Community Pharmacy Patient Questionnaire Worksheet pharmacyDIRECT Wellow

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

2022	March	
Count	%	Total
65	68.42%	
16	16.84%	
14	14.74%	
0	0.00%	95
34	35.79%	
46	48.42%	
15	15.79%	95
L		
2	2.11%	
0	0.00%	
24	25.26%	
69	72.63%	95
1	1.05%	
0	0.00%	
13	13.68%	
81	85.26%	
0	0.00%	95
	0.0070	
1	1.05%	
4	4.21%	
22	23.16%	
68	71.58%	
0	0.00%	95
L		

c) Having in stock the medicines/appliances you need Image: Constraint of the state of the stat		Count	%	Total
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Very Good 80 84.21%	Fairly Poor	0	0.00%	
	Fairly Good	11	11.58%	
Don't Know 4 4.21% 95		80	84.21%	
	Don't Know	4	4.21%	95

	Count	%	Total
c) The service you received from the pharmacist			
Very Poor	1	1.05%	
Fairly Poor	0	0.00%	
Fairly Good	10	10.53%	
Very Good	84	88.42%	
Don't Know	0	0.00%	95
ا d) The service you received from the other pharmacy sta	ff		
Very Poor	1	1.05%	
Fairly Poor	0	0.00%	
Fairly Good	9	9.47%	
Very Good	85	89.47%	
Don't Know	0	0.00%	95
a) Draviding an officient convice			
e) Providing an efficient service Very Poor	1	1.05%	
Fairly Poor	0	0.00%	
Fairly Good	14	14.74%	
Very Good	76	80.00%	
Don't Know	4	4.21%	95
		4.2170	
f) The staff overall			
Very Poor	1	1.05%	
Fairly Poor	0	0.00%	
Fairly Good	9	9.47%	
Very Good	85	89.47%	
Don't Know	0	0.00%	95
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 long	er term h	ealth cond	dition
Not at all well	3		
Not very well	0	0.00%	
Fairly well	12	12.63%	
Very well	62	65.26%	
Never used	18	18.95%	95
ا b) Providing general advice on leading a more healthy life	estyle		
Not at all well	0	0.00%	
Not very well	0	0.00%	
Fairly well	9	9.47%	
Very well	60	63.16%	
Never used	26	27.37%	95

	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	10	10.53%	
Very well	55	57.89%	
Never used	30	31.58%	95
d) Providing advice on health services or information ava			
Not at all well	0	0.00%	
Not very well	0	0.00%	
Fairly well	7	7.37%	
Very well Never used	53	55.79%	05
never used	35	36.84%	95
Q7 Have you ever been given advice about any of			
the following by the pharmacist or pharmacy staff?			
Stopping smoking			
Yes	15	15.79%	
No	80	84.21%	95
		0112170	
Healthy eating			
Yes	16	16.84%	
No	79	83.16%	95
Physical exercise			
Yes	20	21.05%	
No	75	78.95%	95
Q8 Which of the following best describes how you use this pharmacy?			
This is the pharmacy that you choose to visit if possible	78	82.11%	
This is one of several pharmacies that you use when	10	02.11/0	
you need to	10	10.53%	
This pharmacy was just convenient for you today	7	7.37%	95
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?			
Deer			
Poor	0	0.00%	
Fair	0	0.00%	
Good Very Good	10	10.53%	
Very Good	32	33.68%	
Excellent	53	55.79%	95

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

The village would be poorer without it great free parking and access this is a great local service

Wanda is a very knowledgeable pharmacist

friendly staff always willing to help

Always helpful and obliging staff

	Count	%	Total	
Q11 How old are you?				
16-19	0	0.00%		
20-24	0	0.00%		
25-34	8	8.42%		
35-44	26	27.37%		٦
45-54	12	12.63%		
55-64	21	22.11%		٦
65+	28	29.47%	95	5
Q12 Are you…				٦
Male	39	41.05%		1
Female	56	58.95%	95	5
Q 13 Which of the following apply to you:				
You have, or care for, children under 16	14	14.74%		
You are a carer for someone with a longstanding illness				
or infirmity	10	10.53%		
Neither	71	74.74%	95	5
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 Small-scale Problems		none 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		