

## YouGov / Community Pharmacy Survey Results

Sample Size: 1220 adults in Wales (16+)

Fieldwork: 5th - 12th January 2026

	VI: Senedd					Vote in 2024 GE				EU Ref 2016		Gender	
	Total	Con	Lab	Plaid	Reform UK	Con	Lab	Plaid	Reform UK	Remain	Leave	Male	Female
<b>Weighted Sample</b>	<b>1220</b>	91	88	300	251	152	307	123	140	410	444	590	630
<b>Unweighted Sample</b>	<b>1220</b>	97	105	308	258	153	350	140	153	514	456	539	681
	%	%	%	%	%	%	%	%	%	%	%	%	%

Before taking this survey which of the following NHS community pharmacy services, if any, were you aware of? Please select all that apply.

Purchase of over-the-counter medicines (e.g. painkillers, antihistamines, laxatives etc.)	83	94	81	86	80	92	85	91	79	87	86	78	88
Advice from a pharmacist	83	95	82	84	83	95	84	92	83	89	86	80	86
Flu vaccination service	80	86	86	85	79	92	84	89	78	85	83	73	87
Dispensing of prescription medicines	77	90	78	79	77	88	81	83	80	83	82	74	80
Emergency contraception (morning after pill)	62	62	68	71	44	57	70	70	48	70	54	52	72
Common Ailments Scheme (CAS)	43	50	48	42	37	52	48	45	32	52	40	33	51
Emergency medicines service	25	31	30	31	20	32	28	37	17	30	24	23	27
Pharmacist Independent Prescribing Service (PIPS)	25	33	31	27	19	32	26	30	22	33	25	20	30
None of these	7	2	5	6	9	3	6	3	11	6	6	10	4

[Asked to those who selected two or more options in the previous question n=1117]

And which ONE of the following services you have heard of do you think is the most important to have at community pharmacies?

Dispensing of prescription medicines	44	48	54	46	45	47	48	39	51	44	49	50	38
Advice from a pharmacist	17	22	17	17	15	19	16	16	14	18	17	15	18
Common Ailments Scheme (CAS)	10	9	10	11	11	9	12	10	8	15	6	8	11
Purchase of over-the-counter medicines (e.g. painkillers, antihistamines, laxatives etc.)	9	7	3	8	8	9	5	9	8	7	8	9	9
Flu vaccination service	5	4	2	6	2	3	7	5	4	3	4	5	5
Emergency medicines service	4	5	6	3	5	6	3	5	2	3	4	4	4
Pharmacist Independent Prescribing Service (PIPS)	3	3	4	3	4	2	4	6	4	3	4	1	5
Emergency contraception (morning after pill)	2	0	3	2	0	0	3	6	0	3	1	1	3
Don't know	7	3	0	5	9	5	4	5	8	4	7	7	7

## YouGov / Community Pharmacy Survey Results

Sample Size: 1220 adults in Wales (16+)

Fieldwork: 5th - 12th January 2026

	Age					Social Grade		Region					Welsh speaking ability		
	Total	16-24	25-49	50-64	65+	ABC1	C2DE	Mid and West	North	Cardiff and South Central	South East	South West	Yes, fluently	Yes, but not fluently	No
<b>Weighted Sample</b>	<b>1220</b>	159	443	303	316	603	608	233	253	270	253	210	140	341	739
<b>Unweighted Sample</b>	<b>1220</b>	85	404	322	409	687	529	253	280	238	246	202	116	314	790
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Before taking this survey which of the following NHS community pharmacy services, if any, were you aware of? Please select all that apply.

