

YouGov / Community Pharmacy England Survey Results

Sample Size: 1920 Adults in England

Fieldwork: 12th - 13th May 2025

Weighted Sample

Unweighted Sample

	Vote in 2024 GE					EU Ref 2016		Gender		Age				Social Grade		Region			
	Total	Con	Lab	Lib Dem	Reform UK	Remain	Leave	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	North	Midlands	London	Rest of South
1920	367	492	186	219	657	712	933	987	202	801	472	445	1114	806	528	365	267	760	
1920	356	546	205	235	769	721	840	1080	124	732	493	571	1175	745	531	357	238	794	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
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How easy or difficult was it to access the following

NHS services last winter?

General practice (GP)

Very easy	9	11	10	8	4	10	9	9	8	8	8	9	10	8	9	10	8	8	8
Fairly easy	30	32	30	35	25	34	29	31	30	22	31	32	32	32	28	33	30	32	28
TOTAL EASY	39	43	40	43	29	44	38	40	38	30	39	41	42	40	37	43	38	40	36
Fairly difficult	21	20	23	23	25	21	22	19	24	13	23	20	24	21	22	19	20	24	23
Very difficult	16	16	13	16	23	14	19	14	19	19	13	18	19	15	19	13	18	15	18
TOTAL DIFFICULT	37	36	36	39	48	35	41	33	43	32	36	38	43	36	41	32	38	39	41
Not applicable – I did not try to access this service last winter	21	18	23	17	20	20	19	25	17	35	23	18	13	21	20	22	20	20	21
Don't know	2	2	1	2	3	1	2	2	2	3	2	2	1	2	2	3	3	0	2

Community Pharmacy

Very easy	27	30	28	29	23	30	28	25	29	19	23	32	33	27	27	28	27	26	27
Fairly easy	31	30	31	36	40	33	31	32	31	20	34	30	32	32	30	32	30	32	31
TOTAL EASY	58	60	59	65	63	63	59	57	60	39	57	62	65	59	57	60	57	58	58
Fairly difficult	4	3	6	3	3	4	3	4	4	4	6	4	2	4	5	3	4	4	5
Very difficult	1	0	1	2	1	1	1	2	1	7	1	1	1	1	2	2	1	1	2
TOTAL DIFFICULT	5	3	7	5	4	5	4	6	5	11	7	5	3	5	7	5	5	5	7
Not applicable – I did not try to access this service last winter	31	31	30	26	29	29	32	33	29	40	33	28	27	31	31	30	32	32	30
Don't know	5	5	3	5	4	2	5	5	5	10	3	5	4	4	5	4	7	4	5

A&E

Very easy	5	8	6	5	3	6	5	5	6	2	6	5	5	4	6	6	4	5	6
Fairly easy	13	11	12	13	16	13	13	13	13	11	13	12	13	13	12	9	13	17	13
TOTAL EASY	18	19	18	18	19	19	18	18	19	13	19	17	18	17	18	15	17	22	19
Fairly difficult	10	8	10	13	12	9	10	11	10	12	11	9	9	11	10	10	10	15	9
Very difficult	8	5	9	6	12	7	8	7	8	7	8	9	6	7	9	9	7	6	8
TOTAL DIFFICULT	18	13	19	19	24	16	18	18	18	19	19	18	15	18	19	19	17	21	17
Not applicable – I did not try to access this service last winter	58	61	59	56	51	60	57	57	58	65	56	57	59	58	57	60	60	49	58
Don't know	6	7	5	8	5	4	7	7	6	3	5	9	7	6	7	7	5	8	6

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Unweighted Sample	1920	356	546	205	235	769	721	840	1080	124	732	493	571	1175	745	531	357	238	794
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Non-urgent hospital services

Very easy	6	7	6	5	3	6	5	6	5	4	6	5	6	6	5	7	5	5	5
Fairly easy	16	18	17	17	16	19	17	17	15	7	16	19	18	16	16	15	16	21	15
TOTAL EASY	22	25	23	22	19	25	22	23	20	11	22	24	24	22	21	22	21	26	20
Fairly difficult	14	13	14	11	20	14	13	14	15	19	15	12	13	14	14	14	11	15	16
Very difficult	8	6	8	9	10	7	8	7	8	5	6	10	8	7	8	6	9	8	8
TOTAL DIFFICULT	22	19	22	20	30	21	21	21	23	24	21	22	21	21	22	20	20	23	24
Not applicable – I did not try to access this service last winter	51	51	50	51	47	50	50	51	50	59	52	47	48	52	49	53	51	45	51
Don't know	6	5	5	8	5	5	7	5	7	6	5	7	7	5	8	7	8	6	5

