

PUBLIC OPINION RESEARCH

**CPhA – Accessing
Treatment For
Women’s Health Issues
JAN 2020**

ABACUS DATA

METHODOLOGY

This research combines two studies.

- **One survey was conducted online with 1,500 Canadian adults (811 of which were adult women), from Jan 8th to 10th, 2020, and covers access to birth control.**
- **The other survey was conducted online with 2,400 Canadian adults (1200 of which were adult women) from February 17th to 21st, 2020, and covers data on treatment of UTIs.**

A random sample of panelists were invited to complete the survey from a set of partner panels based on the Lucid exchange platform. These partners are typically double opt-in survey panels, blended to manage out potential skews in the data from a single source.

The margin of error for a comparable probability-based random sample of the same size is +/- 2.2% for 2,400, and 19 times out of 20.

The data were weighted according to census data to ensure that the sample matched Canada's population according to age, gender, educational attainment, and region. Totals may not add up to 100 due to rounding.

EXECUTIVE SUMMARY – WOMEN'S HEALTH

- 1. Women face many logistical barriers attempting to receive care for common health issues, from long clinic wait times, to the logistics of clinic hours. Meanwhile, most Canadians travel fewer than 30 minutes to get to a pharmacy from both their work and home. Once they get there, they tend to spend 30 minutes or less between arrival and the time they speak with a practitioner.**
- 2. Unsurprisingly most women support pharmacists taking on more of a role in providing healthcare.**
- 3. Today, if you asked Canadian women where they would go as a first step for a UTI or BC, most have gone (and would go) straight to their doctor.**

EXECUTIVE SUMMARY – WOMEN’S HEALTH

- 4. However, virtually all women with experience using birth control support pharmacists prescribing and managing contraceptives, including counselling, renewals, and screening. Likewise, most of those with experience with a UTI believe they can be effectively treated in a pharmacy by a pharmacist.**
- 5. Their trust in pharmacists extends to all common health conditions – most Canadian women trust pharmacists to deal with common women’s health issues in general (UTIs, yeast infections, painful periods, menopause etc...).**

EXECUTIVE SUMMARY – WOMEN'S HEALTH

6. Canadian women believe going to a pharmacist would result in both faster access to care and more flexible timing to access care than going to see a doctor.

7. As a group they support pharmacists expanding their services to prescribing contraceptives and independently offering services for UTIs, because they believe this will improve access and ultimately free up physician time to tackle other matters.



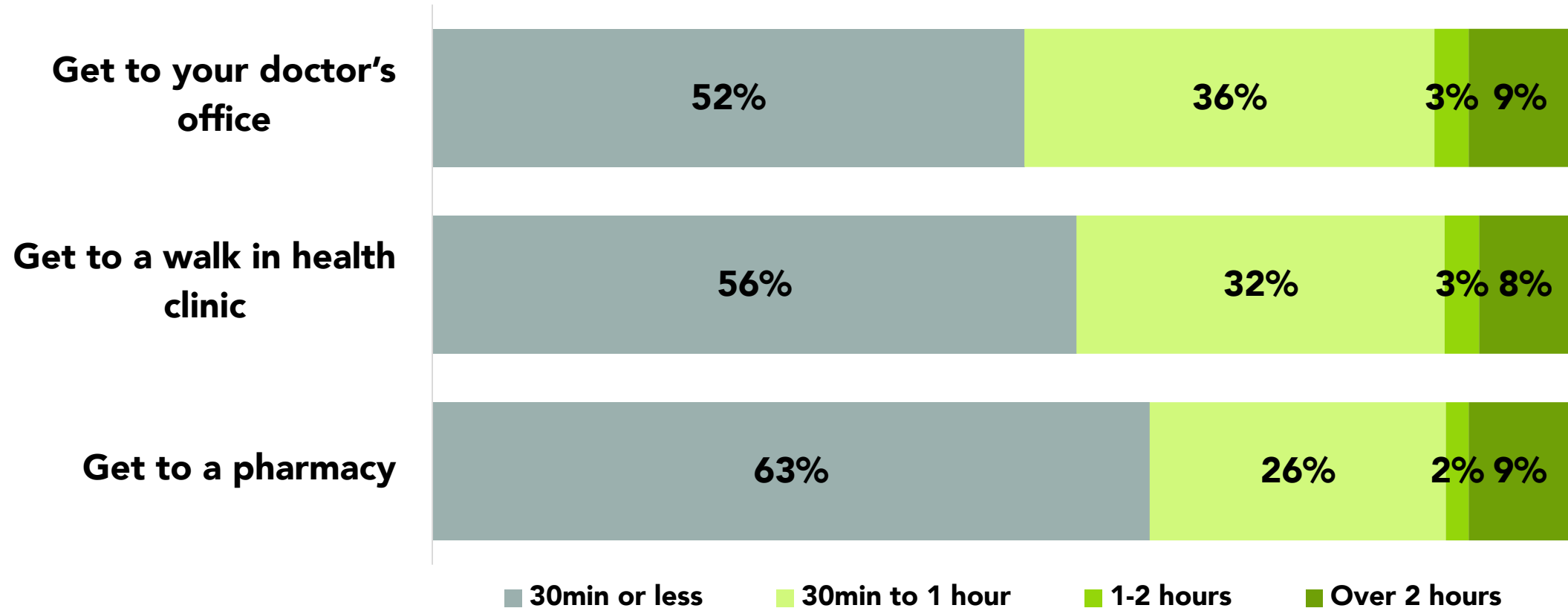
ACCESS TO PHARMACIES

KEY FINDINGS

- A majority of Canadians only have to travel 30 minutes or less to access their doctor's office, a walk-in clinic or get to a pharmacy, from either their home or work. Accessing a pharmacy takes the least amount of time.
- Wait times at the pharmacists are much shorter at a pharmacists than a doctor's office or walk in clinic. 69% say they wait 30 minutes or less at the pharmacist, 51% say they same about the wait at their doctor's office, and only 29% say they wait 30 minutes or less at the walk-in clinic.

HOW LONG WOULD YOU HAVE TO TRAVEL FROM HOME TO...

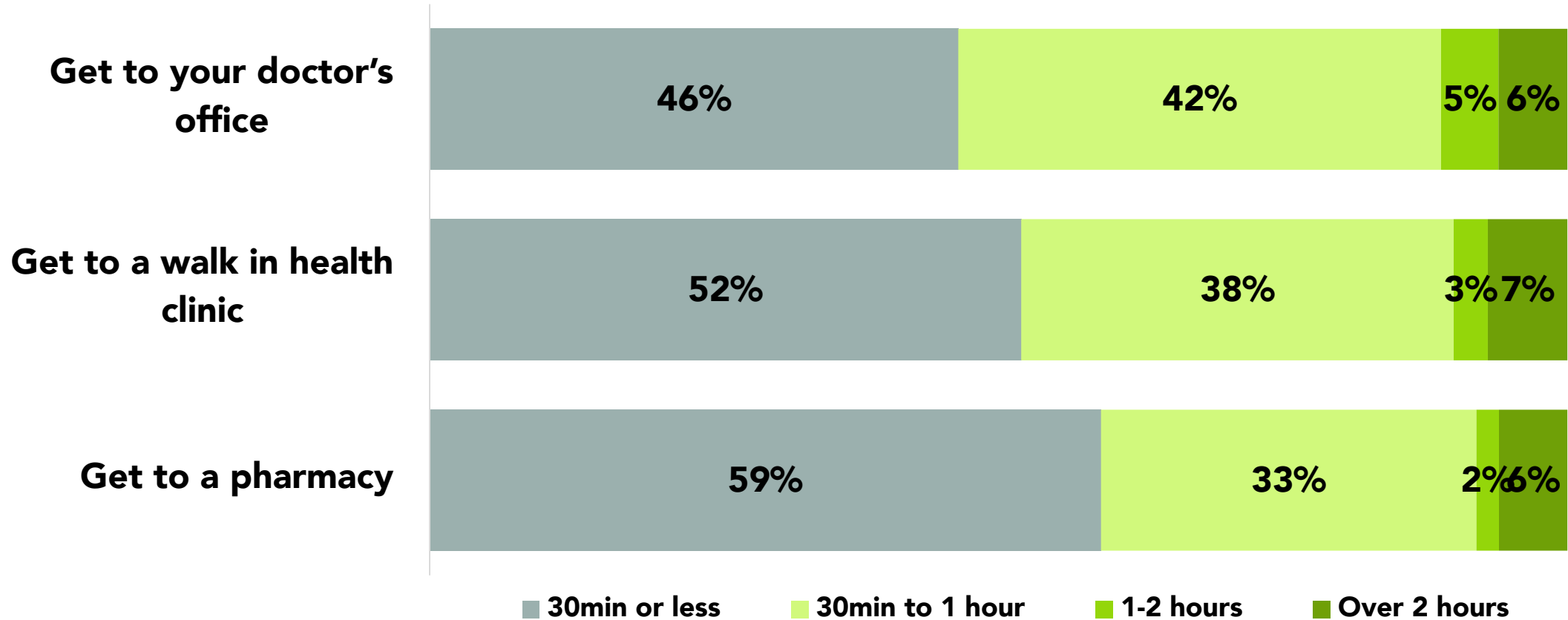
AVERAGE # OF HOURS



How long would you have to travel from home to...

HOW LONG WOULD YOU HAVE TO TRAVEL FROM WORK TO...

