

Community Pharmacy Patient Questionnaire (CPPQ) Report 2017-18

For

Reliance Pharma Limited T/A MPS Pharmacy

**46-47 The Market, Rosehill, Rosehill, SM1 3HE
Surrey**



Summary of the information recorded in the report.

Summary of the information recorded below. The CCG or successor organisation may want to see this on monitoring visits or at other times (it can be paper based or electronic) (the ranking is the order from 1 to 21, of the percentage responses, as either satisfied or dissatisfied with 1 being the most satisfied or the most dissatisfied as appropriate)

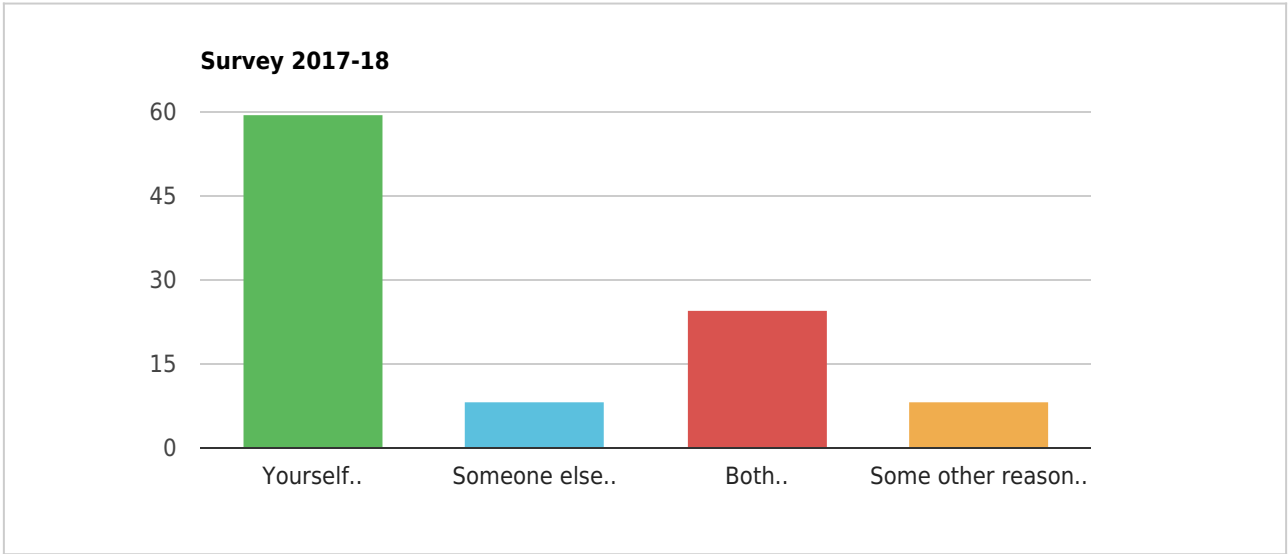
Question	Dissatisfied	Ranking	Satisfied	Ranking
Question 5d: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is: (Option: The service you received from the other pharmacy staff)	0	21	100	1
Question 5c: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is: (Option: The service you received from the pharmacist)	0	19	100	2
Question 5b: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is: (Option: Answering any queries you may have)	0	20	100	3
Question 5e: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is: (Option: Providing an efficient service)	0	11	100	4
Question 5f: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is: (Option: The staff overall)	0	8	100	5
Question 9: Finally, taking everything into account - the staff, the shop and the service provided - <i>How would you rate the pharmacy where you received this questionnaire?</i>	0	13	100	6
Question 6a: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? (Option: Providing advice on a current health problem or a longer term health condition)	0	7	100	7
Question 4f: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is: (Option: Having somewhere available where you could speak without being overheard, if you wanted to)	0	18	100	8
Question 5a: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is: (Option: Being polite and taking the time to listen to what you want)	0	14	100	9
Question 4e: Thinking about any previous visits as well as	0	17	100	10

today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is: **(Option: How long you have to wait to be served)**