Dentist

Very easy	14	21	11	11	15	13	16	12	15	13	10	14	20	13	15	17	14	14	11
Fairly easy	23	21	25	26	26	26	21	22	24	25	21	23	25	25	20	23	26	26	20
TOTAL EASY	37	42	36	37	41	39	37	34	39	38	31	37	45	38	35	40	40	40	31
Fairly difficult	9	8	8	13	8	10	8	8	10	10	9	10	7	9	9	8	9	11	9
Very difficult	20	17	23	22	19	19	21	19	21	9	21	23	20	18	23	22	15	12	24
TOTAL DIFFICULT	29	25	31	35	27	29	29	27	31	19	30	33	27	27	32	30	24	23	33
Not applicable – I did not try to access this service last winter	31	30	30	26	27	30	31	35	27	39	34	25	26	32	29	26	33	32	33
Don't know	4	3	4	3	5	2	3	4	3	5	4	4	3	3	4	4	3	4	4

You previously said you struggled to access the following NHS services last winter.

Did this or did this not have a negative effect on your medical condition at that time?

General practice (GP)

[Asked only to those who said they found it very or fairly difficult to access GP services last winter; n=748]

It did	50	53	51	55	48	51	48	41	57	51	51	52	49	44	58	50	49	55	50
It did not	40	39	39	39	42	39	42	47	35	35	41	39	41	45	33	40	42	37	40
Don't know	10	8	10	6	9	10	10	12	8	14	9	10	10	10	9	10	9	8	11

Sample Size: 1920 Adults in England
Fieldwork: 12th - 13th May 2025

Weighted Sample Unweighted Sample		Vote in 2024 GE				EU Ref 2016		Gender		Age				Social Grade		Region			
	Total	Con	Lab	Lib Dem	Reform UK	Remain	Leave	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	North	Midlands	London	Rest of South
	1920	367	492	186	219	657	712	933	987	202	801	472	445	1114	806	528	365	267	760
	1920	356	546	205	235	769	721	840	1080	124	732	493	571	1175	745	531	357	238	794
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Community pharmacy

[Asked only to those who said they found it very or fairly difficult to access community pharmacy services last winter; n=100]

It did	37	30	44	28	38	34	36	27	48	32	41	37	36	34	40	46	40	55	27
It did not	51	65	47	62	56	59	56	54	48	36	53	58	55	59	41	42	47	37	60
Don't know	12	5	9	10	7	8	8	20	5	33	6	5	9	6	18	12	14	8	12

A&E

[Asked only to those who said they found it very or fairly difficult to access A&E services last winter; n=347]

It did	37	39	41	35	29	35	39	28	46	35	43	35	29	32	45	29	44	39	40
It did not	52	54	48	61	53	54	52	59	44	46	48	50	65	60	41	60	44	51	50
Don't know	11	7	11	4	18	11	9	12	9	19	9	15	6	8	14	11	13	10	10

Non-urgent hospital services

[Asked only to those who said they found it very or fairly difficult to access non-urgent hospital services last winter; n=426]

It did	37	42	37	45	33	36	38	30	44	28	38	39	38	38	36	39	43	43	32
It did not	49	45	45	46	53	48	50	57	41	53	48	49	47	47	51	46	43	41	55
Don't know	14	13	18	9	14	16	12	13	15	19	14	12	14	14	13	15	14	17	13

Dentist

[Asked only to those who said they found it very or fairly difficult to access dentist services last winter; n=560]

It did	46	47	48	35	53	48	47	44	48	30	47	51	43	44	49	48	45	44	46
It did not	45	45	43	55	40	43	46	47	43	48	43	43	48	48	40	41	49	45	45
Don't know	9	9	9	11	7	10	7	9	9	22	9	6	9	8	11	11	6	12	9

Sample Size: 1920 Adults in England
Fieldwork: 12th - 13th May 2025

	Vote in 2024 GE					EU Ref 2016		Gender		Age				Social Grade		Region			
	Total	Con	Lab	Lib Dem	Reform UK	Remain	Leave	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	North	Midlands	London	Rest of South
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Unweighted Sample	1920	356	546	205	235	769	721	840	1080	124	732	493	571	1175	745	531	357	238	794
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Thinking about this coming winter, how concerned, if at all, are you about accessing the following services?

