



**Summary of a report called:
Pharmacy Whakamahere –
Understanding the pharmacy needs
of our population**



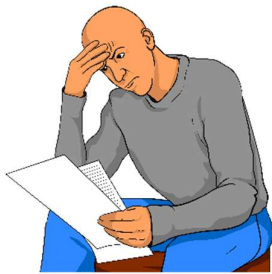
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Before you start



This is a long document.



It can be hard for some people to read a document this long.



Some things you can do to make it easier are:

- read it a few pages at a time
- set aside some quiet time to look at it
- have someone read it with you to support you to understand it.



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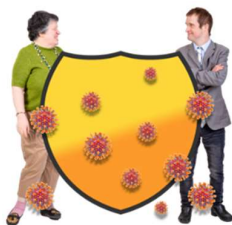
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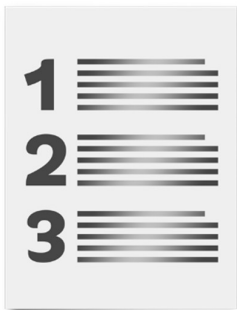
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What is this document about?



This Easy Read document is a **summary** of a **consumer report** called:

**Pharmacy Whakamahere:
Understanding the pharmacy needs
of our population.**



A **summary** tells you the most important ideas.



A **consumer** is someone who uses a service or buys something.

In this report consumers are people who go to / use pharmacy services.



In this report **population** means people living in New Zealand.

The report was written by:



Te Whatu Ora
Health New Zealand

- **Manatū Hauora – Ministry of Health**
- **Te Whatu Ora – Health New Zealand.**



Manatū Hauora – Ministry of Health is the part of the government that makes decisions about healthcare in New Zealand.



Te Whatu Ora – Health New Zealand runs the health system.



When you see the words **we / us** in this document it means the **Ministry of Health and Te Whatu Ora.**



We wanted to find out how to make **pharmacies** better.



A **pharmacy** is where you go to get:

- your **prescription medicines**
- other types of medicines
- advice about:
 - your medicine
 - your health.



Prescription medicines might be things like:

- pills / tablets
- things you inject like insulin
- inhalers for if you have asthma.



You can only get **prescription medicines** if you have a **prescription**.

A **prescription** is a way for your pharmacy to know what medicine you need.

People who can write you a prescription are your:

- doctor
- nurse
- dentist
- midwife.



We had meetings with lots of different groups of people.



The groups of people that we asked questions to were:

- Māori
- Pacific people
- Disabled Pacific people
- Deaf people
- Blind / people with sight disabilities.





The questions we asked everyone were:



- What do you like about your pharmacy?
- What do you not like about your pharmacy?
- What would make going to the pharmacy better?
- What sort of difference would having a better pharmacy make to:



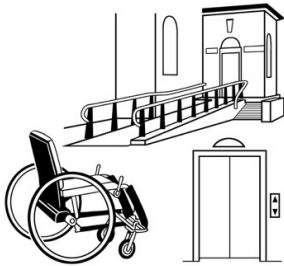
- you
- your family / whanau
- your community?





The answers to our questions showed there were 7 themes that were challenging for everyone.

The seven themes are:



- access
- communication
- technology
- atmosphere
- money
- COVID-19
- medicine safety.



We will look at each of these 7 themes on the next few pages.

Access



Access means how easy it is to:

- get to a place
- move around a place
- do things in a place.



People said they need to feel safe using the pharmacy.

This means people should find it:



- easy to get to a pharmacy
- move around / get to the things they need inside a pharmacy.

Communication



Communication is the way we give people information.

Communication can be things like:

- talking
- writing
- New Zealand Sign Language
- pictures.

People need information about their medicine in ways that:

- they understand
- they can remember.





Some people said that pharmacy staff should understand what disabled people need.



Disabled people might need pharmacy staff to:

- be patient / take things slowly
- make sure the person they are talking to understands them
- talk to the person not their carer.



Some people get stressed when they have to talk to a lot of different people.



Pharmacies should make it easy to find the right person to talk to.



People said they feel worried when their medicine is changed.



Pharmacy staff should make sure they tell people about any changes to their medicine.



Sometimes people need to talk to pharmacy staff about things that are **private**.

Private means something you do not want everyone to know.



People said pharmacies should have a place to talk to pharmacy staff without other people listening.