Question 3d: Whenever the pharmacy has asked for your consent, do you feel that your wishes were respected?	0	16	100	11
Question 6c: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? (Option: Disposing of medicines you no longer need)	0	10	99	12
Question 6b: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? (Option: Providing general advice on leading a more healthy lifestyle)	0	9	99	13
Question 6d: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? (Option: Providing advice on health services or information available elsewhere)	0	12	98	14
Question 3a: How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?	0	6	98	15
Question 4d: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is: (Option: Offering a clear and well organised layout)	0	15	97	16
Question 4a: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is: (Option: The cleanliness of the pharmacy)	3	3	97	17
Question 4c: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is: (Option: Having in stock the medicines/appliances you need)	3	4	97	18
Question 4b: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is: (Option: The comfort and convenience of the waiting areas (e.g. seating or standing room))	3	2	97	19
Question 3c: In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?	3	5	97	20
Question 3b: After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you unhappy with our procedures or do you have any concerns?	27	1	73	21

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 1: Why did you visit this pharmacy today? To collect a prescription for:



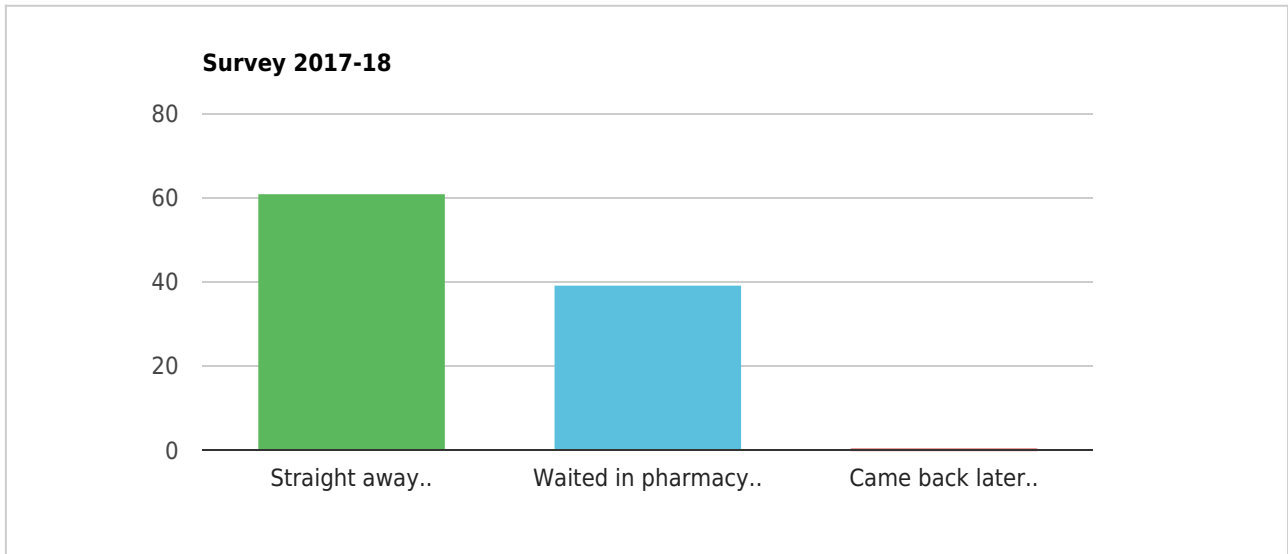
Yourself 59%	Someone else 8%	Both 24%	Some other reason 8%
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No	Other Reasons
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 2: 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? If you did not collect a prescription, please go to Q3.

