

**Community Pharmacy Patient Questionnaire
Worksheet pharmacyDIRECT City**

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
90	72.00%	
23	18.40%	
12	9.60%	
0	0.00%	125
47	37.60%	
57	45.60%	
21	16.80%	125
2	1.60%	
1	0.80%	
34	27.20%	
88	70.40%	125
3	2.40%	
1	0.80%	
19	15.20%	
102	81.60%	
0	0.00%	125
3	2.40%	
6	4.80%	
33	26.40%	
83	66.40%	
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
3	2.40%	
3	2.40%	
39	31.20%	
78	62.40%	
2	1.60%	125
3	2.40%	
0	0.00%	
26	20.80%	
96	76.80%	
0	0.00%	125
4	3.33%	
0	0.00%	
25	20.83%	
90	75.00%	
1	0.83%	120
1	0.83%	
6	5.00%	
25	20.83%	
68	56.67%	
20	16.67%	120
2	1.60%	
2	1.60%	
18	14.40%	
103	82.40%	
0	0.00%	125
0	0.00%	
0	0.00%	
13	10.40%	
105	84.00%	
7	5.60%	125

c) The service you received from the pharmacist

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

Count	%	Total
2	1.60%	
0	0.00%	
10	8.00%	
113	90.40%	
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

2	1.60%	
0	0.00%	
8	6.40%	
115	92.00%	
0	0.00%	125

e) Providing an efficient service

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

2	1.60%	
0	0.00%	
13	10.40%	
103	82.40%	
7	5.60%	125

f) The staff overall

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

2	1.60%	
0	0.00%	
11	8.80%	
112	89.60%	
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%	
18	14.40%	
85	68.00%	
20	16.00%	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%	
18	14.40%	
72	57.60%	
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 available elsewhere			
Not at all well	0	0.00%	
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%	125
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	10.40%	
Very Good	43	34.40%	
Excellent	68	54.40%	125

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