

**Community Pharmacy Patient Questionnaire
Worksheet pharmacyDIRECT Totton**

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
103	68.67%	
26	17.33%	
21	14.00%	
0	0.00%	150
60	40.00%	
65	43.33%	
25	16.67%	150
1	0.67%	
1	0.67%	
41	27.33%	
107	71.33%	150
6	4.00%	
2	1.33%	
24	16.00%	
118	78.67%	
0	0.00%	150
6	4.00%	
8	5.33%	
38	25.33%	
98	65.33%	
0	0.00%	150

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
6	4.00%	
3	2.00%	
53	35.33%	
85	56.67%	
3	2.00%	150
6	4.00%	
0	0.00%	
32	21.33%	
111	74.00%	
1	0.67%	150
7	4.79%	
0	0.00%	
25	17.12%	
111	76.03%	
3	2.05%	146
3	2.05%	
3	2.05%	
39	26.71%	
71	48.63%	
30	20.55%	146
3	2.00%	
1	0.67%	
28	18.67%	
118	78.67%	
0	0.00%	150
0	0.00%	
0	0.00%	
21	14.00%	
125	83.33%	
4	2.67%	150

c) The service you received from the pharmacist

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

Count	%	Total
3	2.00%	
0	0.00%	
16	10.67%	
131	87.33%	
0	0.00%	150

d) The service you received from the other pharmacy staff

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

3	2.00%	
0	0.00%	
18	12.00%	
129	86.00%	
0	0.00%	150

e) Providing an efficient service

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

3	2.00%	
0	0.00%	
20	13.33%	
123	82.00%	
4	2.67%	150

f) The staff overall

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

3	2.00%	
0	0.00%	
16	10.67%	
131	87.33%	
0	0.00%	150

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

3	2.00%	
0	0.00%	
17	11.33%	
108	72.00%	
22	14.67%	150

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%	
19	12.67%	
96	64.00%	
35	23.33%	150

	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	21	14.00%	
Very well	91	60.67%	
Never used	38	25.33%	150
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	15	10.00%	
Very well	88	58.67%	
Never used	47	31.33%	150
Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?			
Stopping smoking			
Yes	17	11.33%	
No	133	88.67%	150
Healthy eating			
Yes	19	12.67%	
No	131	87.33%	150
Physical exercise			
Yes	23	15.33%	
No	127	84.67%	150
Q8 Which of the following best describes how you use this pharmacy?			
This is the pharmacy that you choose to visit if possible	123	82.00%	
This is one of several pharmacies that you use when you need to	12	8.00%	
This pharmacy was just convenient for you today	15	10.00%	150
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?			
Poor	0	0.00%	
Fair	2	1.33%	
Good	13	8.67%	
Very Good	62	41.33%	
Excellent	73	48.67%	150

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

Never go anywhere else
 the team are very helpful
 clean bright and helpful
 thoughtful service
 they collect my prescription and deliver it to me. All for free, what else can you ask
 never too busy to help
 Fantastic free delivery service
 Phone can be very busy at times
 Simply the best!

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%	
9	6.00%	
44	29.33%	
20	13.33%	
35	23.33%	
42	28.00%	150
61	40.67%	
89	59.33%	150
22	14.67%	
17	11.33%	
111	74.00%	150

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
Problems requiring support from NHS England

none
none