Purchase of over-the-counter medicines (e.g. painkillers, antihistamines, laxatives etc.)	<b>83</b>	74	79	85	92	85	82	86	84	83	83	80	79	85	84
Advice from a pharmacist	<b>83</b>	66	80	87	93	83	84	87	83	81	85	81	75	84	85
Flu vaccination service	<b>80</b>	70	75	82	92	80	81	82	84	79	77	80	79	82	80
Dispensing of prescription medicines	<b>77</b>	60	72	83	88	79	76	81	76	74	80	76	69	79	78
Emergency contraception (morning after pill)	<b>62</b>	68	69	58	54	64	60	63	64	61	60	64	63	71	58
Common Ailments Scheme (CAS)	<b>43</b>	23	46	43	47	44	42	40	41	34	52	47	39	43	43
Emergency medicines service	<b>25</b>	28	23	22	30	28	22	26	28	26	25	21	40	25	23
Pharmacist Independent Prescribing Service (PIPS)	<b>25</b>	15	24	24	33	26	24	29	22	26	28	20	29	28	23
None of these	<b>7</b>	11	9	6	2	7	6	5	6	9	8	7	6	5	8

[Asked to those who selected two or more options in the previous question n=1117]

And which ONE of the following services you have heard of do you think is the most important to have at community pharmacies?

Dispensing of prescription medicines	<b>44</b>	28	37	49	53	45	43	45	41	45	46	41	41	36	47
Advice from a pharmacist	<b>17</b>	13	17	16	19	14	20	17	20	16	17	14	18	14	18
Common Ailments Scheme (CAS)	<b>10</b>	5	15	8	7	11	9	9	8	10	12	10	4	11	10
Purchase of over-the-counter medicines (e.g. painkillers, antihistamines, laxatives etc.)	<b>9</b>	18	10	5	9	10	8	6	10	8	9	13	13	11	8
Flu vaccination service	<b>5</b>	7	6	4	4	4	6	7	4	4	3	8	8	7	4
Emergency medicines service	<b>4</b>	11	2	4	4	5	3	3	6	4	2	5	9	2	4
Pharmacist Independent Prescribing Service (PIPS)	<b>3</b>	2	3	6	2	3	4	3	3	3	4	3	4	5	3
Emergency contraception (morning after pill)	<b>2</b>	7	4	0	0	2	2	1	3	3	2	1	0	5	1
Don't know	<b>7</b>	9	8	8	3	6	7	8	6	7	4	7	3	10	6

Sample Size: 1220 adults in Wales (16+)  
Fieldwork: 5th - 12th January 2026

	VI: Senedd					Vote in 2024 GE				EU Ref 2016		Gender	
	Total	Con	Lab	Plaid	Reform UK	Con	Lab	Plaid	Reform UK	Remain	Leave	Male	Female
<b>Weighted Sample</b>	<b>1220</b>	<b>91</b>	<b>88</b>	<b>300</b>	<b>251</b>	<b>152</b>	<b>307</b>	<b>123</b>	<b>140</b>	<b>410</b>	<b>444</b>	<b>590</b>	<b>630</b>
<b>Unweighted Sample</b>	<b>1220</b>	<b>97</b>	<b>105</b>	<b>308</b>	<b>258</b>	<b>153</b>	<b>350</b>	<b>140</b>	<b>153</b>	<b>514</b>	<b>456</b>	<b>539</b>	<b>681</b>
	%	%	%	%	%	%	%	%	%	%	%	%	%

Now thinking about medications prescribed by NHS doctors and nurses, whether this is online or in person. Where do you typically obtain your prescribed medication(s) from? Please select one option only.

A community pharmacy	<b>59</b>	72	55	60	65	62	61	59	67	65	61	61	57
A dispensing doctor (a GP authorised to dispense medication)	<b>26</b>	20	29	22	24	29	24	21	26	25	27	22	29
An online pharmacy (order online and deliver to my home)	<b>2</b>	1	4	4	2	2	5	3	0	3	2	2	3
A hospital pharmacy	<b>1</b>	0	0	1	1	0	1	3	0	0	1	2	1
Other [Tab 1]	<b>2</b>	3	2	2	1	2	2	4	1	1	3	2	2
Don't know	<b>4</b>	3	1	5	2	3	2	1	2	3	2	5	2
Not applicable – I have never had prescribed medication	<b>4</b>	1	6	5	2	2	5	6	0	2	2	5	4
Prefer not to say	<b>2</b>	1	3	0	3	1	1	4	4	1	2	2	2

To the best of your knowledge, please state whether you or somebody you know have used the following pharmacy services within the last 12 months...