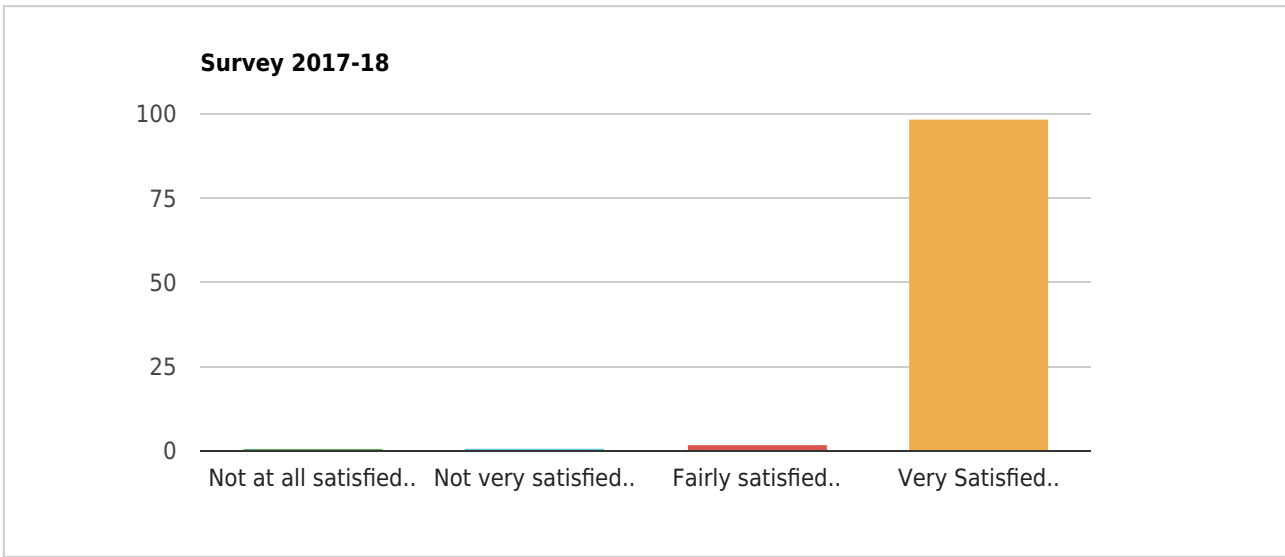


Straight away 61%	Waited in pharmacy 39%	Came back later 0%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 3a: How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?

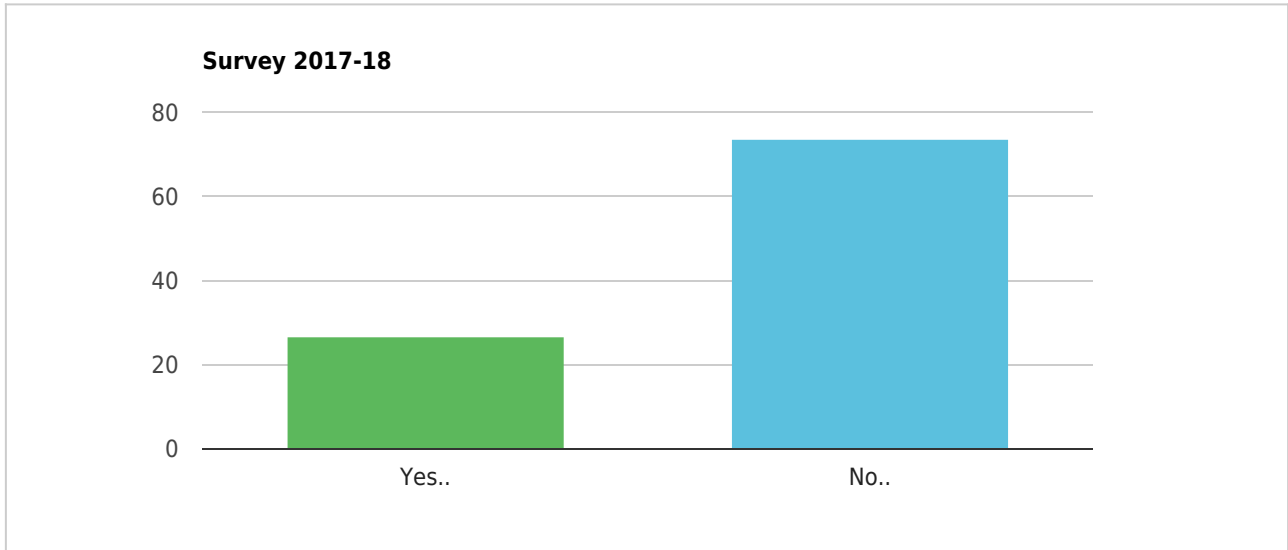


Not at all satisfied	Not very satisfied	Fairly satisfied	Very Satisfied
0%	0%	2%	98%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 3b: After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you unhappy with our procedures or do you have any concerns?