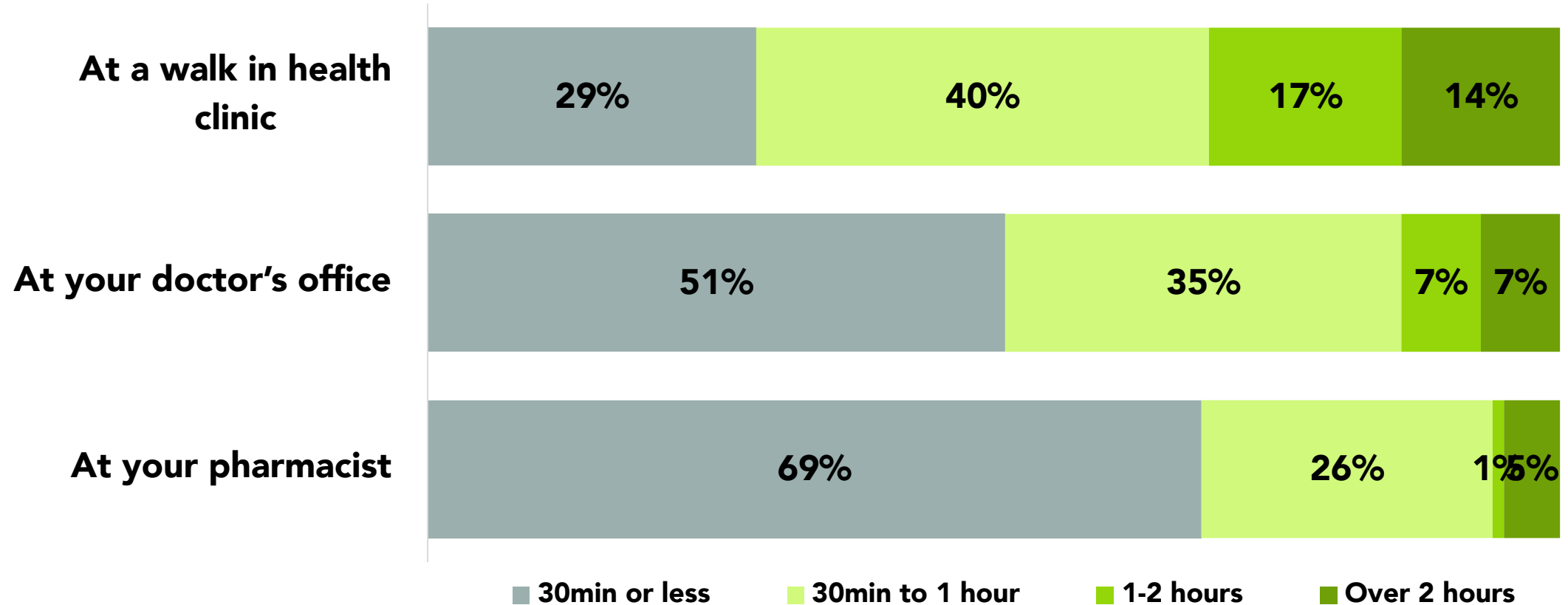
AVERAGE # OF HOURS



How long would you have to travel from work to...

WAIT TIME TO SPEAK TO A PRACTITIONER...

AVERAGE # OF HOURS



And once you are there, how often on average do you need to wait from the time you arrive to the time you speak to a practitioner...



I. PHARMACISTS AND PRESCRIPTION BIRTH CONTROL

KEY FINDINGS

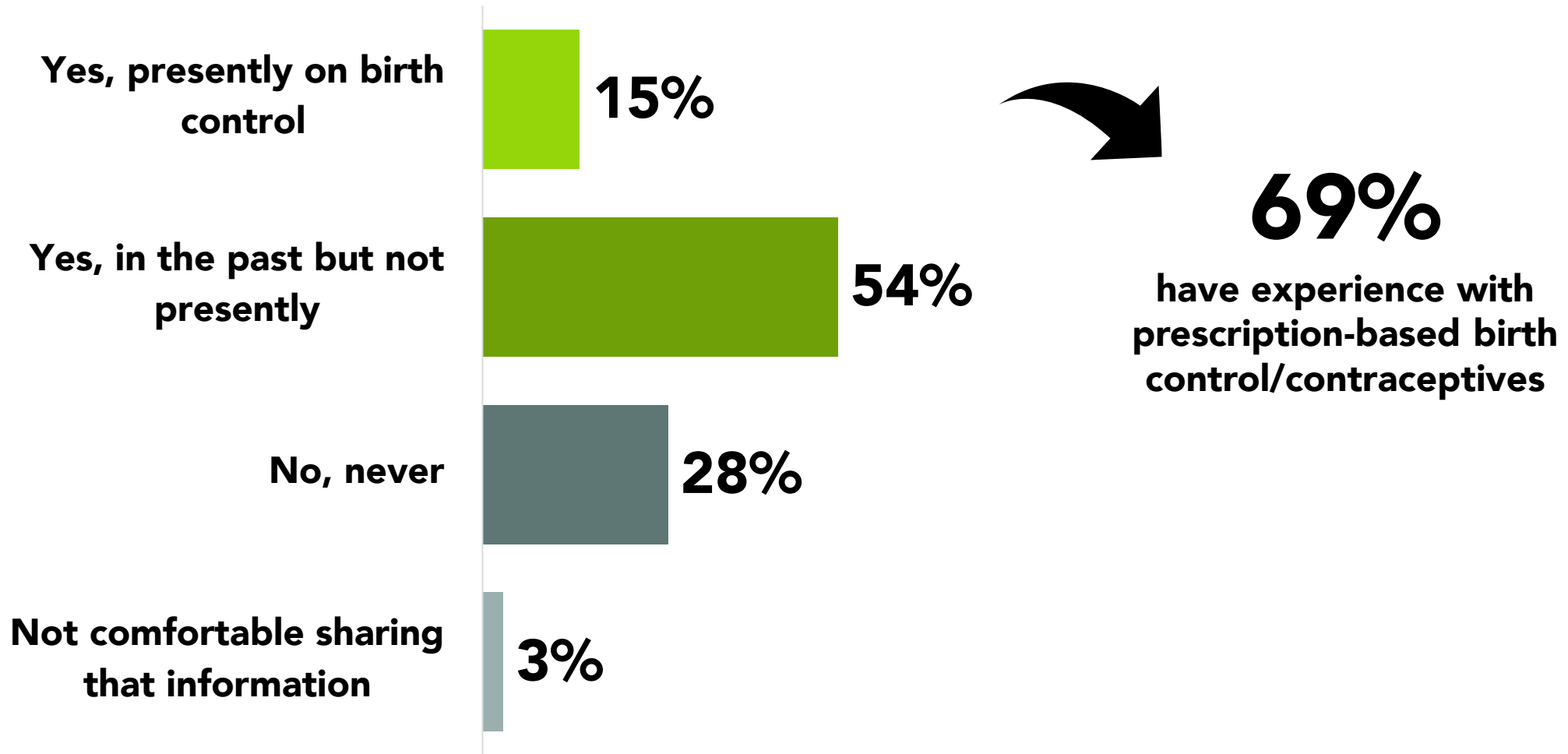
- **7 in 10 Canadian women have experience using prescription-based birth control/contraceptives.**
- **Most seem satisfied with the status quo for acquiring and renewing prescription based birth control/contraceptives**
 - **A minority of these women have experience difficulties getting a prescription (7%) or renewing their prescription (7%), though this increases to 14% among those 18 to 29.**
 - **70% say it is very/somewhat easy to access prescription-based birth control/contraceptives.**
- **That said, current difficulties for access are due to physician accessibility (long clinic wait times, hard to get to clinic during their hours, don't have access to a family physician).**

KEY FINDINGS

- **There is very clear support for greater pharmacists involvement in prescription and renewal of prescription-based birth control/contraceptives including:**
 - **Instructing patients on how to use contraceptives (84%)**
 - **Renewing prescriptions for contraceptives (80%)**
 - **Counseling about which methods are best for each patient (74%)**
 - **Assessing and screening for safe use (74%)**
 - **Prescribing and managing contraceptives (72%)**
- **A strong majority (73%) believe pharmacists assessing and prescribing birth control would result in better access to birth control.**