**Dispensing of prescription medicines**

I have used this service within the last 12 months	<b>52</b>	62	68	46	58	64	58	47	56	58	60	48	55
Somebody I know has used this service within the last 12 months	<b>17</b>	17	14	23	16	17	16	17	13	18	13	19	15
Both I or somebody I know have used this service within the last 12 months	<b>10</b>	8	5	9	10	8	8	15	11	9	10	9	11
Neither I nor somebody I know has used this service within the last 12 months	<b>11</b>	7	10	13	9	6	11	11	8	9	8	13	10
Don't know	<b>9</b>	6	2	8	5	5	6	8	7	6	7	9	8
Prefer not to say	<b>2</b>	0	2	1	3	0	1	2	5	1	1	2	1

**Common Ailments Scheme (CAS)**

I have used this service within the last 12 months	<b>10</b>	13	17	9	8	11	9	11	10	13	8	8	13
Somebody I know has used this service within the last 12 months	<b>6</b>	5	7	8	6	5	11	7	3	10	5	5	8
Both I or somebody I know have used this service within the last 12 months	<b>1</b>	0	3	1	1	1	2	1	1	1	2	1	2
Neither I nor somebody I know has used this service within the last 12 months	<b>52</b>	65	44	47	58	65	45	55	55	47	60	53	51
Don't know	<b>28</b>	18	27	34	25	18	33	24	28	28	24	32	25
Prefer not to say	<b>1</b>	0	2	1	2	1	1	2	4	1	1	2	1

**Emergency contraception (morning after pill)**

I have used this service within the last 12 months	<b>1</b>	0	0	2	0	0	1	1	0	1	0	0	1
Somebody I know has used this service within the last 12 months	<b>4</b>	2	5	6	2	1	5	7	2	3	2	4	4
Both I or somebody I know have used this service within the last 12 months	<b>1</b>	0	1	0	1	0	0	0	1	1	1	0	1
Neither I nor somebody I know has used this service within the last 12 months	<b>75</b>	80	80	69	79	80	73	76	81	76	80	72	77
Don't know	<b>18</b>	19	11	22	16	18	18	14	12	18	16	21	16
Prefer not to say	<b>2</b>	0	4	2	2	1	3	2	4	2	1	3	1

Sample Size: 1220 adults in Wales (16+)  
Fieldwork: 5th - 12th January 2026

	Age					Social Grade		Region					Welsh speaking ability		
	16-24	25-49	50-64	65+	ABC1	C2DE	Mid and West	North	Cardiff and South Central	South East	South West	Yes, fluently	Yes, but not fluently	No	
<b>Weighted Sample</b>	<b>1220</b>	<b>159</b>	<b>443</b>	<b>303</b>	<b>316</b>	<b>603</b>	<b>608</b>	<b>233</b>	<b>253</b>	<b>270</b>	<b>253</b>	<b>210</b>	<b>140</b>	<b>341</b>	<b>739</b>
<b>Unweighted Sample</b>	<b>1220</b>	<b>85</b>	<b>404</b>	<b>322</b>	<b>409</b>	<b>687</b>	<b>529</b>	<b>253</b>	<b>280</b>	<b>238</b>	<b>246</b>	<b>202</b>	<b>116</b>	<b>314</b>	<b>790</b>
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Now thinking about medications prescribed by NHS doctors and nurses, whether this is online or in person. Where do you typically obtain your prescribed medication(s) from? Please select one option only.