Technology



Technology means things like:

- computers
- mobile phones
- iPads / tablets
- medical equipment.

Pharmacies can use technology to make things easier for people.

Some people said they were excited for new technology that could make using the pharmacy easier.

Other people do not use technology.

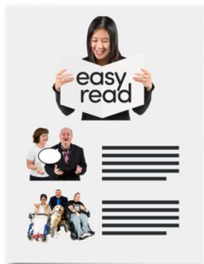


People said they wanted pharmacies to use technology to give them information in different ways like:

- text messages
- emails.

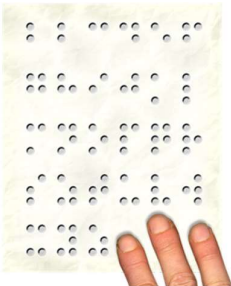


Sending information by email means that people can use a screen reader.



People also said they wanted information in different formats like:

- Easy Read
- New Zealand Sign Language
- Braille
- pictures.





Blind people said they wanted their medicines to come in lots of different types of bottles.



Having medicines in different bottles means you can tell them apart by how they feel.



Blind people said they needed things that assist them to take the right dose of medicine.



People also said they would like the labels on their medicine to:

- be in Braille
- use pictures
- use clear language.



Deaf people said they wanted to be able to send text messages to the pharmacy.



Deaf people also said that pharmacies could support people using the **New Zealand Relay Service** by having:

- an iPad for people to use
- free WiFi so they can connect to the internet.



The **New Zealand Relay Service** is for people who:

- are Deaf / hearing impaired
- cannot speak.



New Zealand Relay Service translates spoken words into sign language.

Atmosphere



Atmosphere means the way a place feels.



People said that pharmacies should get to know their customers so their customers can feel:

- safer
- more welcome.



People said going to the pharmacy would feel better if there was:

- a private place to talk with staff
- somewhere comfortable to sit if they have to wait a long time.





People also said that pharmacies should think about different **cultures**.



Culture is a way of:

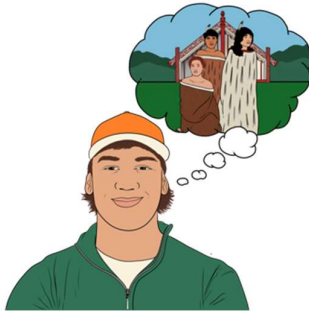
- thinking that a group shares
- doing things as a group.



Pharmacies can think about different cultures by:

- having signs / information in lots of different languages
- using New Zealand Sign Language
- giving information in ways that work for lots of different disabled people.





People also said it was very important for pharmacies to think about Māori culture.

Pharmacies can think about Māori culture by:



- understanding about **Te Tiriti o Waitangi / The Treaty of Waitangi**
- using te reo Māori / Māori words.



Te Tiriti o Waitangi / The Treaty of Waitangi is an important agreement between Māori and the British Crown.

It is about Māori and the New Zealand Government:



- making decisions together
- protecting things that are important to Māori.

Money



From the 1 July 2023 most prescriptions are free / do not cost you money.



Some prescriptions still cost money.



People said that pharmacy staff should tell them right away if the prescription will cost money.



People also said they wanted to be able to pay for their prescriptions:

- a little bit at a time
- using online banking.



Having different ways to pay means people can get their carer to pick up their medicine for them.

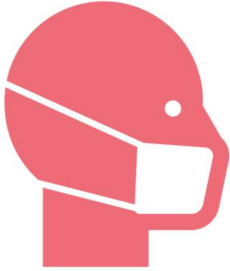


People also said pharmacies needed to tell people about the **prescription subsidy card**.

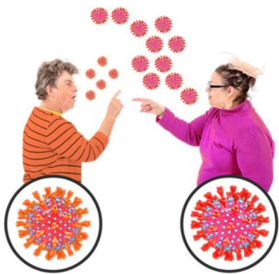


Having a **prescription subsidy card** means that you only have to pay for 20 prescriptions in 1 year.

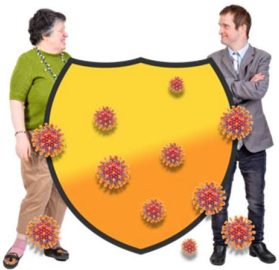
COVID-19



COVID-19 is a virus that can make people sick.



When there is a lot of COVID-19 about pharmacies change how they do things to keep everyone safe.



