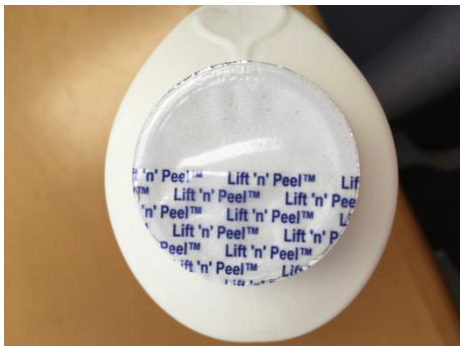




# Accessible Packaging

Survey Results Aug-Dec 2017



# Results

204 responses

82% of respondents had arthritis

62% had someone at home that helped them with packaging

50% of respondents identified at least one product that they found difficult to grip and control.

50% of respondents identified a product which had small pull tabs/seals.

56% of respondents needed a tool to open a product

Each respondent identified an average 2.5 products they had difficulty with.

## What products were difficult to open and why?

- 172 people identified 454 products they found difficult to open (includes duplicates). This was 214 unique products.
- Clearly identified there are two main factors – difficulty with the packaging itself and factors on an individual level that explain why it is harder for them to open it.
- 65% of the responses were due to the packaging being difficult.
- 31% identified a reason due to their arthritis why these were difficult to open.
- 3 people identified that all products cause them difficulty.
- Why are products hard to open? the main reasons were:
  - Seals that are hard to pull/loosen
  - Squeeze and turn lids
  - Seals not having enough to grip or being hard to grip
  - Packets being glued shut
  - Products being hard to grip/nothing to grip
  - Hard plastic



## Useful things to help open packaging

Respondents were asked if there was anything that they would find useful to help them open packaging. The thing identified by the most people as useful was

1. **Bigger Pull Tabs.** This was followed by
2. **Less sealant/glue**
3. **More screw lids**
4. **Better packaging**
5. **Less packaging.**

Packaging changes people suggested:

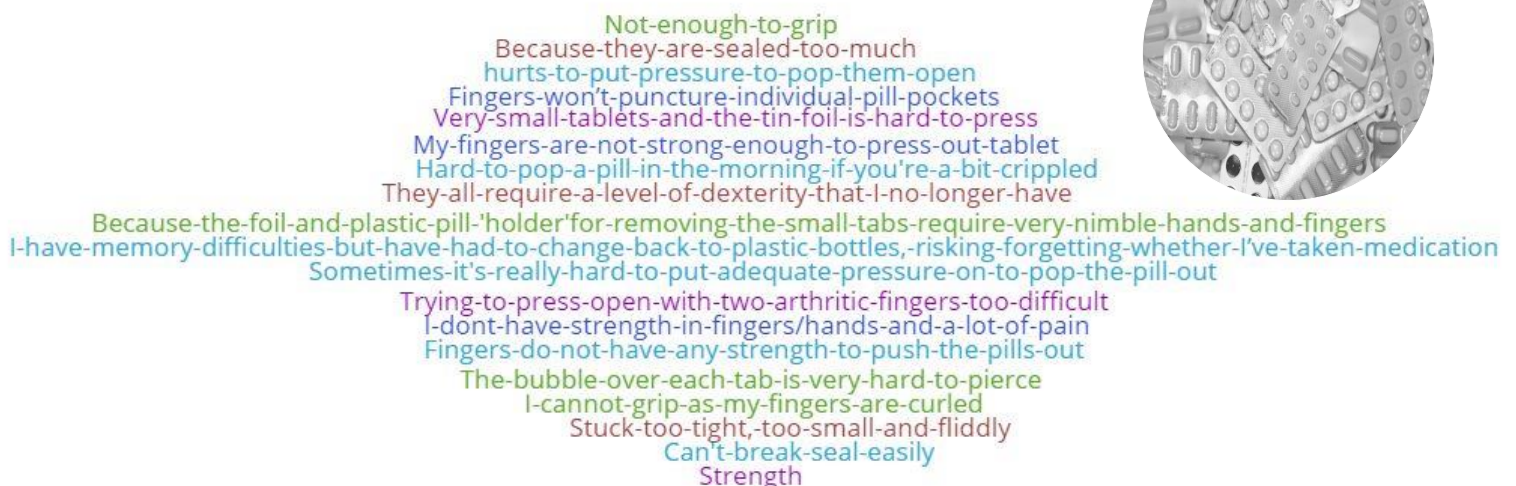


## Most difficult medication packaging styles:

- child proof caps
- blister packs

Anything in foil; jars and bottles; cough Mixture and Eye drops were also noted as difficult.

Why are these medications difficult?