	Total	16-24	25-49	50-64	65+	ABC1	C2DE	Mid and West	North	Cardiff and South Central	South East	South West	Yes, fluently	Yes, but not fluently	No
A community pharmacy	59	48	57	61	67	61	58	58	57	59	62	60	50	63	59
A dispensing doctor (a GP authorised to dispense medication)	26	25	25	29	23	24	27	29	31	20	25	24	33	24	25
An online pharmacy (order online and deliver to my home)	2	3	3	1	3	3	2	2	1	3	3	3	3	1	2
A hospital pharmacy	1	2	1	1	0	1	1	1	0	2	0	2	1	1	1
Other [Tab 1]	2	1	2	2	3	3	2	3	1	3	3	1	2	1	2
Don't know	4	6	6	2	2	3	4	3	4	5	4	2	5	4	4
Not applicable – I have never had prescribed medication	4	12	5	2	1	4	5	3	4	5	2	6	4	6	4
Prefer not to say	2	4	2	2	1	2	2	2	2	3	2	2	2	0	3

To the best of your knowledge, please state whether you or somebody you know have used the following pharmacy services within the last 12 months...

**Dispensing of prescription medicines**

	Total	16-24	25-49	50-64	65+	ABC1	C2DE	Mid and West	North	Cardiff and South Central	South East	South West	Yes, fluently	Yes, but not fluently	No
I have used this service within the last 12 months	52	29	42	57	72	50	54	50	50	48	58	55	42	48	55
Somebody I know has used this service within the last 12 months	17	15	26	15	8	20	14	19	16	15	19	15	24	19	15
Both I or somebody I know have used this service within the last 12 months	10	14	8	9	11	10	9	10	9	13	8	8	3	12	10
Neither I nor somebody I know has used this service within the last 12 months	11	19	13	10	5	10	12	14	13	13	7	10	15	12	10
Don't know	9	18	10	8	3	8	10	6	11	9	7	12	14	8	8
Prefer not to say	2	5	1	2	0	2	1	1	1	3	1	1	2	1	2

**Common Ailments Scheme (CAS)**

	Total	16-24	25-49	50-64	65+	ABC1	C2DE	Mid and West	North	Cardiff and South Central	South East	South West	Yes, fluently	Yes, but not fluently	No
I have used this service within the last 12 months	10	11	11	10	10	9	11	7	9	11	10	15	14	11	9
Somebody I know has used this service within the last 12 months	6	1	8	7	6	8	5	9	5	6	8	5	7	5	7
Both I or somebody I know have used this service within the last 12 months	1	0	2	1	1	1	1	1	1	1	2	2	1	1	2
Neither I nor somebody I know has used this service within the last 12 months	52	37	49	56	61	49	56	59	49	51	54	48	38	53	55
Don't know	28	45	30	24	21	31	26	24	35	29	25	29	38	30	26
Prefer not to say	1	5	1	1	0	2	1	1	1	3	2	1	2	0	2

**Emergency contraception (morning after pill)**

	Total	16-24	25-49	50-64	65+	ABC1	C2DE	Mid and West	North	Cardiff and South Central	South East	South West	Yes, fluently	Yes, but not fluently	No
I have used this service within the last 12 months	1	4	1	0	0	1	0	0	1	1	1	1	1	1	1
Somebody I know has used this service within the last 12 months	4	12	5	1	0	4	3	4	5	4	3	2	5	4	3
Both I or somebody I know have used this service within the last 12 months	1	1	1	1	0	1	1	0	0	2	1	1	3	0	1
Neither I nor somebody I know has used this service within the last 12 months	75	53	72	80	84	72	78	76	74	71	75	78	63	76	76
Don't know	18	26	20	16	14	20	17	18	19	19	17	18	27	18	17
Prefer not to say	2	5	2	2	1	2	2	1	1	3	3	1	2	1	3