USE OF BIRTH CONTROL/CONTRACEPTIVES

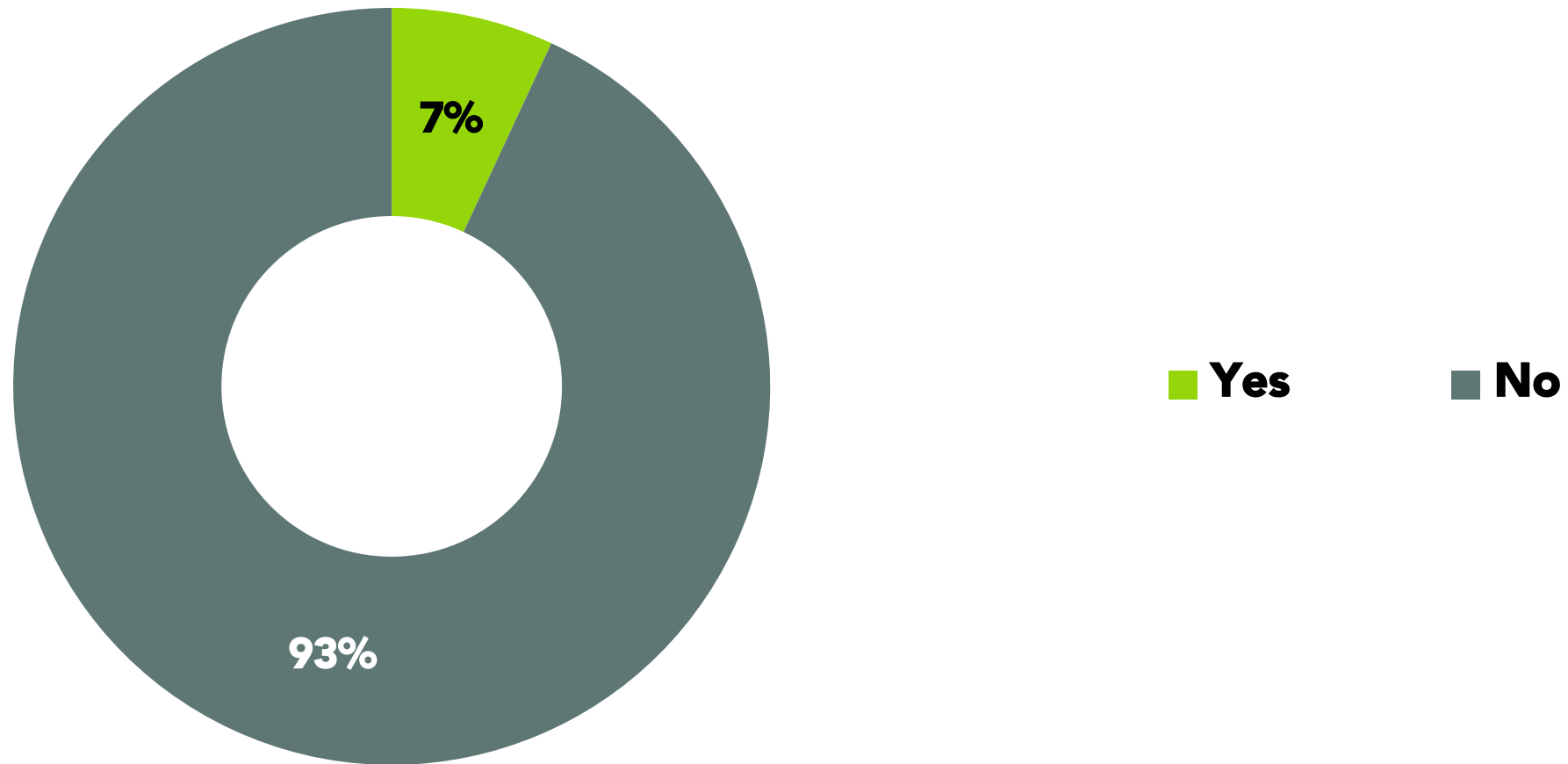
WOMEN ONLY



Have you ever used prescription-based birth control/contraceptives?

HAD PROBLEMS GETTING A PRESCRIPTION FOR BIRTH CONTROL/CONTRACEPTIVES

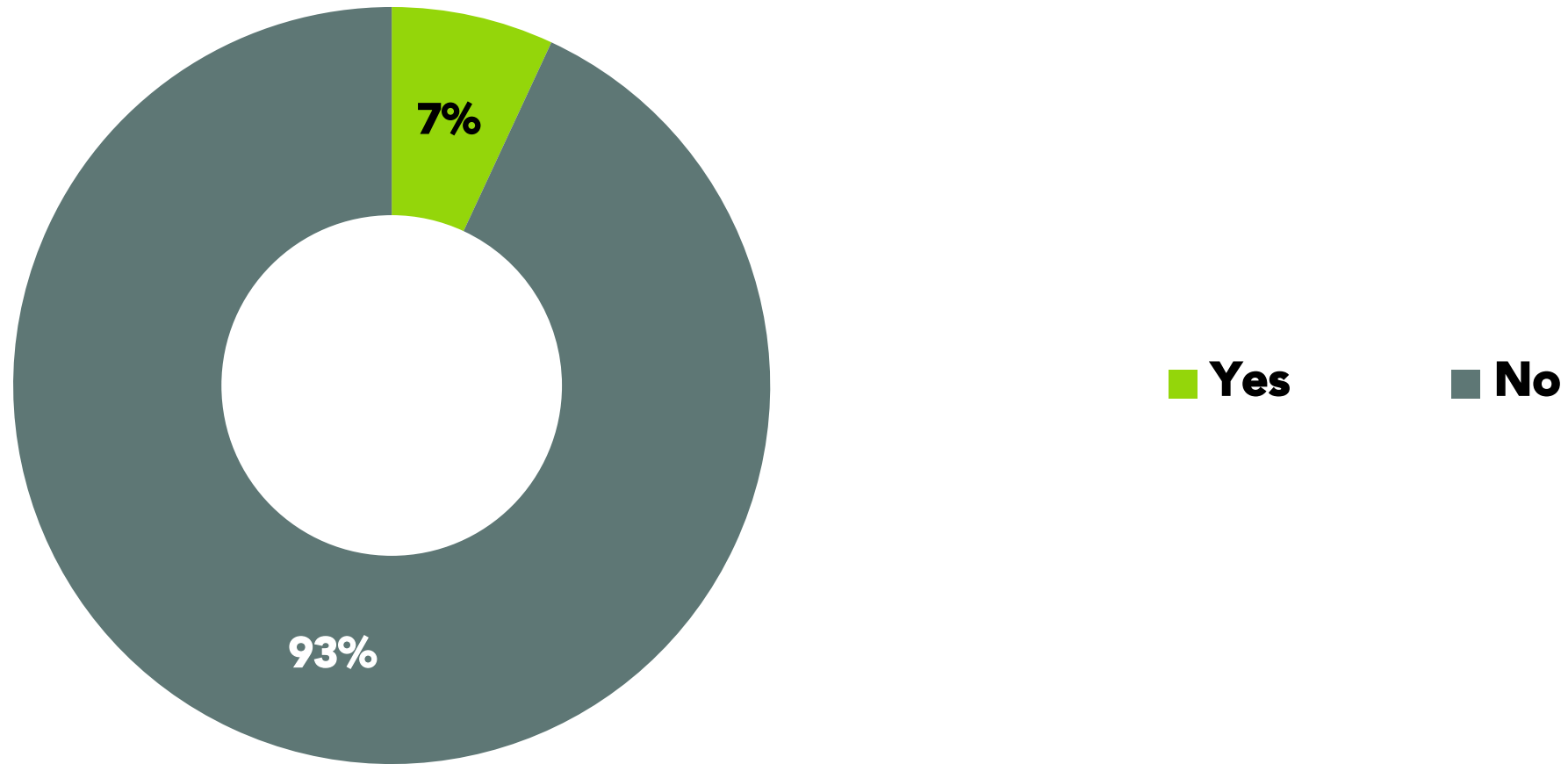
WOMEN WHO HAVE EXPERIENCE USING BIRTH CONTROL/CONTRACEPTIVES ONLY



Getting a prescription for birth control/contraceptives: Have you ever had problems...

HAD PROBLEMS RENEWING A PRESCRIPTION FOR BIRTH CONTROL/CONTRACEPTIVES

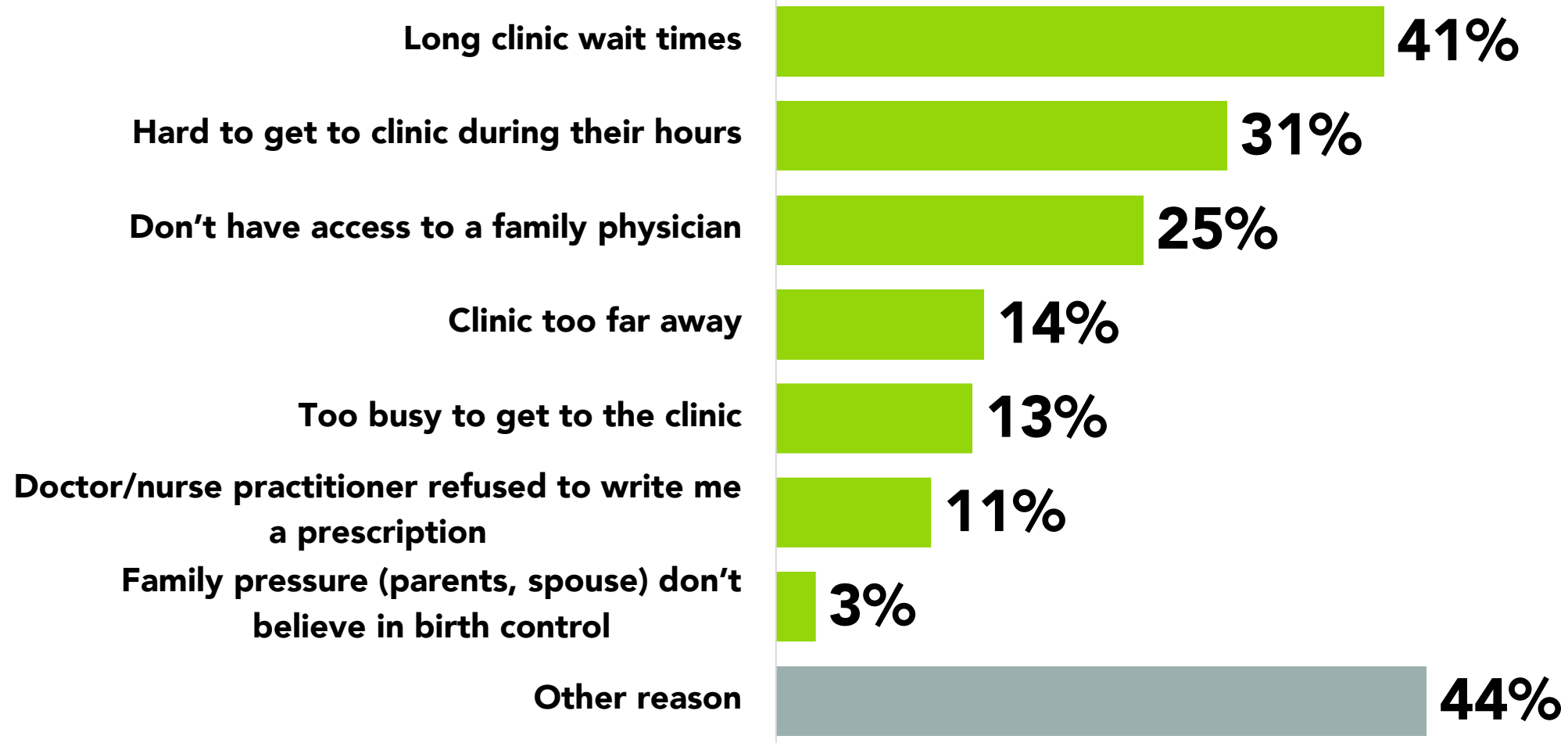
WOMEN WHO HAVE EXPERIENCE USING BIRTH CONTROL/CONTRACEPTIVES ONLY



Renewing a prescription for birth control/contraceptives: Have you ever had problems...