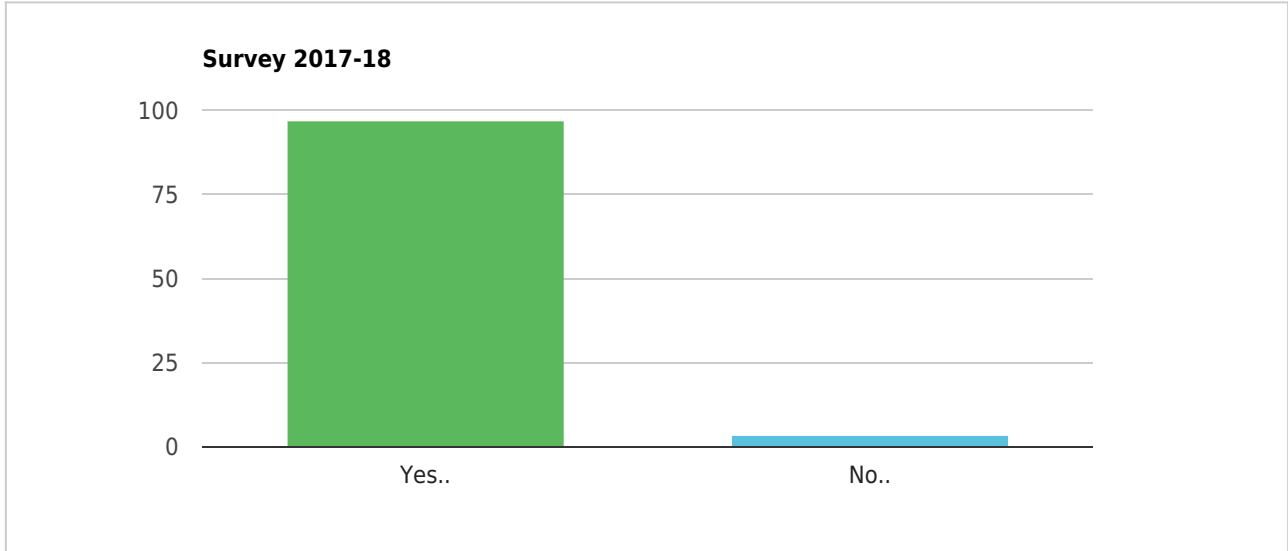


Yes 27%	No 73%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 3c: In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?

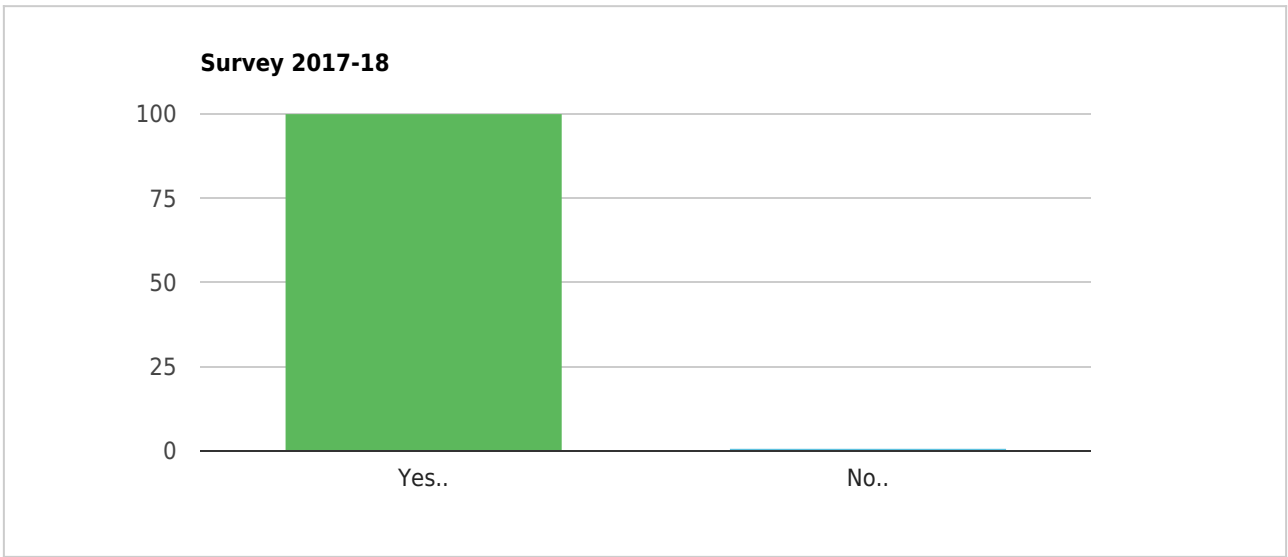


Yes 97%	No 3%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 3d: Whenever the pharmacy has asked for your consent, do you feel that your wishes were respected?