Sample Size: 1220 adults in Wales (16+)  
Fieldwork: 5th - 12th January 2026

	VI: Senedd				Vote in 2024 GE				EU Ref 2016		Gender		
	Total	Con	Lab	Plaid	Reform UK	Con	Lab	Plaid	Reform UK	Remain	Leave	Male	Female
<b>Weighted Sample</b>	1220	91	88	300	251	152	307	123	140	410	444	590	630
<b>Unweighted Sample</b>	1220	97	105	308	258	153	350	140	153	514	456	539	681
	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>Emergency medicines service</b>													
I have used this service within the last 12 months	4	5	6	3	4	4	6	3	3	6	4	3	5
Somebody I know has used this service within the last 12 months	7	5	6	8	7	4	8	10	8	7	7	7	7
Both I or somebody I know have used this service within the last 12 months	2	2	1	1	1	2	1	6	1	1	3	2	2
Neither I nor somebody I know has used this service within the last 12 months	62	70	66	56	67	73	59	58	64	61	67	62	62
Don't know	24	19	19	30	18	17	25	21	22	24	18	24	23
Prefer not to say	2	0	2	2	2	1	2	3	4	1	1	2	1
<b>Flu vaccination service</b>													
I have used this service within the last 12 months	16	27	14	18	16	22	20	19	12	19	18	16	17
Somebody I know has used this service within the last 12 months	26	18	32	34	26	23	31	26	28	30	23	24	28
Both I or somebody I know have used this service within the last 12 months	4	5	3	4	4	7	3	6	5	3	4	4	5
Neither I nor somebody I know has used this service within the last 12 months	40	41	42	31	45	42	36	34	43	36	44	41	39
Don't know	12	9	7	12	8	5	9	12	8	11	10	14	10
Prefer not to say	2	0	2	1	2	1	1	3	4	1	1	2	2
<b>Pharmacist Independent Prescribing Service (PIPS)</b>													
I have used this service within the last 12 months	4	10	6	2	4	5	4	4	4	5	6	4	5
Somebody I know has used this service within the last 12 months	5	1	9	5	7	3	6	6	6	6	5	5	6
Both I or somebody I know have used this service within the last 12 months	1	0	1	1	1	0	2	2	1	1	1	1	1
Neither I nor somebody I know has used this service within the last 12 months	55	65	47	51	60	67	51	51	55	53	61	55	56
Don't know	32	25	36	40	25	24	36	34	29	35	26	34	31
Prefer not to say	2	0	2	1	2	1	1	2	4	1	1	2	1
<b>Advice from a pharmacist</b>													
I have used this service within the last 12 months	26	37	34	25	23	36	29	28	24	32	26	20	32
Somebody I know has used this service within the last 12 months	21	19	25	24	18	16	24	21	18	24	18	21	21
Both I or somebody I know have used this service within the last 12 months	7	6	4	7	9	5	5	8	11	5	9	7	8
Neither I nor somebody I know has used this service within the last 12 months	31	27	26	28	36	32	27	29	30	26	35	34	28
Don't know	13	11	9	17	11	11	14	12	13	13	12	17	10
Prefer not to say	1	0	2	1	2	0	1	2	4	1	1	2	1
<b>Purchase of over-the-counter medicines (e.g. painkillers, antihistamines, laxatives etc.)</b>													
I have used this service within the last 12 months	42	45	41	42	39	53	48	39	38	47	41	35	48
Somebody I know has used this service within the last 12 months	18	12	18	21	17	11	18	20	16	16	15	21	16
Both I or somebody I know have used this service within the last 12 months	10	14	13	8	12	7	8	11	12	10	11	7	12
Neither I nor somebody I know has used this service within the last 12 months	19	20	15	18	22	22	15	19	23	17	23	23	15
Don't know	10	9	11	11	8	6	11	9	7	9	9	12	8
Prefer not to say	2	0	2	1	2	0	1	2	4	1	1	2	1

\*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.