WHY DID YOU HAVE DIFFICULTY

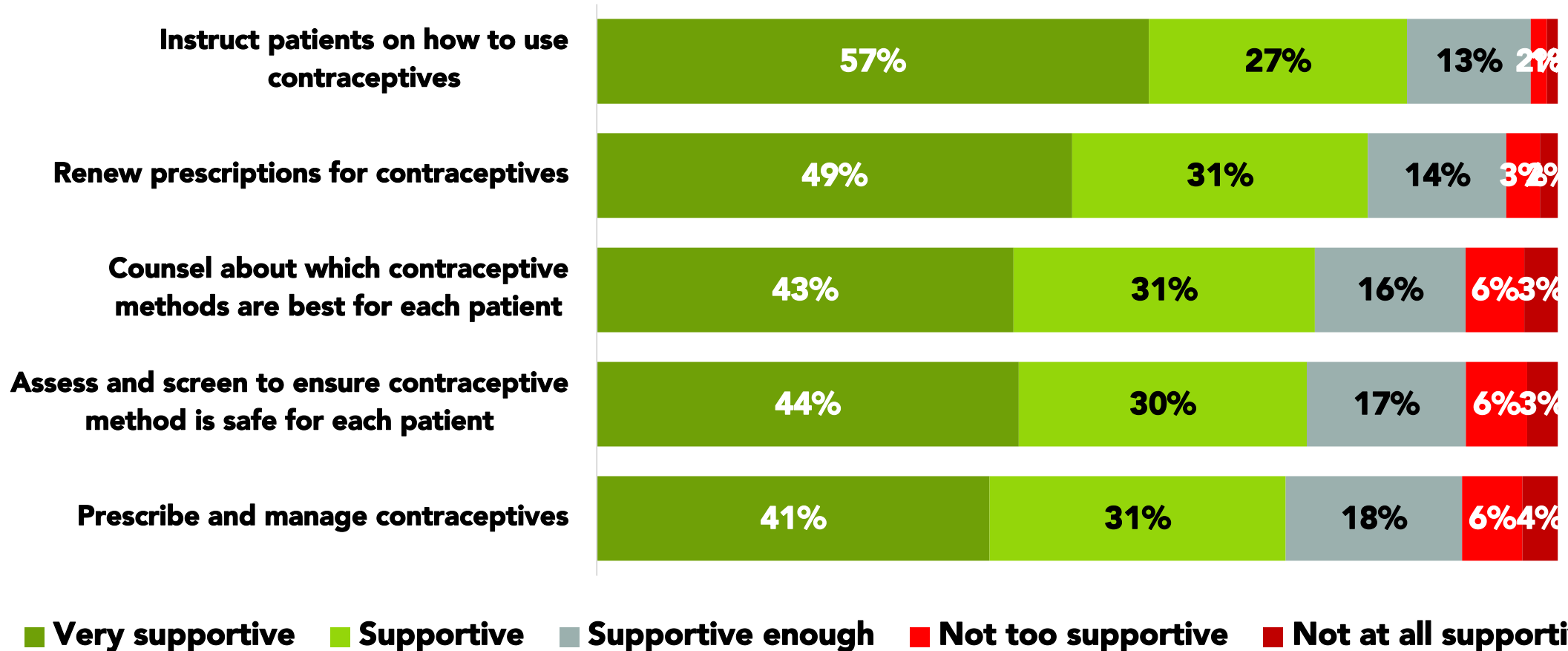
WOMEN ONLY [THOSE WHO HAD DIFFICULTY ACCESSING BC]



Why did you have difficulty? Select all that apply

SUPPORT PHARMACIST BEING ABLE TO...

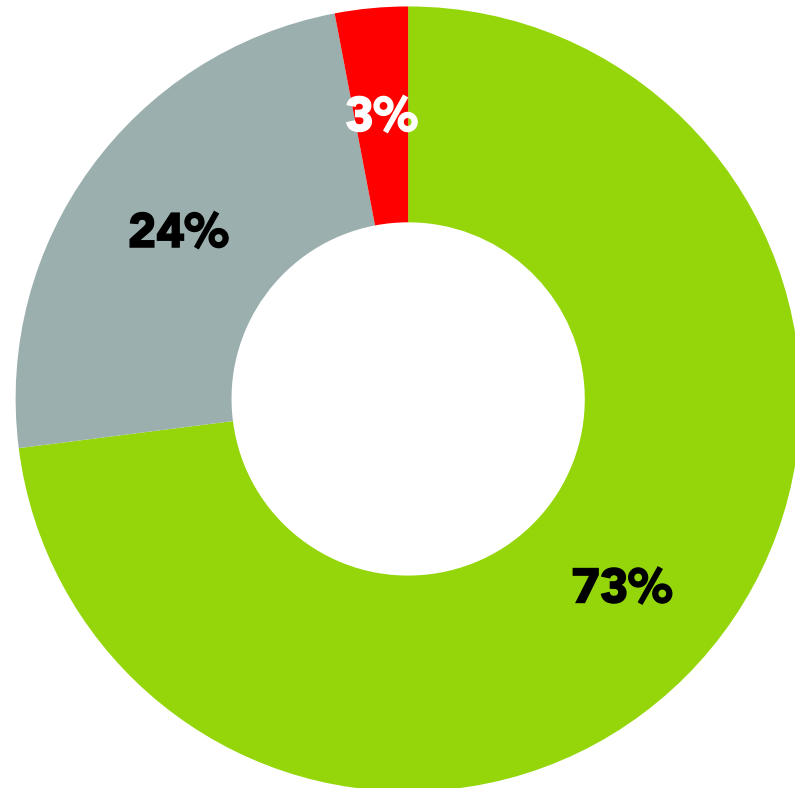
WOMEN WHO HAVE EXPERIENCE USING BIRTH CONTROL/CONTRACEPTIVES ONLY



Pharmacists in a few Canadian provinces can now prescribe birth control to varying degrees. Are you supportive of pharmacists being able to...

DO YOU BELIEVE PHARMACISTS ASSESSING AND PRESCRIBING BIRTH CONTROL WOULD RESULT IN...

WOMEN WHO HAVE EXPERIENCE USING BIRTH CONTROL/CONTRACEPTIVES ONLY



■ **Better access to birth control**

■ **Make no difference in the access Canadians have to birth control**

■ **Worse access to birth control**

And do you believe pharmacists assessing and prescribing birth control would result in...



II. PHARMACISTS & UTIS

KEY FINDINGS

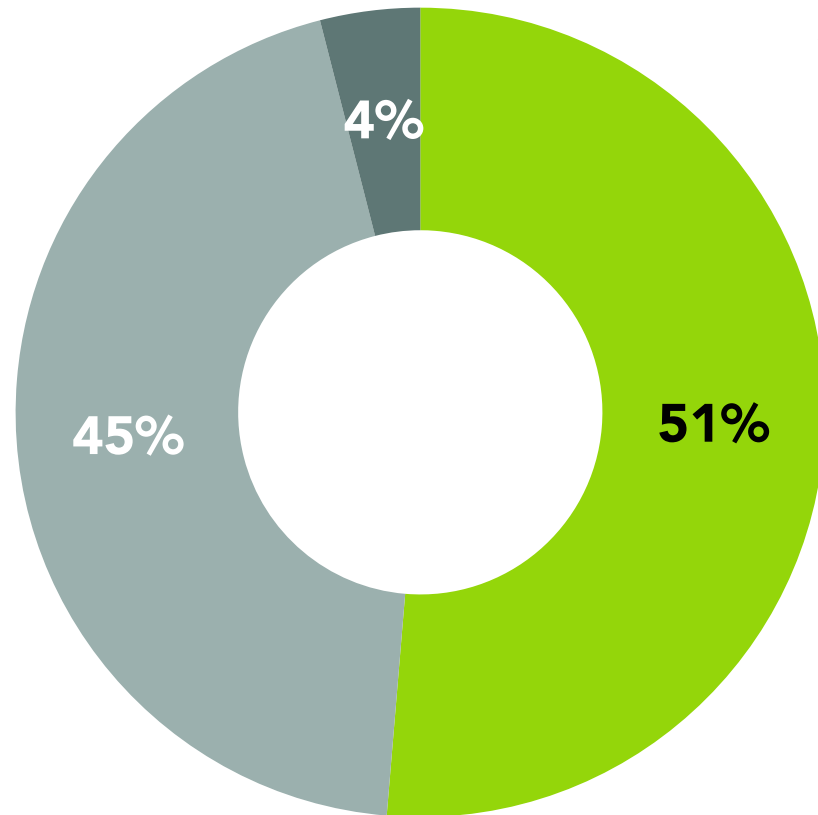
- **About half of women have experience seeking treatment for a UTI**
 - **Three-quarters would access medical resources to treat their UTI (76%), while a quarter would treat it themselves with home remedies.**
- **Most are inclined to say accessing medical treatment for a UTI is easy, including 60% who say it is very/somewhat easy. Only 7% say it is difficult to access treatment.**
- **This discrepancy in wait times is important since among those who have sought treatment, 37% say they were met with long wait times, and 27% say clinic hours were also a barrier**

KEY FINDINGS

- Right now a majority of women would seek treatment from their family doctor as the first step for dealing with a UTI (66%) and getting a prescription for Birth Control (77%). However, for managing common ailments (67%) and digestive issues (62%), the pharmacy is the first stop.
 - 41% have gone directly to the pharmacy for a stomach illness/diarrhea, while 31% have gone directly when dealing with a high fever.
- While most aren't current seeking treatment from pharmacists for UTIs, two-thirds say they are well suited to effectively treat most UTI cases (65%).