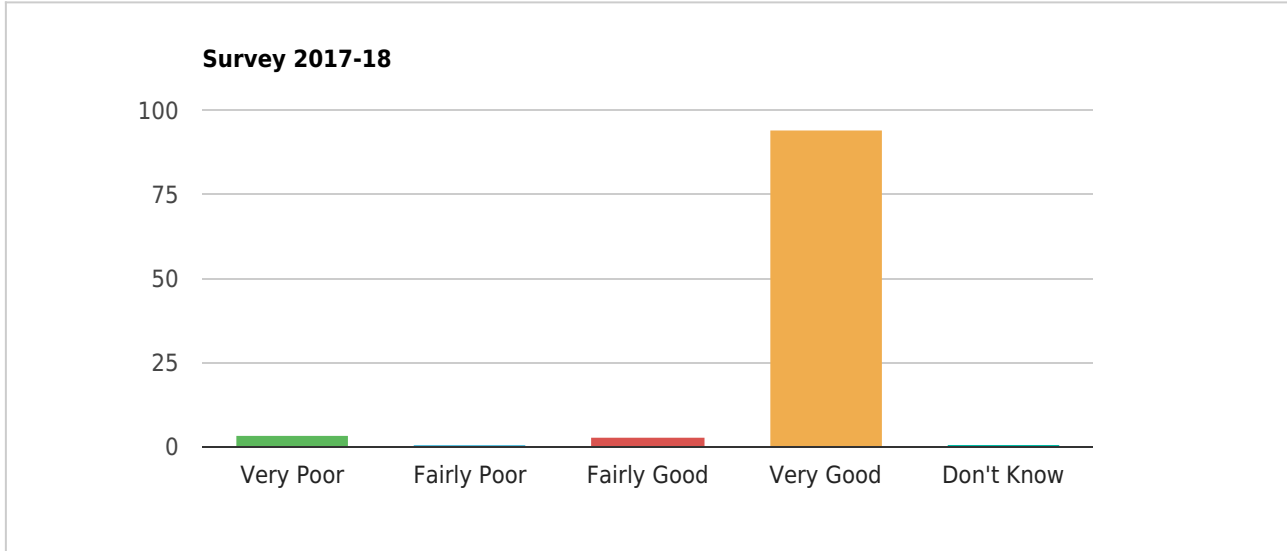
Yes 100%	No 0%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 4a: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

(Option: The cleanliness of the pharmacy)



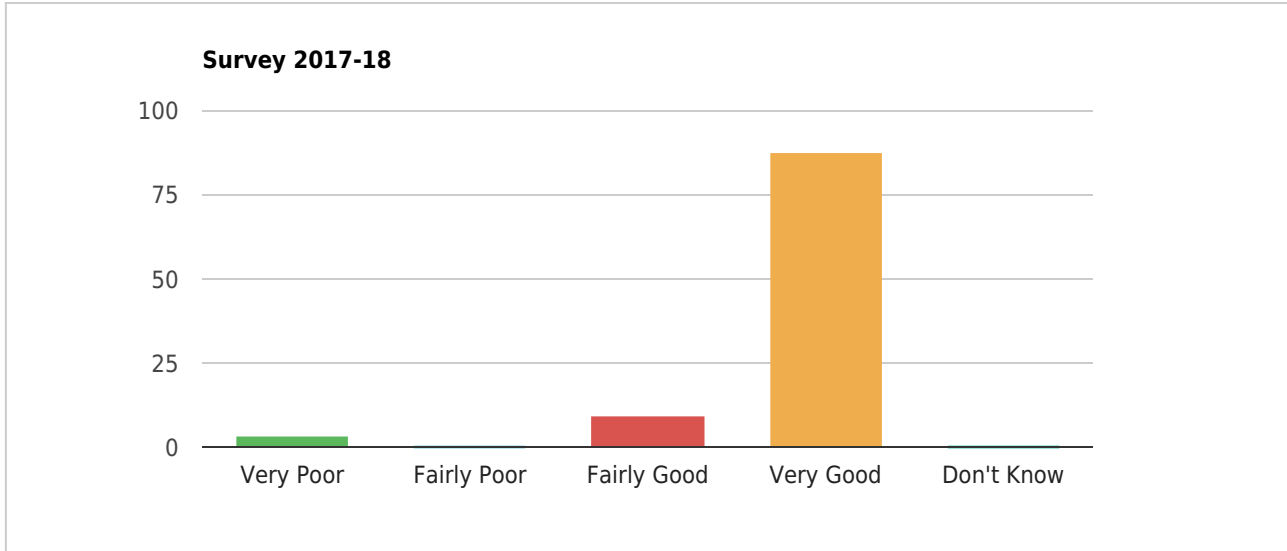
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
3%	0%	3%	94%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 4b: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

