

**Community Pharmacy Patient Questionnaire  
Worksheet pharmacyDIRECT Woolston**

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
99	66.00%	
34	22.67%	
17	11.33%	
0	0.00%	150
64	42.67%	
63	42.00%	
23	15.33%	150
1	0.67%	
1	0.67%	
37	24.67%	
111	74.00%	150
4	2.67%	
2	1.33%	
24	16.00%	
120	80.00%	
0	0.00%	150
4	2.67%	
8	5.33%	
41	27.33%	
97	64.67%	
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
4	2.67%	
3	2.00%	
45	30.00%	
95	63.33%	
3	2.00%	150
4	2.67%	
0	0.00%	
31	20.67%	
114	76.00%	
1	0.67%	150
5	3.45%	
0	0.00%	
24	16.55%	
114	78.62%	
2	1.38%	145
2	1.38%	
5	3.45%	
33	22.76%	
78	53.79%	
27	18.62%	145
2	1.33%	
1	0.67%	
24	16.00%	
123	82.00%	
0	0.00%	150
0	0.00%	
0	0.00%	
17	11.33%	
128	85.33%	
5	3.33%	150

c) The service you received from the pharmacist

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

Count	%	Total
2	1.33%	
0	0.00%	
14	9.33%	
134	89.33%	
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

2	1.33%	
0	0.00%	
14	9.33%	
134	89.33%	
0	0.00%	150

e) Providing an efficient service

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

2	1.33%	
0	0.00%	
17	11.33%	
126	84.00%	
5	3.33%	150

f) The staff overall

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

2	1.33%	
0	0.00%	
13	8.67%	
135	90.00%	
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%	
19	12.67%	
106	70.67%	
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%	
93	62.00%	
38	25.33%	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	87	58.00%	
Never used	42	28.00%	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	16	10.67%	
Very well	88	58.67%	
Never used	46	30.67%	150
<b>Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?</b>			
Stopping smoking			
Yes	19	12.67%	
No	131	87.33%	150
Healthy eating			
Yes	22	14.67%	
No	128	85.33%	150
Physical exercise			
Yes	25	16.67%	
No	125	83.33%	150
<b>Q8 Which of the following best describes how you use this pharmacy?</b>			
This is the pharmacy that you choose to visit if possible	121	80.67%	
This is one of several pharmacies that you use when you need to	14	9.33%	
This pharmacy was just convenient for you today	15	10.00%	150
<b>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?</b>			
Poor	0	0.00%	
Fair	2	1.33%	
Good	11	7.33%	
Very Good	54	36.00%	
Excellent	83	55.33%	150

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

wish it was bigger  
 Sometimes its very busy  
 very efficiently run  
 sometimes there is a long wait  
 The pharmacist is willing to help  
 I am a regular and they know my needs  
 Staff always doing a great job in hectic times

**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%	
7	4.67%	
41	27.33%	
21	14.00%	
34	22.67%	
47	31.33%	150
61	40.67%	
89	59.33%	150
24	16.00%	
21	14.00%	
105	70.00%	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