SOUGHT TREATMENT FOR A UTI

WOMEN ONLY



51%

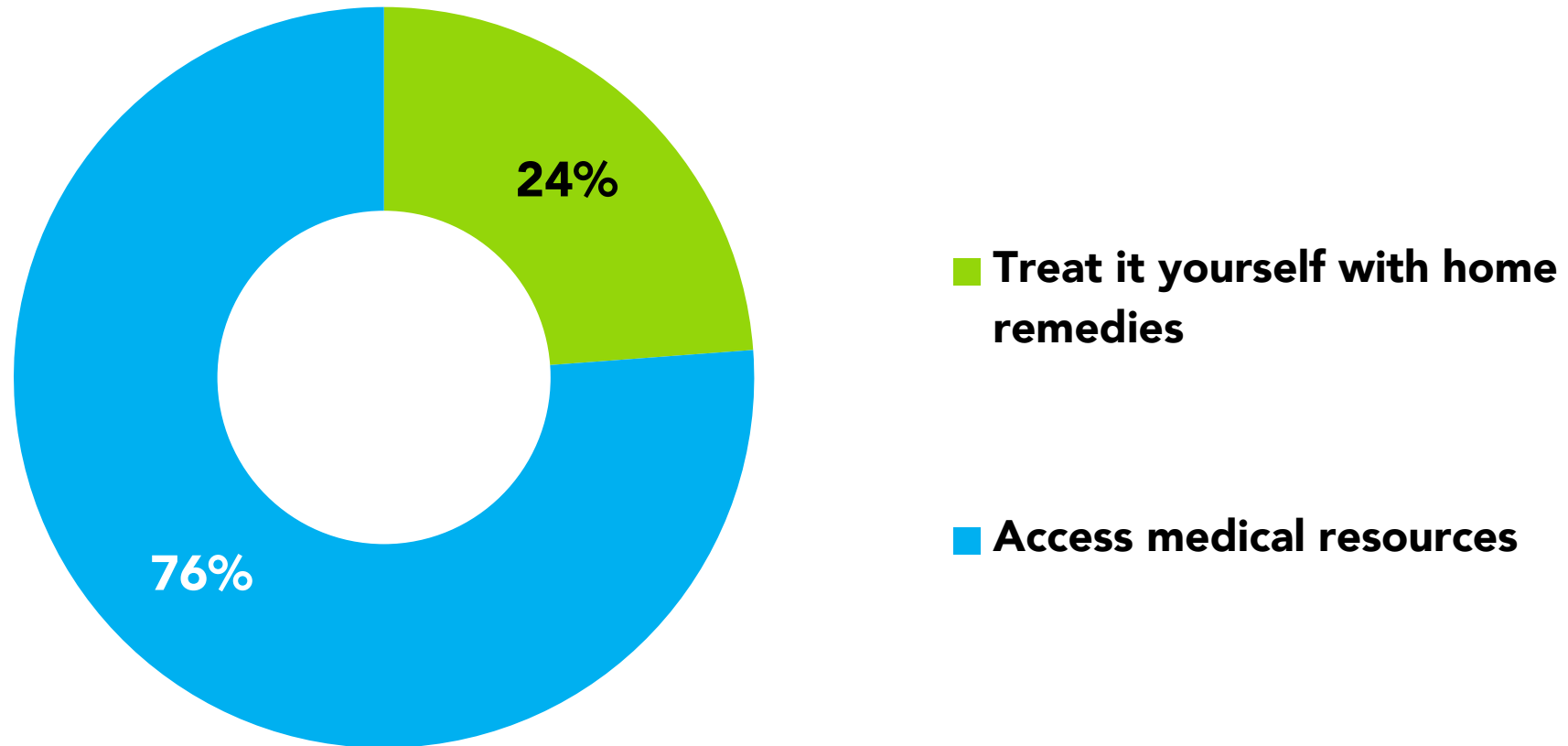
have sought treatment for a
UTI

- Yes
- No
- Don't feel comfortable saying one way or another

Have you ever sought treatment for a UTI?

GENERAL APPROACH WITH A UTI

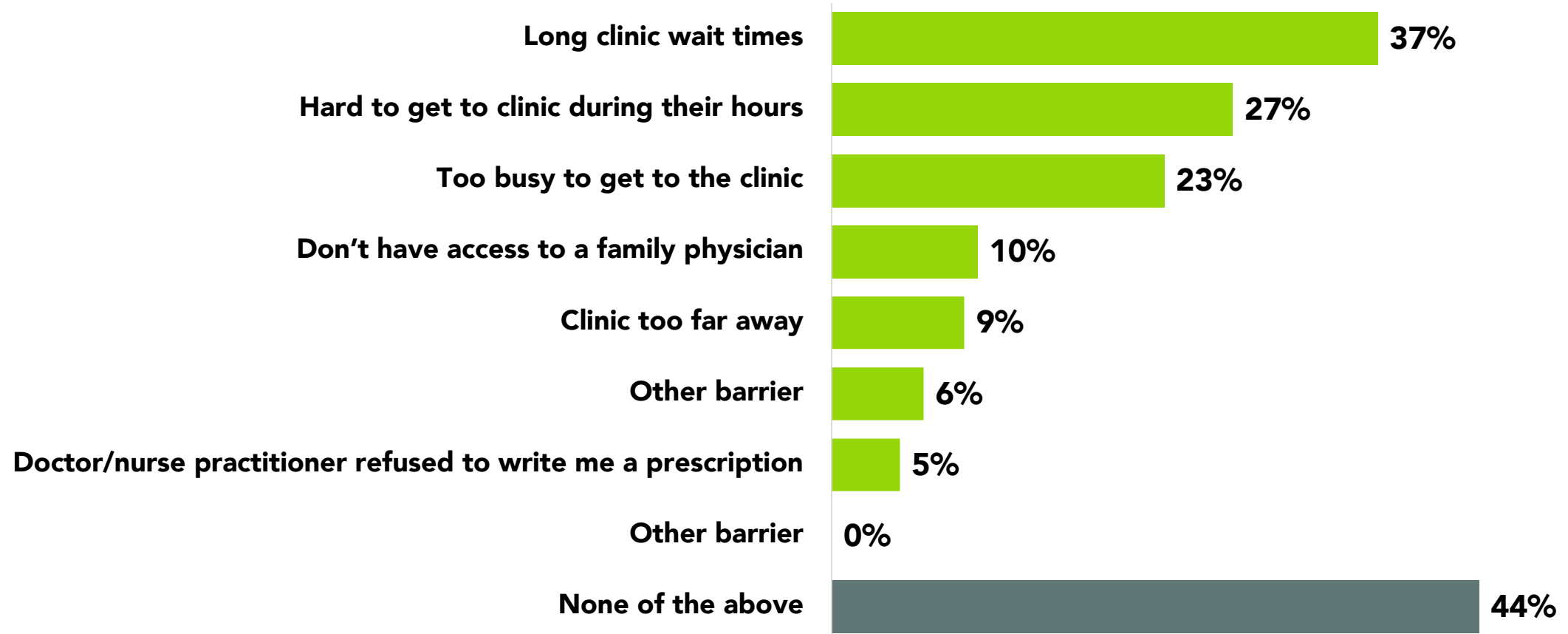
WOMEN ONLY



Based on your current knowledge or past experiences, would your general approach with a UTI be to treat it yourself with home remedies, or go access a medical professional?