General practice (GP)

Very concerned	17	18	17	15	21	15	21	13	20	13	14	18	22	16	19	16	17	19	17
Fairly concerned	29	28	27	31	31	28	26	26	32	40	26	29	29	28	30	22	30	32	32
TOTAL CONCERNED	46	46	44	46	52	43	47	39	52	53	40	47	51	44	49	38	47	51	49
Not very concerned	30	33	32	33	27	34	29	33	28	22	31	31	32	31	29	37	26	24	30
Not at all concerned	18	16	19	17	15	18	19	22	14	16	20	17	14	19	16	19	19	17	17
TOTAL NOT CONCERNED	48	49	51	50	42	52	48	55	42	38	51	48	46	50	45	56	45	41	47
Don't know	6	5	5	4	6	4	5	6	7	8	8	5	3	6	7	6	7	8	5

Community pharmacy

Very concerned	4	2	4	4	5	2	4	3	4	8	3	3	3	4	3	4	3	5	3
Fairly concerned	11	12	10	6	11	10	9	13	10	20	12	8	9	11	13	9	15	12	12
TOTAL CONCERNED	15	14	14	10	16	12	13	16	14	28	15	11	12	15	16	13	18	17	15
Not very concerned	38	38	38	43	37	42	36	36	40	30	37	38	42	37	38	40	33	35	39
Not at all concerned	37	40	39	41	39	38	41	40	35	29	37	42	35	39	34	36	39	36	38
TOTAL NOT CONCERNED	75	78	77	84	76	80	77	76	75	59	74	80	77	76	72	76	72	71	77
Don't know	10	8	9	6	8	7	10	8	12	12	11	8	10	9	12	12	11	12	8

A&E

Very concerned	20	18	19	17	28	16	26	17	22	17	17	23	22	20	20	22	20	21	18
Fairly concerned	30	31	29	32	30	34	25	29	31	40	27	28	31	31	28	28	29	29	31
TOTAL CONCERNED	50	49	48	49	58	50	51	46	53	57	44	51	53	51	48	50	49	50	49
Not very concerned	26	27	29	26	23	28	24	27	24	19	27	26	26	25	26	26	22	26	27
Not at all concerned	14	14	15	13	8	14	14	17	11	11	16	14	12	14	14	13	16	11	14
TOTAL NOT CONCERNED	40	41	44	39	31	42	38	44	35	30	43	40	38	39	40	39	38	37	41
Don't know	11	10	9	11	11	8	11	10	12	13	13	9	9	11	12	10	13	13	10

Non-urgent hospital services

Very concerned	10	8	9	9	12	9	10	8	11	10	9	10	10	9	10	10	10	12	8
Fairly concerned	26	31	25	26	27	25	27	24	28	31	22	26	32	25	27	22	28	27	28
TOTAL CONCERNED	36	39	34	35	39	34	37	32	39	41	31	36	42	34	37	32	38	39	36
Not very concerned	36	38	39	37	37	42	35	39	34	29	37	37	39	37	35	43	32	31	36
Not at all concerned	15	13	17	15	11	15	16	19	12	15	18	17	9	16	14	13	17	16	16
TOTAL NOT CONCERNED	51	51	56	52	48	57	51	58	46	44	55	54	48	53	49	56	49	47	52
Don't know	13	10	11	13	12	9	13	11	14	14	15	10	10	12	13	12	13	14	12

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	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Dentist

Very concerned	15	15	16	11	15	13	16	13	16	10	15	16	15	13	17	17	12	14	15
Fairly concerned	17	14	17	18	15	16	17	18	16	22	17	19	13	17	18	15	17	16	19
TOTAL CONCERNED	32	29	33	29	30	29	33	31	32	32	32	35	28	30	35	32	29	30	34
Not very concerned	31	33	33	33	32	35	27	29	33	30	32	27	32	31	30	33	29	29	30
Not at all concerned	28	30	26	27	29	28	32	31	25	26	25	29	34	30	26	27	34	29	26
TOTAL NOT CONCERNED	59	63	59	60	61	63	59	60	58	56	57	56	66	61	56	60	63	58	56
Don't know	9	8	8	11	10	8	9	9	9	11	10	8	7	9	10	8	8	12	9

To what extent would you support or oppose
community pharmacies providing each of the following
NHS services?