Sometimes the things pharmacies do to keep people safe from COVID-19 make the pharmacy harder to use.



People said pharmacies need to make sure it is still easy to use the pharmacy when there is a lot of COVID-19 about.



1 way to stop COVID-19 from spreading is to wear a mask.

Deaf people cannot lip-read when someone is wearing a mask.



Deaf

People said pharmacy staff should take off their mask if a Deaf person asks them to.



If you think you might have COVID-19 you need to do a COVID test called a Rapid Antigen Test / RAT.



People said that pharmacies should assist people to do a RAT.



Doing a RAT test at the pharmacy may cost money.



If you get sick with COVID-19 you should **isolate**.



Isolate means staying at home so you do not give COVID-19 to anyone else.



People said pharmacies need to make sure that people who are isolating know they can get their medicine delivered to their home.

Medicine safety



It can be dangerous to

- take the wrong medicine
- take too much medicine
- not take enough medicine.



Pharmacy staff should make sure people understand:

- what their medicine is
- how to take their medicine
- if their medicine has changed.





Sometimes a pharmacy does not have enough of a medicine in stock.

People said that if a pharmacy does not have enough of a medicine for a person the pharmacy staff should:

- tell the person clearly
- deliver the medicine when they get more.



What Māori said



Māori said that there is not just 1 answer that works for everyone.



Māori people said that pharmacies should work with:

- Māori health providers
- marae.



If pharmacies work together with Māori services they can better support the health needs of Māori.

What Pacific people said



Pacific people said they need to feel welcome in pharmacies.



Pharmacies could make Pacific people feel welcome by:

- using Pacific decorations
- using Pacific languages.



Pacific people also said that it was important to have a private place to talk with staff.



Pacific people said they did not always know all the things you can do at a pharmacy.



Pharmacies should tell people:

- about all the things you can do there
- that you can ask for advice at the pharmacy
- how to get the healthcare they need.



Pacific people also said that it is important for pharmacies to work with other health providers.



Pacific people said they were worried about **misinformation**.

Misinformation is information that is wrong.



Pharmacies could make sure people have good information by:

- taking time to listen when people are worried
- explaining things clearly.



What disabled Pacific people said



Disabled Pacific people wanted pharmacies to understand that Pacific people often live with their **extended family**.



Extended family means all the people in a family like:

- aunts
- uncles
- cousins
- grandparents.



Disabled Pacific people said that when it is hard for 1 person to use the pharmacy it is a problem for the whole family.



Disabled Pacific people said they needed pharmacies to support them to:



- stay healthy
- feel like they can ask for advice
- understand their medicine
- feel okay about taking their medicine.



What blind and people with sight disabilities said



Blind people said they needed to feel safe moving around the pharmacy.

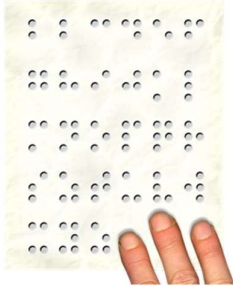


Some things that would make it safer for blind people to move around are having:

- a clear path to the counter
- the counter near the front of the pharmacy
- enough space to walk with their guide dog beside them.



Blind people also said they wanted a private place to talk to staff.



Blind people said they wanted Braille on:

- medicine labels
- information sheets.



Some blind people also said pharmacies should use new technology like **Script Talk**.

Script Talk is technology that can read medicine labels out loud.

What Deaf people said



Deaf people said they needed:

- clear information
- to be able to ask questions.



Deaf people said pharmacies need to remember that Deaf people can be parents too.



Deaf parents need good information so they can take care of sick children.



Deaf people said that if using the pharmacy was easier they would feel:

- **confident**
- **equal**
- **independent.**



Confident means someone feels sure about themselves / what they can do.



Equal means someone feels like they are being treated the same as other people.



Independent means someone is able to think for / make decisions by themselves.

Whakataukī



A **whakataukī** is a Māori saying.

This whakataukī was said at every meeting when we talked with people.



He pūkenga wai

He nōhanga tangata

He nōhanga tangata

He pūkenga kōrero.



This whakataukī means:



Where the rivers meet

People come together

Where people come together

There is debate and learning.



It is about bringing different people together to learn from each other



This information has been written by Manatū Hauora — Ministry of Health.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



The ideas in this document are not the ideas of People First New Zealand Ngā Tāngata Tuatahi.



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