FACED ANY OF THE BARRIERS BELOW WHILE ATTEMPTING TO GET MEDICAL TREATMENT FOR A UTI

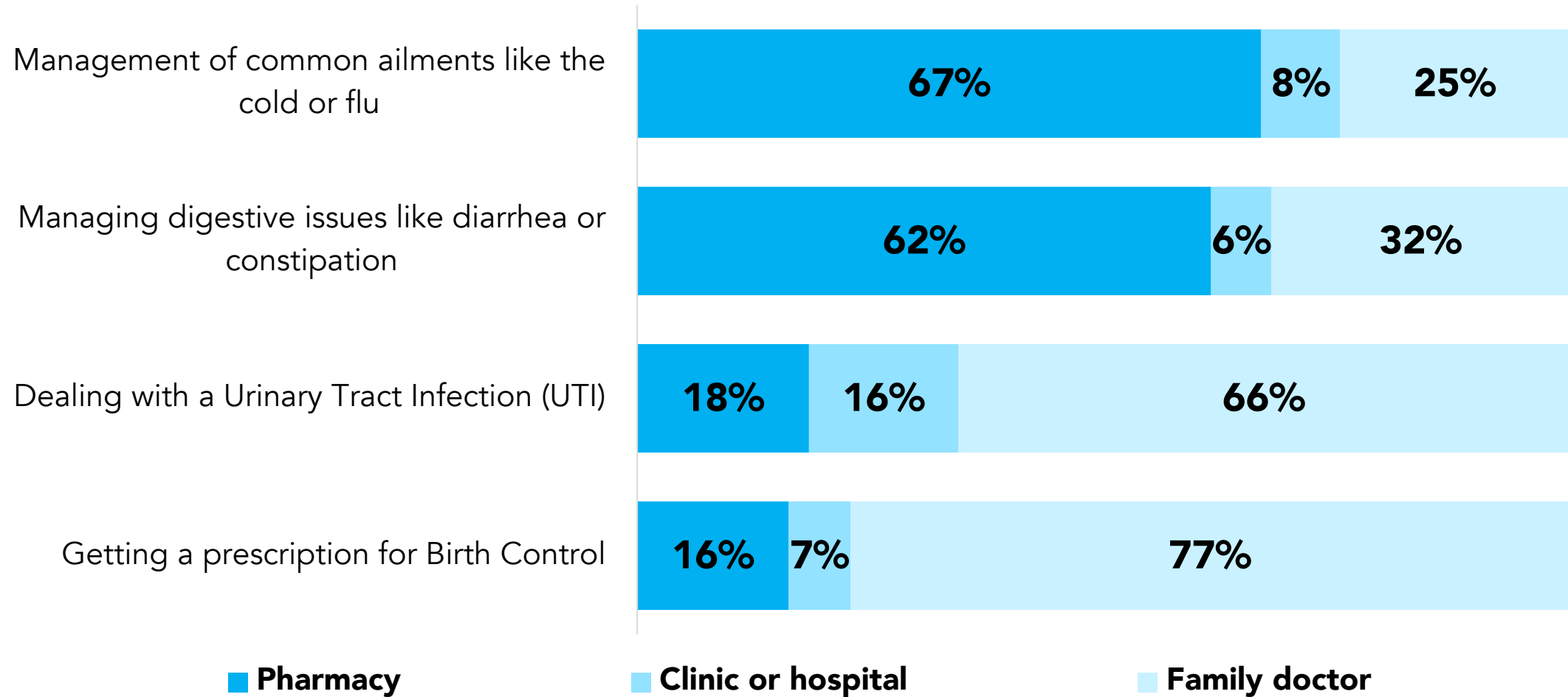
SOUGHT TREATMENT FOR UTI



Have you faced any of the barriers below while attempting to get medical treatment for a UTI

INSTANCES OF REQUIRING A MEDICAL ASSESSMENT

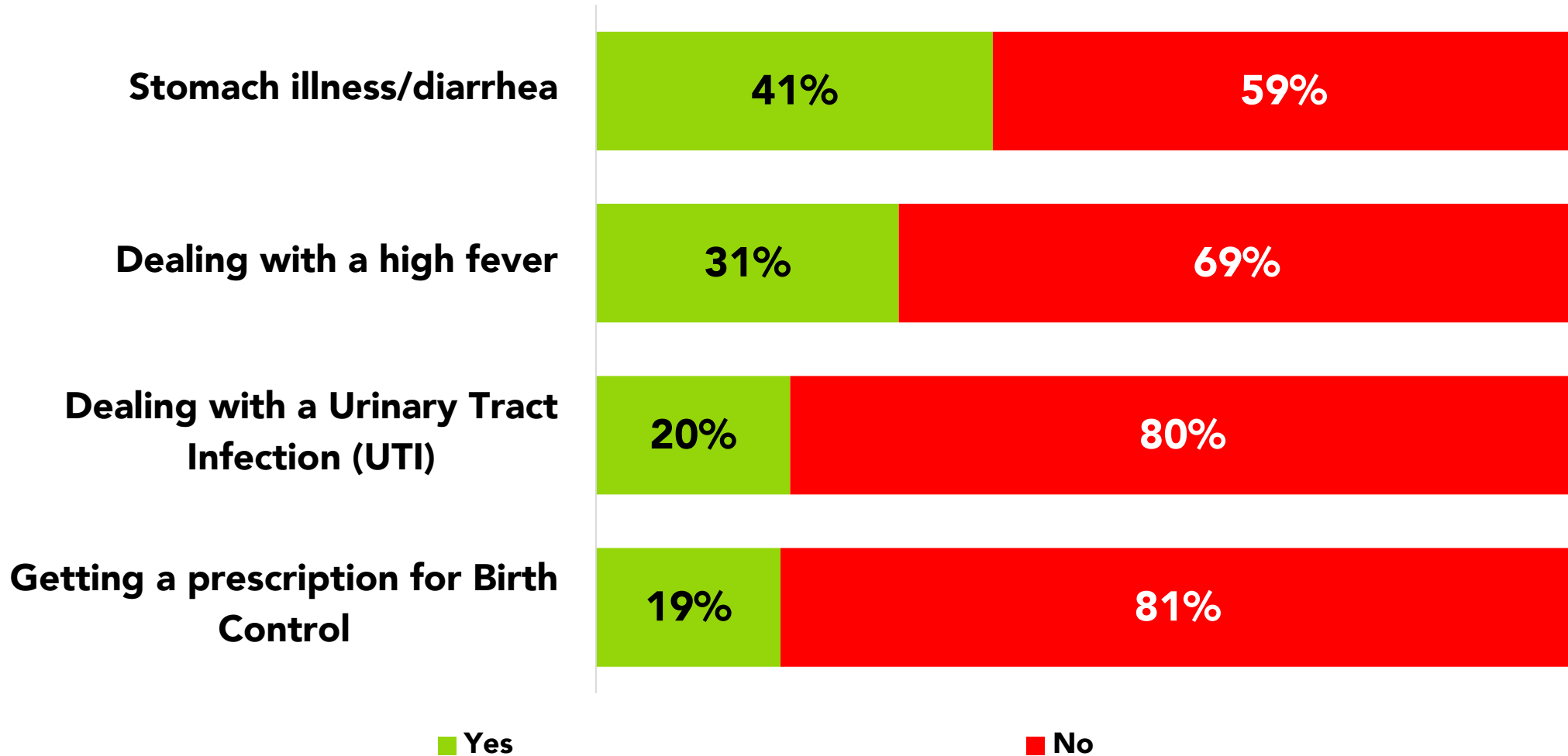
WOMEN ONLY



Below are several instances where you may require a medical assessment or treatment. For each, tell me if your typical first step to deal with this issue would be to go to a medical clinic or hospital, your family doctor, or a pharmacy.

GONE DIRECTLY TO A PHARMACIST FIRST

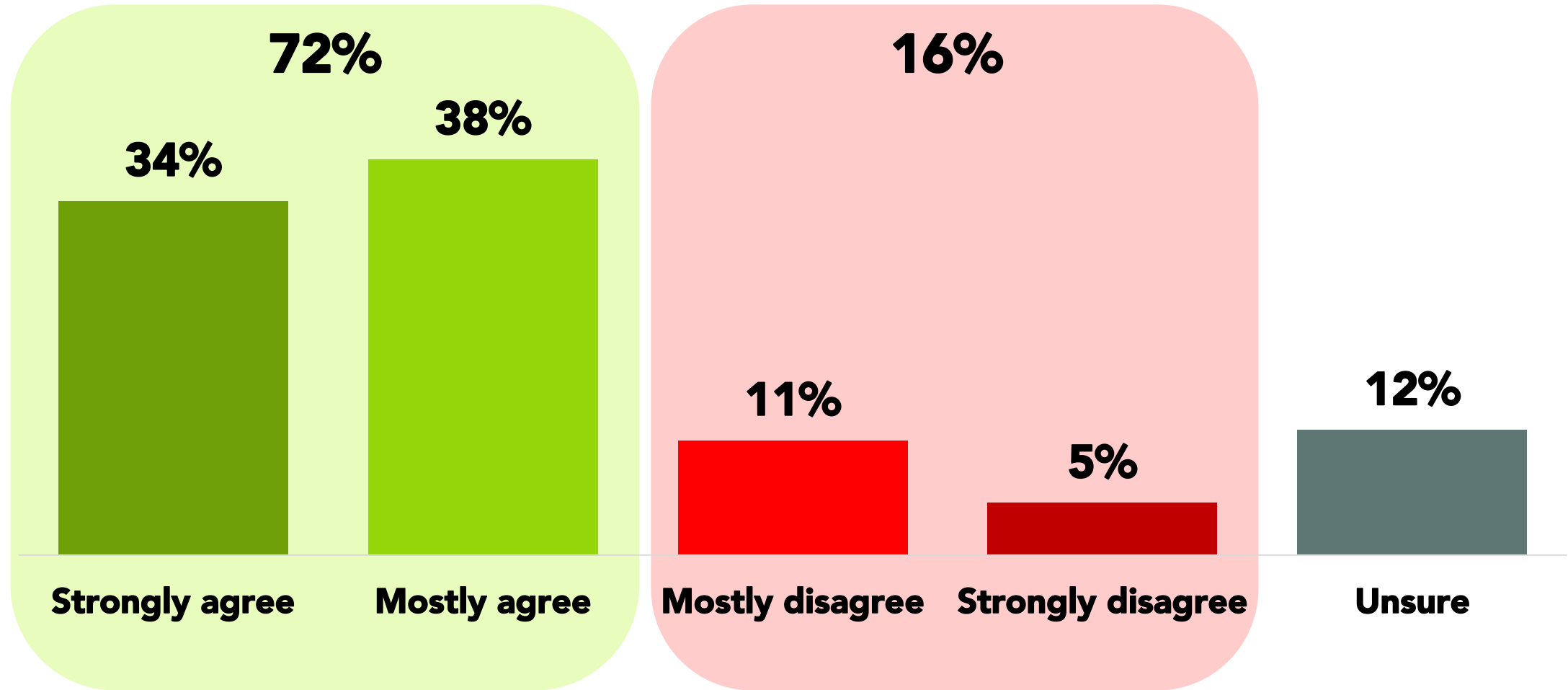
WOMEN ONLY



And have you ever gone directly to a pharmacist for any of the following?