(Option: The comfort and convenience of the waiting areas (e.g. seating or standing room))



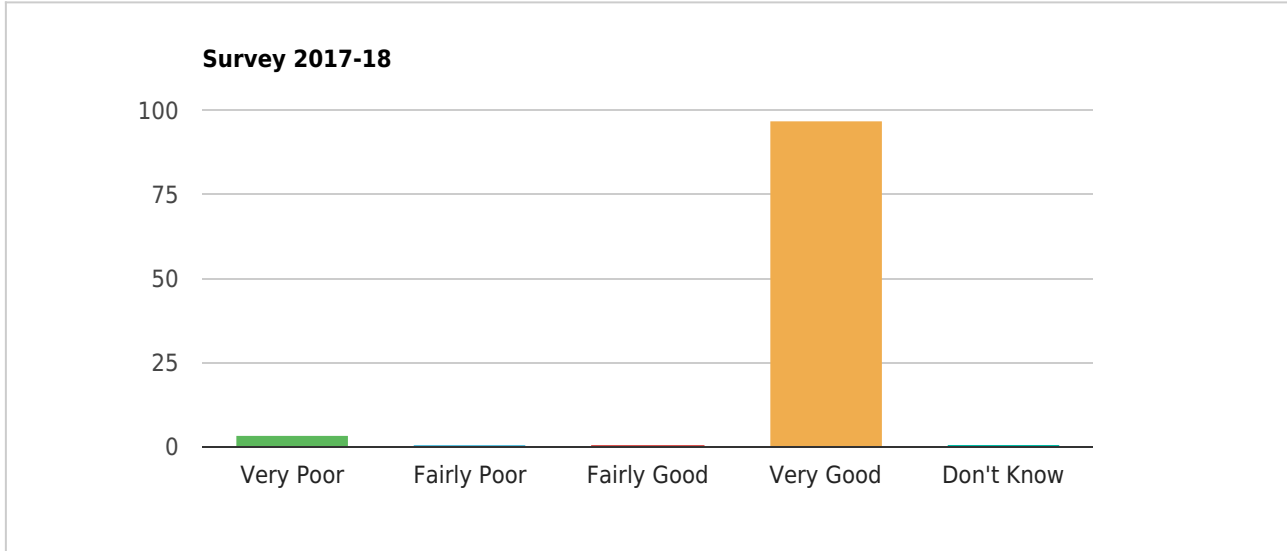
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
3%	0%	9%	88%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 4c: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

(Option: Having in stock the medicines/appliances you need)