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Fieldwork: 5th - 12th January 2026

	Total	Age				Social Grade		Region					Welsh speaking ability			
		16-24	25-49	50-64	65+	ABC1	C2DE	Mid and West	North	Cardiff and South Central	South East	South West	Yes, fluently	Yes, but not fluently	No	
<b>Weighted Sample</b>	<b>1220</b>	159	443	303	316	603	608	233	253	270	253	210	140	341	739	
<b>Unweighted Sample</b>	<b>1220</b>	85	404	322	409	687	529	253	280	238	246	202	116	314	790	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
<b>Emergency medicines service</b>																
I have used this service within the last 12 months	4	3	3	6	5	4	4	3	4	6	5	2	4	3	5	
Somebody I know has used this service within the last 12 months	7	7	9	5	5	7	7	9	5	10	6	4	11	6	6	
Both I or somebody I know have used this service within the last 12 months	2	2	2	2	2	2	1	1	4	1	1	1	4	2	1	
Neither I nor somebody I know has used this service within the last 12 months	62	44	60	66	72	59	66	68	60	54	63	68	44	62	66	
Don't know	24	39	26	21	16	26	21	19	27	26	23	24	34	26	21	
Prefer not to say	2	5	2	1	1	2	1	1	1	3	2	1	3	1	2	
<b>Flu vaccination service</b>																
I have used this service within the last 12 months	16	7	10	18	29	18	15	15	20	15	16	15	14	17	17	
Somebody I know has used this service within the last 12 months	26	28	36	22	16	28	24	25	23	28	30	25	34	29	24	
Both I or somebody I know have used this service within the last 12 months	4	6	2	4	7	4	4	6	5	4	3	2	5	2	5	
Neither I nor somebody I know has used this service within the last 12 months	40	32	38	44	42	36	44	43	36	39	40	41	28	40	42	
Don't know	12	22	14	11	5	12	11	8	15	12	9	17	17	11	12	
Prefer not to say	2	5	1	1	1	2	1	2	1	3	2	1	2	1	2	
<b>Pharmacist Independent Prescribing Service (PIPS)</b>																
I have used this service within the last 12 months	4	2	3	8	4	5	4	5	4	6	4	4	6	4	5	
Somebody I know has used this service within the last 12 months	5	4	4	5	8	5	6	9	4	3	6	4	7	6	5	
Both I or somebody I know have used this service within the last 12 months	1	3	1	1	1	2	1	1	2	1	1	1	5	1	1	
Neither I nor somebody I know has used this service within the last 12 months	55	41	53	56	64	54	57	59	54	52	55	55	31	57	59	
Don't know	32	45	38	28	22	33	32	25	35	34	33	34	50	32	29	
Prefer not to say	2	5	1	1	1	2	1	1	1	3	2	1	2	1	2	
<b>Advice from a pharmacist</b>																
I have used this service within the last 12 months	26	21	25	26	32	25	28	28	26	29	26	22	36	28	24	
Somebody I know has used this service within the last 12 months	21	20	23	19	21	23	19	20	17	19	23	27	16	26	20	
Both I or somebody I know have used this service within the last 12 months	7	11	5	8	8	7	7	6	6	11	6	7	5	6	8	
Neither I nor somebody I know has used this service within the last 12 months	31	23	31	34	32	29	33	34	33	25	34	29	20	30	33	
Don't know	13	21	16	12	8	14	13	11	18	13	11	15	22	9	14	
Prefer not to say	1	5	1	1	0	2	1	1	1	3	1	1	2	0	2	
<b>Purchase of over-the-counter medicines (e.g. painkillers, antihistamines, laxatives etc.)</b>																
I have used this service within the last 12 months	42	32	41	41	49	44	40	46	46	37	41	38	41	44	41	
Somebody I know has used this service within the last 12 months	18	29	21	13	14	18	17	16	18	17	21	19	22	24	15	
Both I or somebody I know have used this service within the last 12 months	10	7	8	14	11	10	10	12	6	11	9	11	6	6	12	
Neither I nor somebody I know has used this service within the last 12 months	19	13	18	23	19	16	22	17	18	21	20	18	15	17	20	
Don't know	10	13	12	8	8	10	10	9	10	11	8	13	12	8	11	
Prefer not to say	2	7	1	1	0	2	1	1	2	3	1	1	4	0	2	

\*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.