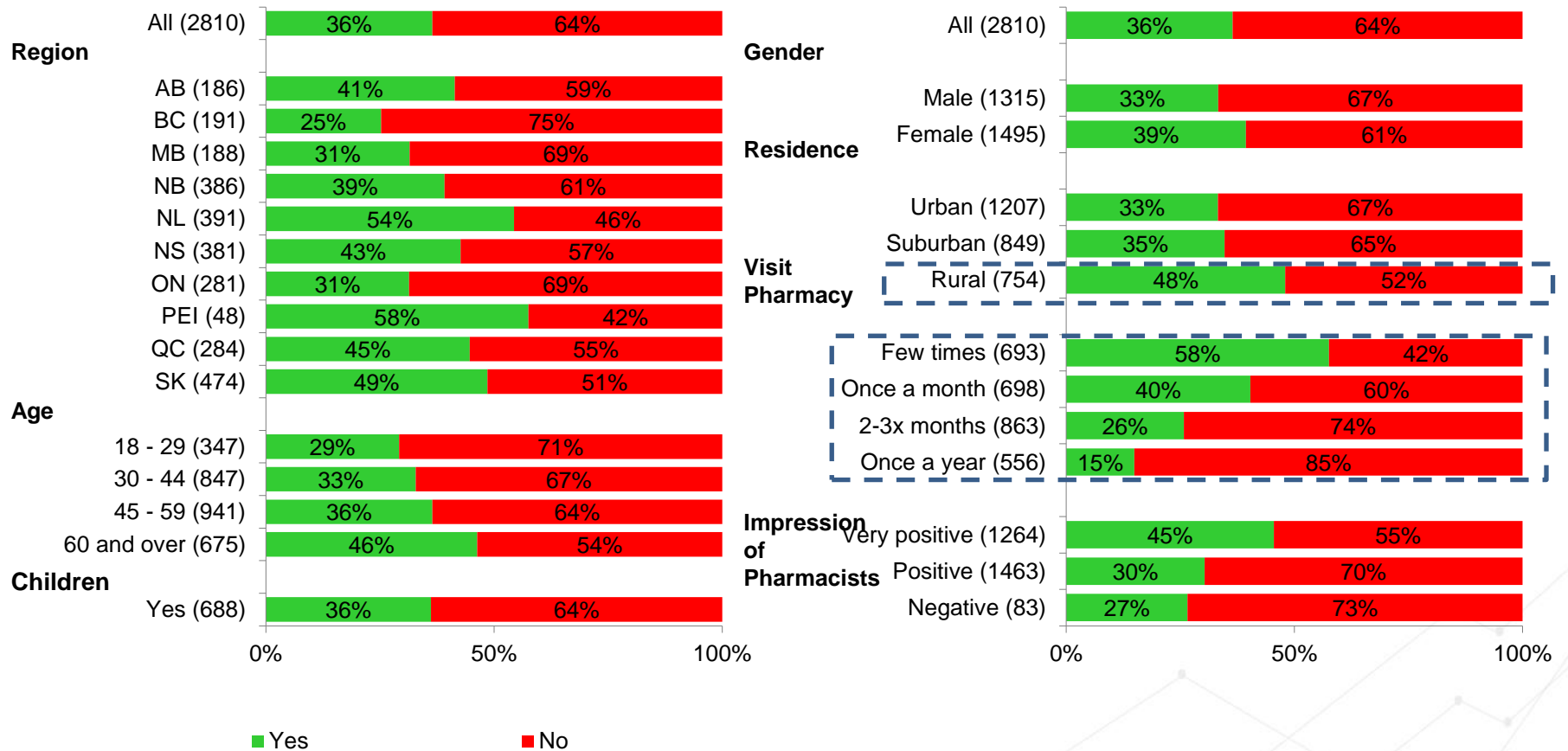


■ Yes

■ No

# Pharmacist's Name

Do you know your pharmacist by name?





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