MOST CASES OF UTIS CAN BE EFFECTIVELY TREATED IN A PHARMACY BY A PHARMACIST

WOMEN WHO HAVE EXPERIENCED A UTI



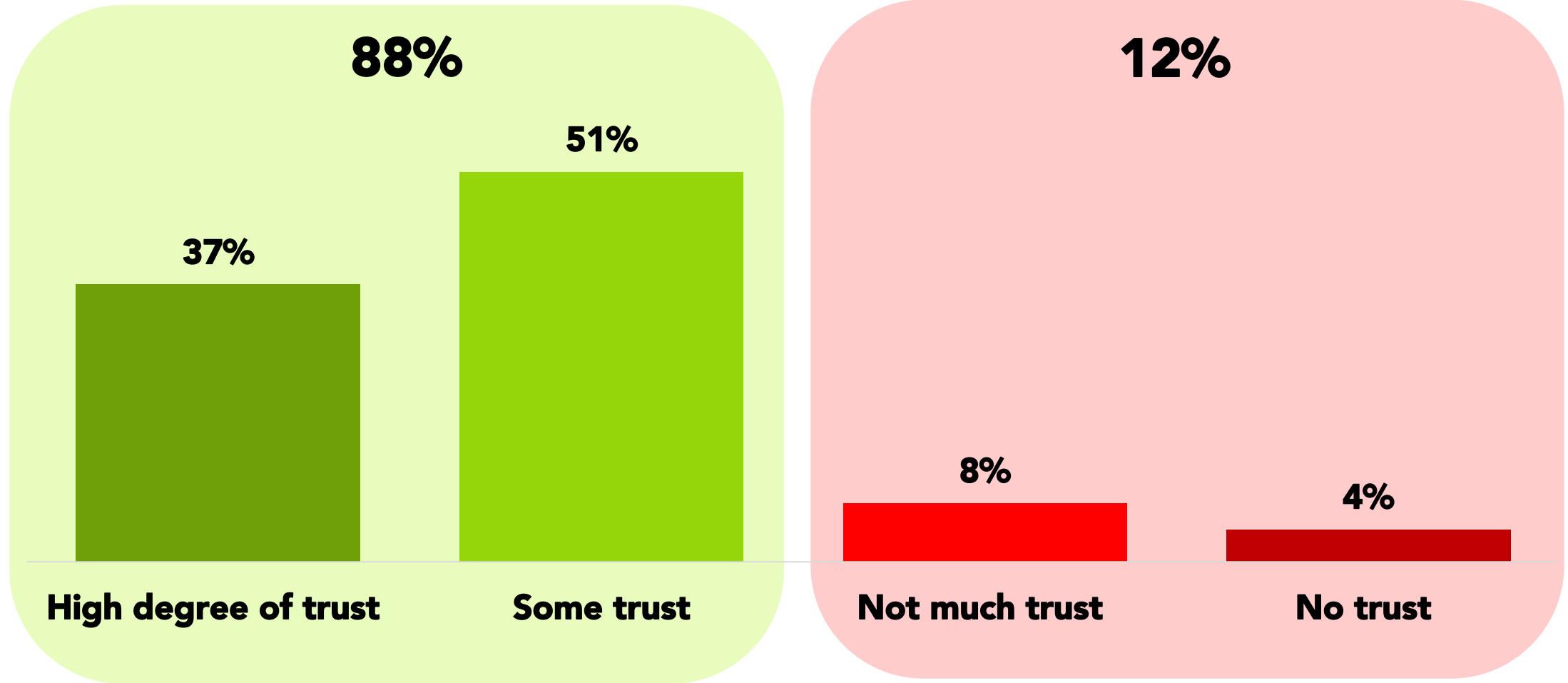
To what extent do you agree/disagree that most cases of UTIs can be effectively treated in a pharmacy by a pharmacist?

KEY FINDINGS

- **Overall support for pharmacist treatment of common ailments to women is even higher– 88% trust pharmacists to access and prescribe treatments for common ailments like UTIs, and painful periods.**
 - **66% are supportive of pharmacist independently offering services for UTI assessment and treatments, and prescribing birth control.**
- **A majority say treatment from pharmacists is faster and more flexible, compared to doctors, however only 14% say pharmacists are better than doctors for ‘better quality of care’.**
 - **52% say pharmacists prescribing treatments for UTIs would lead to better access, and 77% agree it would free up time for physicians.**

HOW MUCH TRUST DO YOU HAVE IN PHARMACISTS TO ACCESS AND PRESCRIBE TREATMENTS FOR AILMENTS COMMON TO WOMEN?

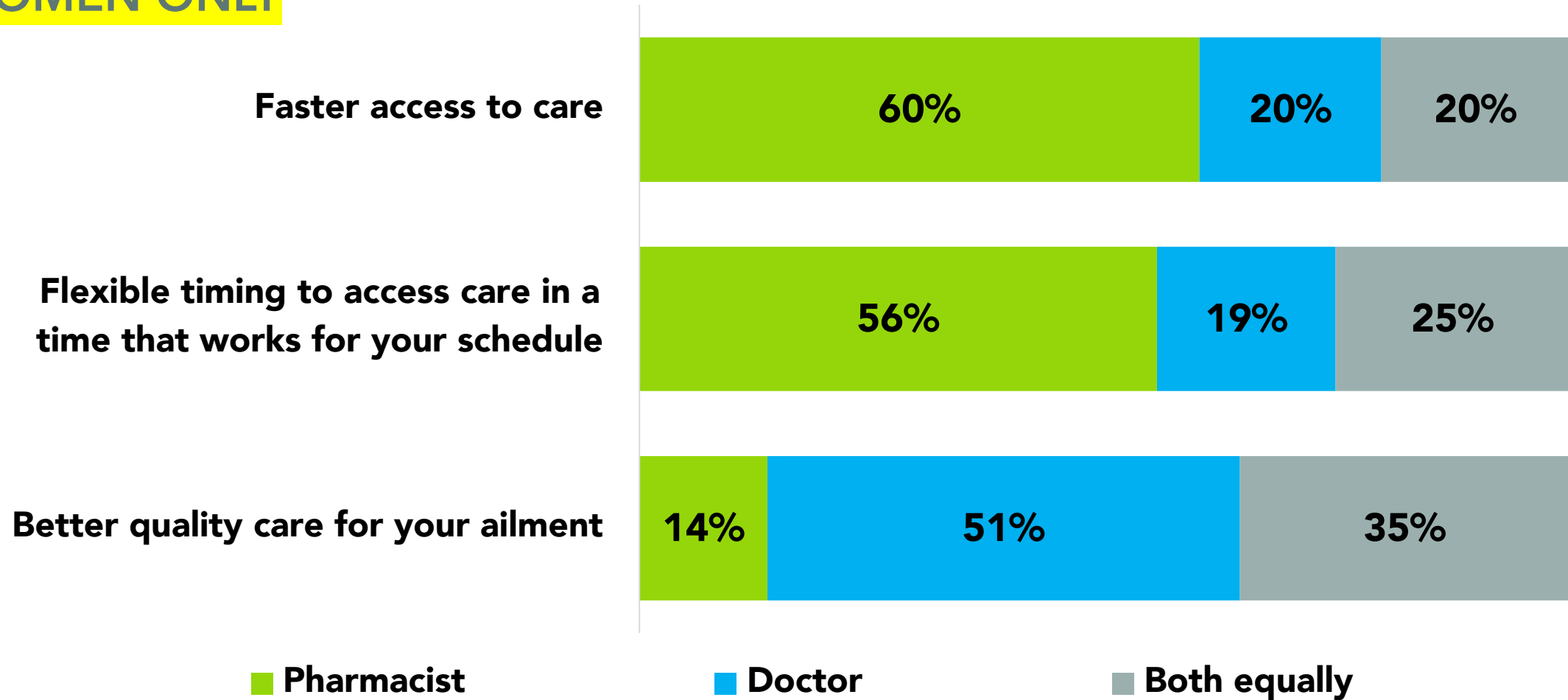
WOMEN ONLY



I want you to think of other ailments common to women (UTIs, yeast infections, painful periods, menopause etc...). Thinking of these issues being treated as a group, are these issues you...

