### **Community Pharmacy Patient Questionnaire Worksheet pharmacyDIRECT City**

#### 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
9	0	72.00%	
2	3	18.40%	
1	2	9.60%	
	0	0.00%	125
4	7	37.60%	
5		45.60%	
2	1	16.80%	125
	2	1.60%	
_	1	0.80%	
3		27.20%	
8	8	70.40%	125
	_		
	2	2 400/	
	3	2.40% 0.80%	
1	9	15.20%	
10		81.60%	
	0	0.00%	125
	J	0.0076	120
	7		
	3	2.40%	
	6	4.80%	
	3	26.40%	
	3	66.40%	
	0	0.00%	125
1			•

	Count	%	Total
c) Having in stock the medicines/appliances you need	OGGIR	70	1 Otal
Very Poor	3	2.40%	
Fairly Poor	3	2.40%	
Fairly Good	39	31.20%	
Very Good	78	62.40%	
Don't Know	2	1.60%	125
d) Offering a clear and well organised layout			
Very Poor	3	2.40%	
Fairly Poor	0		
Fairly Good	26	20.80%	
Very Good	96	76.80%	
Don't Know	0	0.00%	125
e) How long you have to wait to be served			
Very Poor	4	3.33%	
Fairly Poor	0		
Fairly Good	25		
Very Good	90	75.00%	
Don't Know	1	0.83%	120
f) Having somewhere available where you could speak without being overheard, if you wanted to			
Very Poor	1	0.83%	
Fairly Poor	6		
Fairly Good	25		
Very Good	68		400
Don't Know	20	16.67%	120
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 w	/ant		
Very Poor	2	1.60%	
Fairly Poor	2	1.60%	
Fairly Good	18		
Very Good	103		105
Don't Know	0	0.00%	125
b) Answering any queries you may have			
Very Poor	0	0.00%	
Fairly Poor	0	0.00%	
Fairly Good	13		
Very Good	105		
Don't Know	7	5.60%	125

Count		%	Total
c) The service you received from the pharmacist			
Very Poor	2	1.60%	
Fairly Poor	0	0.00%	
Fairly Good	10	8.00%	
· · · · · · · · · · · · · · · · · · ·	113	90.40%	
Don't Know	0	0.00%	125
d) The service you received from the other pharmacy staff			
Very Poor	2	1.60%	
Fairly Poor	0	0.00%	
Fairly Good	8	6.40%	
	115	92.00%	
Don't Know	0	0.00%	125
e) Providing an efficient service			
Very Poor	2	1.60%	
Fairly Poor	0	0.00%	
Fairly Good	13	10.40%	
Very Good	103	82.40%	
Don't Know	7	5.60%	125
f) The staff overall			
Very Poor	2	1.60%	
Fairly Poor	0	0.00%	
Fairly Good	11	8.80%	
Very Good	112	89.60%	
Don't Know	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 terr	ger term health condition		
Not at all well	2	1.60%	
Not very well	0	0.00%	
Fairly well	18	14.40%	
Very well	85	68.00%	
Never used	20	16.00%	125
b) Providing general advice on leading a more healthy lifestyle			
Not at all well	0	0.00%	
Not very well	0	0.00%	
Fairly well	18	14.40%	
Very well	72	57.60%	
Never used	35	28.00%	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	21	16.80%	
Very well	67	53.60%	
Never used	37	29.60%	125
d) Providing advice on health services or information ava	ilable else		
Not at all well	0		
Not very well	0	0.00%	
Fairly well	17	13.60%	
Very well	68	54.40%	
Never used	40	32.00%	125
Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?			
Stopping smoking			
Yes	19	15.20%	
No	106	84.80%	125
Healthy eating			
Yes	23	18.40%	
No	102	81.60%	
140	102	01.0070	120
Physical exercise			
Yes	22	17.60%	
No	103	82.40%	125
Q8 Which of the following best describes how you use this pharmacy?			
This is the pharmacy that you choose to visit if possible	95	76.00%	
This is one of several pharmacies that you use when			
you need to	18	14.40%	
This pharmacy was just convenient for you today	12	9.60%	125
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	1	0.80%	
Good	13		
Very Good	43		
Excellent	68		
EAGONOTIC	00	J7.70 /0	120

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

friendly staff always willing to help staff speak many languages Fantastic free delivery service could do better at busy times I am 74 years old and have use this chemist for years Very Informative & Useful, always use this pharmacy

Q11	How	old	are	you?
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16-19 20-24 25-34 35-44 45-54 55-64 65+

#### 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

Count	%	Total
C	0.00%	
C	0.00%	
7	5.60%	
30	24.00%	
18	14.40%	
28	22.40%	
42	33.60%	125
50	40.00%	
75	60.00%	125
20	16.00%	
19	15.20%	
86	68.80%	125

#### 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**

none
none
none
none

Problems requiring support from NHS England

none