**Community Pharmacy Patient Questionnaire
Worksheet pharmacyDIRECT Shirley**

	Count	%	Total
Q1 Why did you visit this pharmacy today?			
To collect a prescription for:			
Yourself	62	62.00%	
Someone else	27	27.00%	
Both	11	11.00%	
OR for some other reason: (count and list reasons)	0	0.00%	100
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	47	47.00%	
Waited in pharmacy	39	39.00%	
Came back later	14	14.00%	100
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	1	1.00%	
Not very satisfied	0	0.00%	
Fairly satisfied	31	31.00%	
Very Satisfied	68	68.00%	100
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	3	3.00%	
Fairly Poor	2	2.00%	
Fairly Good	14	14.00%	
Very Good	81	81.00%	
Don't Know	0	0.00%	100
b) The comfort and convenience of the waiting areas (e.g. seating or standing room)			
Very Poor	3	3.00%	
Fairly Poor	5	5.00%	
Fairly Good	27	27.00%	
Very Good	65	65.00%	
Don't Know	0	0.00%	100

	Count	%	Total
c) Having in stock the medicines/appliances you need			
Very Poor	3	3.00%	
Fairly Poor	2	2.00%	
Fairly Good	30	30.00%	
Very Good	64	64.00%	
Don't Know	1	1.00%	100
d) Offering a clear and well organised layout			
Very Poor	3	3.00%	
Fairly Poor	0	0.00%	
Fairly Good	24	24.00%	
Very Good	73	73.00%	
Don't Know	0	0.00%	100
e) How long you have to wait to be served			
Very Poor	3	3.13%	
Fairly Poor	0	0.00%	
Fairly Good	22	22.92%	
Very Good	69	71.88%	
Don't Know	2	2.08%	96
f) Having somewhere available where you could speak without being overheard, if you wanted to			
Very Poor	2	2.08%	
Fairly Poor	5	5.21%	
Fairly Good	15	15.63%	
Very Good	57	59.38%	
Don't Know	17	17.71%	96
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	1	1.00%	
Fairly Poor	1	1.00%	
Fairly Good	18	18.00%	
Very Good	80	80.00%	
Don't Know	0	0.00%	100
b) Answering any queries you may have			
Very Poor	0	0.00%	
Fairly Poor	0	0.00%	
Fairly Good	11	11.00%	
Very Good	84	84.00%	
Don't Know	5	5.00%	100

	Count	%	Total
c) The service you received from the pharmacist			
Very Poor	1	1.00%	
Fairly Poor	0	0.00%	
Fairly Good	8	8.00%	
Very Good	91	91.00%	
Don't Know	0	0.00%	100
d) The service you received from the other pharmacy staff			
Very Poor	1	1.00%	
Fairly Poor	0	0.00%	
Fairly Good	8	8.00%	
Very Good	91	91.00%	
Don't Know	0	0.00%	100
e) Providing an efficient service			
Very Poor	1	1.00%	
Fairly Poor	0	0.00%	
Fairly Good	14	14.00%	
Very Good	81	81.00%	
Don't Know	4	4.00%	100
f) The staff overall			
Very Poor	1	1.00%	
Fairly Poor	0	0.00%	
Fairly Good	9	9.00%	
Very Good	90	90.00%	
Don't Know	0	0.00%	100
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	2	2.00%	
Not very well	0	0.00%	
Fairly well	17	17.00%	
Very well	63	63.00%	
Never used	18	18.00%	100
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	16	16.00%	
Very well	58	58.00%	
Never used	26	26.00%	100

	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	13	13.00%	
Very well	57	57.00%	
Never used	30	30.00%	100
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	10.00%	
Very well	59	59.00%	
Never used	31	31.00%	100
Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?			
Stopping smoking			
Yes	19	19.00%	
No	81	81.00%	100
Healthy eating			
Yes	18	18.00%	
No	82	82.00%	100
Physical exercise			
Yes	21	21.00%	
No	79	79.00%	100
Q8 Which of the following best describes how you use this pharmacy?			
This is the pharmacy that you choose to visit if possible	78	78.00%	
This is one of several pharmacies that you use when you need to	13	13.00%	
This pharmacy was just convenient for you today	9	9.00%	100
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	2.00%	
Good	6	6.00%	
Very Good	32	32.00%	
Excellent	60	60.00%	100

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

My go to pharmacy

Fantastic free delivery service

Great pharmacy
prescriptions always quickly processed

Dax provides a very professional service

Very Informative & Useful, always use this pharmacy

Always use this pharmacy

Q11 How old are you?

	Count	%	Total
16-19	2	2.00%	
20-24	0	0.00%	
25-34	6	6.00%	
35-44	28	28.00%	
45-54	9	9.00%	
55-64	22	22.00%	
65+	33	33.00%	100
Q12 Are you…			
Male	43	43.00%	
Female	57	57.00%	100
Q 13 Which of the following apply to you:			
You have, or care for, children under 16	15	15.00%	
You are a carer for someone with a longstanding illness or infirmity	19	19.00%	
Neither	66	66.00%	100

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