DEALING WITH COMMON AILMENTS

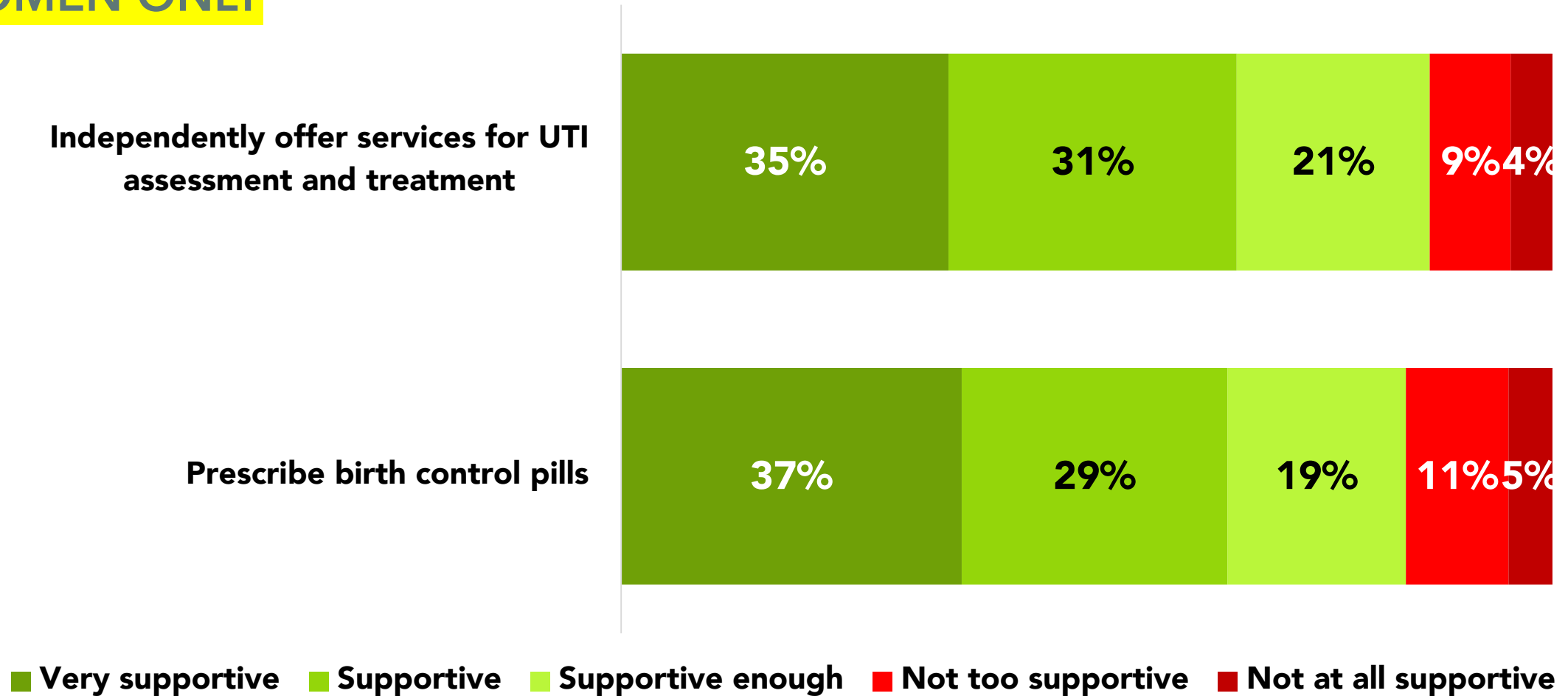
WOMEN ONLY



And if you were to go to a pharmacist or a doctor to deal with ailments common to women (UTIs, yeast infections, painful periods, menopause etc...), which of the two would you...

ARE YOU SUPPORTIVE OF PHARMACISTS BEING ABLE TO...

WOMEN ONLY

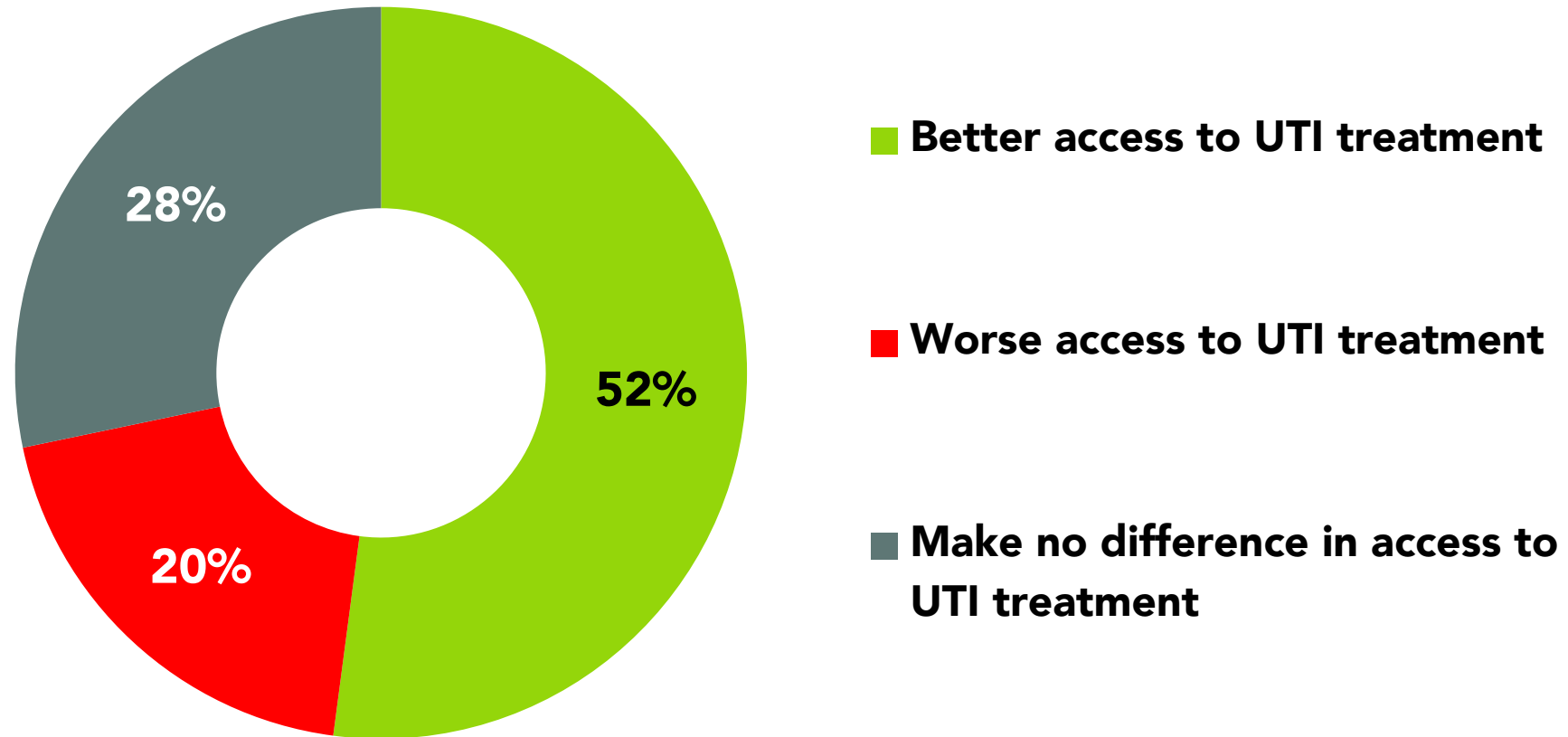


Many provinces do not offer pharmacist services for UTIs, and some do not allow pharmacists to prescribe birth control pills.

Are you supportive of pharmacists being able to...

AND DO YOU BELIEVE PHARMACISTS ASSESSING AND PRESCRIBING TREATMENT TO UTIS WOULD RESULT IN...

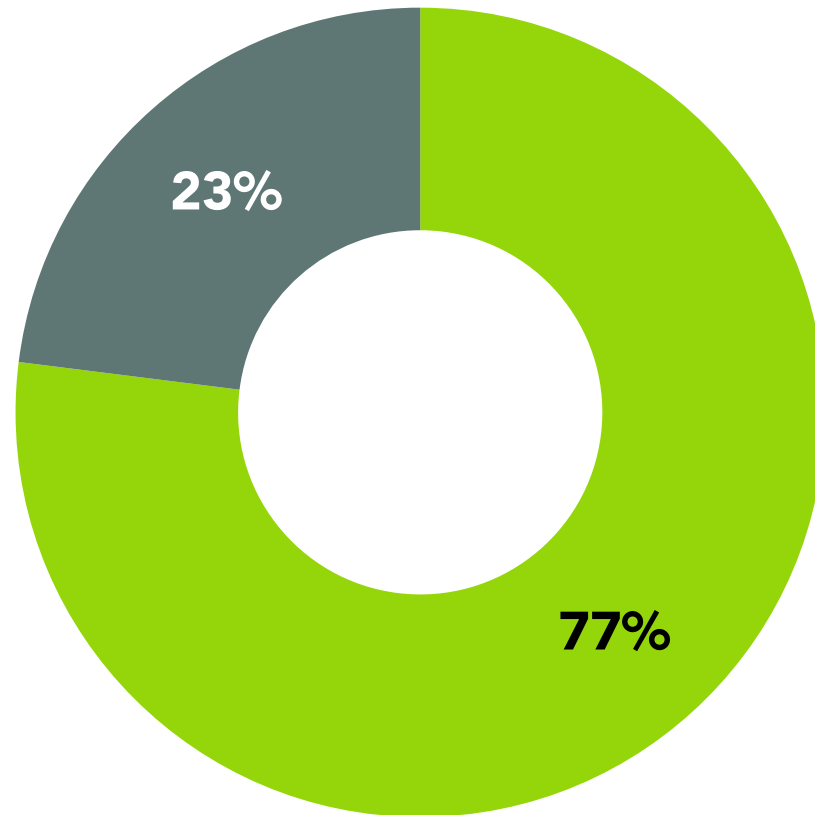
WOMEN ONLY



And do you believe pharmacists assessing and prescribing treatment to UTIs would result in...

AND DO YOU BELIEVE PHARMACISTS ASSESSING AND PRESCRIBING TREATMENT TO UTIS WOULD RESULT IN...

WOMEN ONLY



■ Free up physician time to tackle other problems

■ Have no impact on physician time to tackle other problems

And do you believe pharmacists assessing and prescribing treatment to UTIs would result in...