A wider range of vaccinations (e.g. respiratory syncytial
virus, pneumococcal, child flu vaccinations)

Strongly support	49	50	55	54	41	53	46	45	52	54	49	49	47	53	44	50	48	59	45
Somewhat support	36	40	36	35	38	38	36	40	33	34	35	35	39	36	37	36	37	28	39
TOTAL SUPPORT	85	90	91	89	79	91	82	85	85	88	84	84	86	89	81	86	85	87	84
Somewhat oppose	4	4	2	3	5	2	6	4	4	2	4	4	3	3	4	5	3	3	3
Strongly oppose	2	0	2	1	5	1	3	2	2	1	2	3	2	2	3	2	3	1	2
TOTAL OPPOSE	6	4	4	4	10	3	9	6	6	3	6	7	5	5	7	7	6	4	5
Don't know	9	6	5	6	10	5	10	9	9	10	10	9	8	7	12	7	10	9	10

Asthma assessments/ support

Strongly support	47	46	50	49	44	50	44	44	50	51	49	49	41	49	44	50	48	57	41
Somewhat support	38	40	37	40	41	38	39	42	34	37	37	36	42	38	38	36	38	32	41
TOTAL SUPPORT	85	86	87	89	85	88	83	86	84	88	86	85	83	87	82	86	86	89	82
Somewhat oppose	4	5	4	4	5	4	5	3	5	0	4	4	6	4	5	3	4	2	5
Strongly oppose	2	1	2	1	3	2	1	1	2	1	1	2	2	2	1	2	1	1	1
TOTAL OPPOSE	6	6	6	5	8	6	6	4	7	1	5	6	8	6	6	5	5	3	6
Don't know	9	8	6	6	8	6	11	10	9	11	10	8	10	8	12	8	9	8	11

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	1920	356	546	205	235	769	721	840	1080	124	732	493	571	1175	745	531	357	238	794
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Stop smoking services without people needing a referral

Strongly support	54	54	58	61	54	61	53	47	60	45	54	59	51	57	49	55	54	61	50
Somewhat support	30	29	30	29	32	30	30	33	27	32	29	29	32	28	32	26	34	26	32
TOTAL SUPPORT	84	83	88	90	86	91	83	80	87	77	83	88	83	85	81	81	88	87	82
Somewhat oppose	4	5	3	2	6	2	5	5	2	3	5	2	3	3	4	5	2	1	4
Strongly oppose	2	2	1	1	1	2	1	2	1	1	2	2	2	2	1	2	1	2	1
TOTAL OPPOSE	6	7	4	3	7	4	6	7	3	4	7	4	5	5	5	7	3	3	5
Don't know	11	10	7	7	8	6	11	13	10	19	11	8	12	9	14	11	9	10	13

Increased coughs and colds support

Strongly support	48	54	50	56	49	54	48	43	54	43	48	52	48	53	42	51	49	54	45
Somewhat support	37	36	37	33	38	36	39	39	35	33	35	37	41	33	41	36	37	35	37
TOTAL SUPPORT	85	90	87	89	87	90	87	82	89	76	83	89	89	86	83	87	86	89	82
Somewhat oppose	4	3	4	5	6	5	4	6	3	3	5	3	4	5	4	5	5	1	5
Strongly oppose	2	1	2	2	2	1	1	2	1	3	1	2	1	2	2	2	1	1	2
TOTAL OPPOSE	6	4	6	7	8	6	5	8	4	6	6	5	5	7	6	7	6	2	7
Don't know	9	7	7	4	5	5	8	10	8	17	10	7	6	7	12	7	8	10	11

Increased hay fever support

Strongly support	51	54	54	54	49	56	49	45	56	42	51	56	47	54	45	52	52	55	47
Somewhat support	36	34	35	39	42	35	38	38	33	38	34	33	41	34	37	35	36	32	38
TOTAL SUPPORT	87	88	89	93	91	91	87	83	89	80	85	89	88	88	82	87	88	87	85
Somewhat oppose	3	4	3	3	0	3	2	4	2	5	4	2	2	3	3	4	2	1	3
Strongly oppose	1	0	1	1	1	1	1	2	0	2	1	2	1	1	1	1	2	1	1
TOTAL OPPOSE	4	4	4	4	1	4	3	6	2	7	5	4	3	4	4	5	4	2	4
Don't know	10	8	6	2	8	5	10	11	8	13	11	8	9	7	14	8	9	10	11