The main reason relating to difficulty with child proof lids is the simultaneous action required to open these – the twist and turn. It’s a multiple action. This is very difficult for people with arthritis. Especially for those with it in their hands. Some responses as to why childproof caps are difficult:



Push-and-twist-often-do-not-work-on-first-attempt  
 squeezing-and-turning-at-the-same-time-is-difficult-to-maintain/co-ordinate  
 I-bought-a-gadget-to-open-child-safety-tops-but-still-can't-get-them-to-open  
 If-your-hands-are-sore-you-can't-always-apply-the-right-amount-of-pressure-to-twist  
 My-hands-are-now-not-able-to-do-the-simultaneous-push-and-turn-required  
 Hard-to-squeeze-and-press-lid-to-open  
 you-have-to-squeeze-and-turn-at-same-time  
 I-don't-have-the-nimbleness-to-do-the-movement  
 action-which-is-difficult-to-open-any-child-proof-lock  
 Nothing-to-grab-to-open  
 They-really-hurt-the-joints-in-my-fingers  
 I-struggle-to-open-these  
 Require-a-push-and-twist  
 weak-in-wrists.-hands  
 hands-are-not-strong-enough  
 Because-I-can't-grip-and-squeeze  
 Cannot-push-down-hard-enough-to-get-them-open  
 They-all-require-a-level-of-dexterity-that-I-no-longer-have  
 Too-hard-to-push,-squeeze-and-turn-at-the-same-time  
 multiple-techniques-used-to-open  
 The-pressing-splits-my-thumb-skin  
 My-hands-can't-open-them  
 I-cannot-squeeze-and-twist-simultaneously  
 Right-Grip-is-difficult

Products that were bought because people found them easy to open included:

- |                           |  |
|---------------------------|--|
| Lewis Road Milk           | Hills Science Diet cat biscuits          |
| Cow and Gate Milk         | Cat food in tin                          |
| Vitasoy                   | Kellogs products – “wonderful to open”   |
| Valumetric cheese         | Mother earth products                    |
| Oak spaghetti             | Nestle coffee refills                    |
| Purina box cat biscuits   | Del winkel yoghurt                       |
| Te Horo jam               | Ocean Spray Whole Cranberry Sauce        |
| Chips                     | Anchor Butter Lite                       |
| Some dried fruit          | Fisher and Paykel dishwashing detergent. |
| Loose products            |  |
| Bell tea bags             |  |
| Hubbards light and right  |  |
| Nescafe coffee 170gm pack |  |

This is a word cloud of the reasons people explain why they can't open a product

Too-small-for-my-arthritic-finger-joints-to-fit-through  
My-arthritic-hands-are-not-now-strong-enough-to-grip-and-pull-off-the-inner-seal  
I-don't-have-the-strength  
Requires-a-level-of-dexterity-that-I-no-longer-have  
My-hands-have-lost-their-strength  
I-struggle-to-move-my-fingers-easily  
Requires-too-much-strength  
Can't-pinch-finger-and-thumb  
Poor-dexterity  
Weak-pincher-grip  
Takes-all-my-strength  
Arthritis  
Fingers  
Requires-strength  
Hard-to-squeeze  
No-Grip  
osteoarthritis  
I-have-RA-wrists  
I-just-can't.  
Very-hard-to-grip  
A-weak-grip  
fiddly  
Difficulty-using-a-can-opener  
can't-twist  
Haven't-got-the-strength  
rheumatoid-arthritis  
Too-hard-to-grip  
Arthritis-in-fingers  
Heavy-wrist-pain  
Child-proof-lids  
Takes-me-30-40-min-to-open  
Arthritis-in-my-hands  
I-don't-have-enough-grip  
Hands-aren't-strong-enough  
Wrist-doesn't-work-well  
'child-proofing'-packaging-is-also-effective-at-'olds'-proofing  
It's-hard-to-turn-when-fine-motor-skills-don't-work

# Tools and Tips

Many people shared the tools and aids they used to help them with packaging.

The top tools and aids noted by respondents were:



1. Jar openers
2. Jar Keys
3. Electric Can opener
4. Knife
5. Rubber grip cloth
6. Scissors
7. Bottle opener
8. Non slip mat
9. Oxo can opener
10. Tupperware can opener



## Tips

- ❖ “I find my nutcracker very effective on salad dressing bottles.”
- ❖ “My 2 handed nutcracker is fantastic for opening soft drink caps etc.”
- ❖ “Sometimes a small hand towel will assist.”
- ❖ “A teaspoon can be used to open jam jars.”
- ❖ “A square of non slip drawer liner can be useful.”
- ❖ “Tupperware can openers are easier to turn.”
- ❖ “Put sellotape tabs on business cards. Easier to access from pill fold.”
- ❖ “Tap round the edge of a screw lid with a blunt knife. This will loosen the seal.”
- ❖ “Sometimes shampoo and conditioner can be slippery. Buy pump bottles of shampoo and conditioner instead.”
- ❖ “I use a bottle opener on a sealed jar”
- ❖ “For dried products in packets, I tend to put these in jars because they are easier to open than some packets.”