

**Community Pharmacy Patient Questionnaire  
Worksheet pharmacyDIRECT Bitterne**

2022 March

**Q1 Why did you visit this pharmacy today?**

To collect a prescription for:

Yourself

Someone else

Both

**OR** for some other reason: (count and list reasons)

**Q2 If you collected a prescription today, were you able to collect it straight away, did you have to wait in the pharmacy or did you come back later to collect it?**

Straight away

Waited in pharmacy

Came back later

**Q3 How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?**

Not at all satisfied

Not very satisfied

Fairly satisfied

Very Satisfied

**Q4 Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors?**

a) The cleanliness of the pharmacy

Very Poor

Fairly Poor

Fairly Good

Very Good

Don't Know

b) The comfort and convenience of the waiting areas (e.g. seating or standing room)

Very Poor

Fairly Poor

Fairly Good

Very Good

Don't Know

Count	%	Total
73	58.40%	
39	31.20%	
13	10.40%	
0	0.00%	125
71	56.80%	
41	32.80%	
13	10.40%	125
0	0.00%	
0	0.00%	
29	23.20%	
96	76.80%	125
5	4.00%	
3	2.40%	
20	16.00%	
97	77.60%	
0	0.00%	125
5	4.00%	
8	6.40%	
30	24.00%	
82	65.60%	
0	0.00%	125

c) Having in stock the medicines/appliances you need

Very Poor  
Fairly Poor  
Fairly Good  
Very Good  
Don't Know

d) Offering a clear and well organised layout

Very Poor  
Fairly Poor  
Fairly Good  
Very Good  
Don't Know

e) How long you have to wait to be served

Very Poor  
Fairly Poor  
Fairly Good  
Very Good  
Don't Know

f) Having somewhere available where you could speak without being overheard, if you wanted to

Very Poor  
Fairly Poor  
Fairly Good  
Very Good  
Don't Know

**Q5 Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there?**

a) Being polite and taking the time to listen to what you want

Very Poor  
Fairly Poor  
Fairly Good  
Very Good  
Don't Know

b) Answering any queries you may have

Very Poor  
Fairly Poor  
Fairly Good  
Very Good  
Don't Know

Count	%	Total
5	4.00%	
2	1.60%	
37	29.60%	
80	64.00%	
1	0.80%	125
5	4.00%	
0	0.00%	
27	21.60%	
92	73.60%	
1	0.80%	125
5	4.10%	
0	0.00%	
20	16.39%	
94	77.05%	
3	2.46%	122
4	3.28%	
4	3.28%	
21	17.21%	
75	61.48%	
18	14.75%	122
1	0.80%	
0	0.00%	
23	18.40%	
101	80.80%	
0	0.00%	125
0	0.00%	
0	0.00%	
18	14.40%	
105	84.00%	
2	1.60%	125

c) The service you received from the pharmacist

- Very Poor
- Fairly Poor
- Fairly Good
- Very Good
- Don't Know

Count	%	Total
1	0.80%	
0	0.00%	
13	10.40%	
111	88.80%	
0	0.00%	125

d) The service you received from the other pharmacy staff

- Very Poor
- Fairly Poor
- Fairly Good
- Very Good
- Don't Know

1	0.80%	
0	0.00%	
16	12.80%	
108	86.40%	
0	0.00%	125

e) Providing an efficient service

- Very Poor
- Fairly Poor
- Fairly Good
- Very Good
- Don't Know

1	0.80%	
0	0.00%	
18	14.40%	
104	83.20%	
2	1.60%	125

f) The staff overall

- Very Poor
- Fairly Poor
- Fairly Good
- Very Good
- Don't Know

1	0.80%	
0	0.00%	
15	12.00%	
109	87.20%	
0	0.00%	125

**Q6 Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?**

a) Providing advice on a current health problem or a longer term health condition

- Not at all well
- Not very well
- Fairly well
- Very well
- Never used

2	1.60%	
0	0.00%	
17	13.60%	
90	72.00%	
16	12.80%	125

b) Providing general advice on leading a more healthy lifestyle

- Not at all well
- Not very well
- Fairly well
- Very well
- Never used

0	0.00%	
0	0.00%	
16	12.80%	
83	66.40%	
26	20.80%	125

	Count	%	Total
c) Disposing of medicines you no longer need			
Not at all well	0	0.00%	
Not very well	0	0.00%	
Fairly well	16	12.80%	
Very well	74	59.20%	
Never used	35	28.00%	125
d) Providing advice on health services or information available elsewhere			
Not at all well	0	0.00%	
Not very well	0	0.00%	
Fairly well	10	8.00%	
Very well	82	65.60%	
Never used	33	26.40%	125
<b>Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?</b>			
Stopping smoking			
Yes	18	14.40%	
No	107	85.60%	125
Healthy eating			
Yes	18	14.40%	
No	107	85.60%	125
Physical exercise			
Yes	24	19.20%	
No	101	80.80%	125
<b>Q8 Which of the following best describes how you use this pharmacy?</b>			
This is the pharmacy that you choose to visit if possible	104	83.20%	
This is one of several pharmacies that you use when you need to	8	6.40%	
This pharmacy was just convenient for you today	13	10.40%	125
<b>Q9 Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?</b>			
Poor	0	0.00%	
Fair	3	2.40%	
Good	7	5.60%	
Very Good	44	35.20%	
Excellent	71	56.80%	125

**Q10 If you have any comments about how the service from this pharmacy could be improved, please write them in here: (list comments)**

if they can't help me then they know who can  
 Staff always helpful and obliging  
 Manny is so helpful, a great pharmacist  
 Always served with a smile  
 Great parking, very thoughtful as dedicated disabled spaces  
 nothing, the pharmacy is bright clean and perfect

**Q11 How old are you?**

16-19  
 20-24  
 25-34  
 35-44  
 45-54  
 55-64  
 65+

Count	%	Total
0	0.00%	
0	0.00%	
5	4.00%	
38	30.40%	
13	10.40%	
25	20.00%	
44	35.20%	125
52	41.60%	
73	58.40%	125
16	12.80%	
17	13.60%	
92	73.60%	125

**Q12 Are you...**

Male  
 Female

**Q 13 Which of the following apply to you:**

You have, or care for, children under 16  
 You are a carer for someone with a longstanding illness or infirmity  
 Neither

**Issues highlighted by raw data**

**The Pharmacy Environment**

Serious or urgent areas of concern none  
 Small-scale Problems none  
 Problems requiring support from NHS England none

**Pharmacy Staff**

Serious or urgent areas of concern none  
 Small-scale Problems none  
 Problems requiring support from NHS England none

**Pharmacy Services**

Serious or urgent areas of concern none  
 Small-scale Problems none  
 Problems requiring support from NHS England none