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	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

How important, if at all, are the services provided by community pharmacies to the following?
Yourself

Very important	30	34	30	30	26	30	30	25	36	24	26	35	36	29	32	33	29	37	26
Fairly important	35	34	38	40	42	37	37	36	35	34	38	32	35	36	34	33	37	31	38
TOTAL IMPORTANT	65	68	68	70	68	67	67	61	71	58	64	67	71	65	66	66	66	68	64
Not very important	20	19	20	26	16	22	19	24	16	22	21	20	18	22	18	18	20	16	23
Not at all important	5	4	4	1	6	5	5	6	3	5	4	6	4	5	4	5	5	5	4
TOTAL NOT IMPORTANT	25	23	24	27	22	27	24	30	19	27	25	26	22	27	22	23	25	21	27
Don't know	9	9	7	3	10	7	10	9	9	14	10	7	8	8	12	10	9	11	8

Your family

Very important	35	40	35	33	31	35	34	29	40	29	35	38	35	34	36	38	36	39	31
Fairly important	38	34	40	41	42	38	39	39	36	43	39	35	35	40	35	36	38	32	41
TOTAL IMPORTANT	73	74	75	74	73	73	73	68	76	72	74	73	70	74	71	74	74	71	72
Not very important	12	11	13	17	11	14	10	15	9	11	10	13	13	13	10	10	11	13	12
Not at all important	3	3	3	4	5	4	3	4	3	2	2	5	4	3	4	3	3	4	3
TOTAL NOT IMPORTANT	15	14	16	21	16	18	13	19	12	13	12	18	17	16	14	13	14	17	15
Don't know	12	13	10	5	11	9	14	13	12	15	14	8	13	10	16	13	12	11	12

Your community

Very important	45	48	50	57	43	48	45	39	51	45	43	49	44	47	43	48	42	50	43
Fairly important	36	33	36	33	37	38	34	39	33	36	38	33	32	36	35	33	39	33	37
TOTAL IMPORTANT	81	81	86	90	80	86	79	78	84	81	81	82	76	83	78	81	81	83	80
Not very important	3	4	1	1	2	2	3	4	2	2	3	2	4	3	2	3	3	1	3
Not at all important	1	1	1	1	2	1	1	1	1	0	1	2	1	1	1	1	1	1	1
TOTAL NOT IMPORTANT	4	5	2	2	4	3	4	5	3	2	4	4	5	4	3	4	4	2	4
Don't know	16	14	13	8	16	11	16	17	14	17	15	13	19	13	19	15	15	15	16

Sample Size: 1920 Adults in England
Fieldwork: 12th - 13th May 2025

Weighted Sample Unweighted Sample		Vote in 2024 GE				EU Ref 2016		Gender		Age				Social Grade		Region			
	Total	Con	Lab	Lib Dem	Reform UK	Remain	Leave	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	North	Midlands	London	Rest of South
	1920	367	492	186	219	657	712	933	987	202	801	472	445	1114	806	528	365	267	760
	1920	356	546	205	235	769	721	840	1080	124	732	493	571	1175	745	531	357	238	794
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

How concerned, if at all, would you be if the community pharmacy you use most often were to close permanently? If you don't use a community pharmacy often, please think about the community pharmacy located closest to you.

Very concerned	42	48	44	47	44	42	49	36	47	31	33	49	54	40	44	44	42	41	40
Fairly concerned	35	32	36	34	34	38	28	38	32	39	40	30	28	37	32	34	35	32	36
TOTAL CONCERNED	77	80	80	81	78	80	77	74	79	70	73	79	82	77	76	78	77	73	76
Not very concerned	13	11	12	13	12	12	11	14	11	13	15	12	8	14	11	11	10	16	13
Not at all concerned	3	4	2	2	2	2	3	4	2	3	3	4	3	3	3	3	3	3	4
TOTAL NOT CONCERNED	16	15	14	15	14	14	14	18	13	16	18	16	11	17	14	14	13	19	17
Don't know	8	6	6	4	8	5	8	8	8	13	8	5	7	7	9	8	9	8	7

*Any percentages calculated on bases fewer than 100 respondents do not represent a wide enough cross-section of the target population to be considered statistically reliable. These figures should not be used.