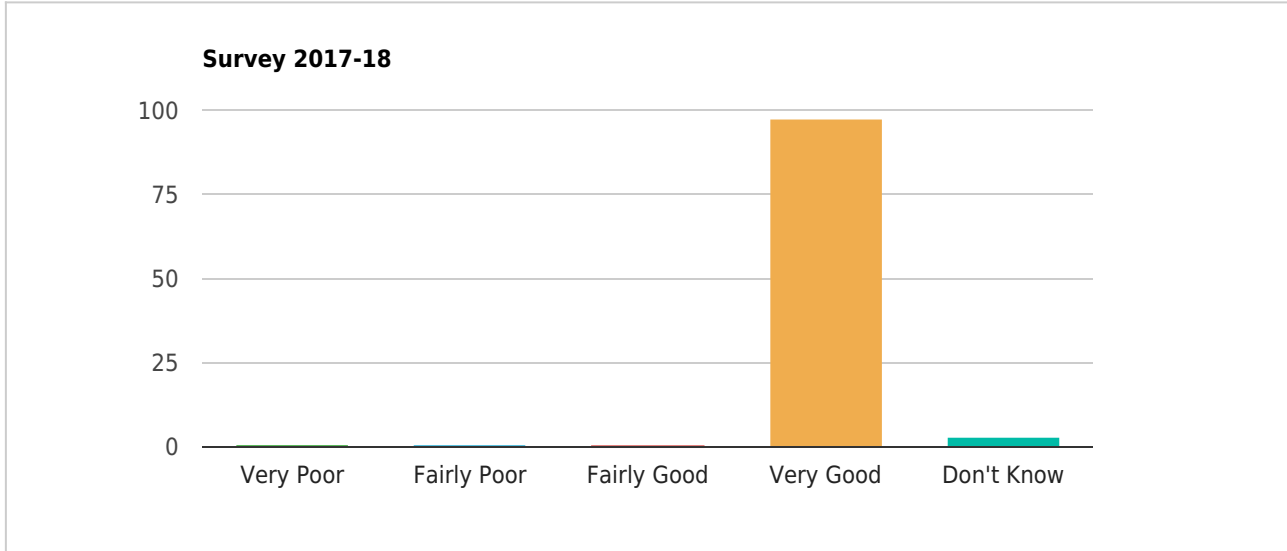
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
3%	0%	0%	97%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 4d: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

(Option: Offering a clear and well organised layout)



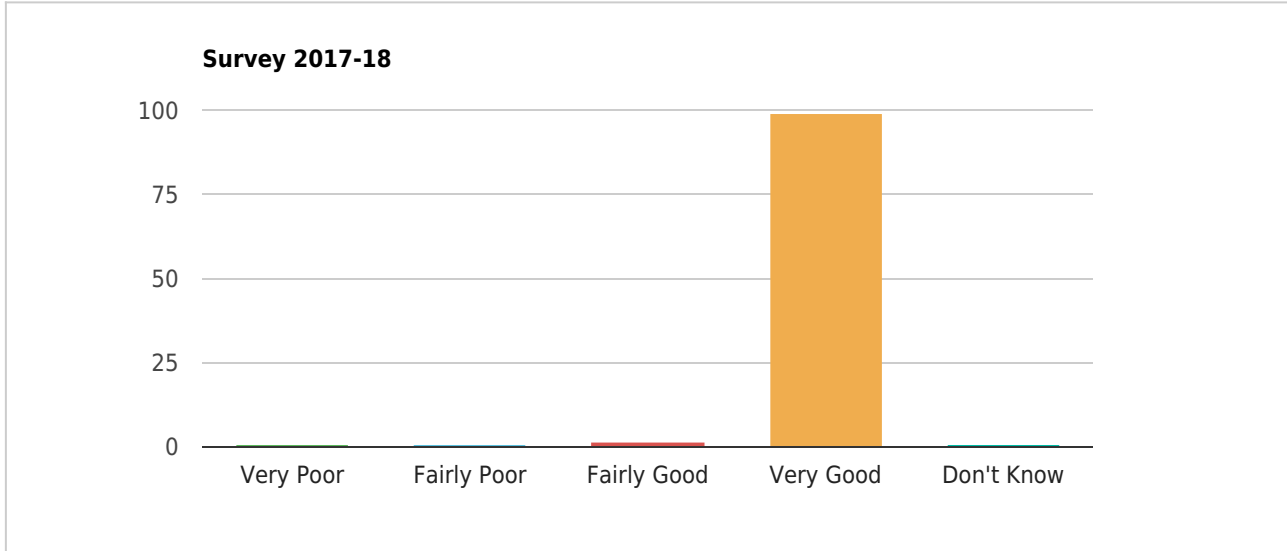
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	0%	97%	3%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 4e: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

(Option: How long you have to wait to be served)



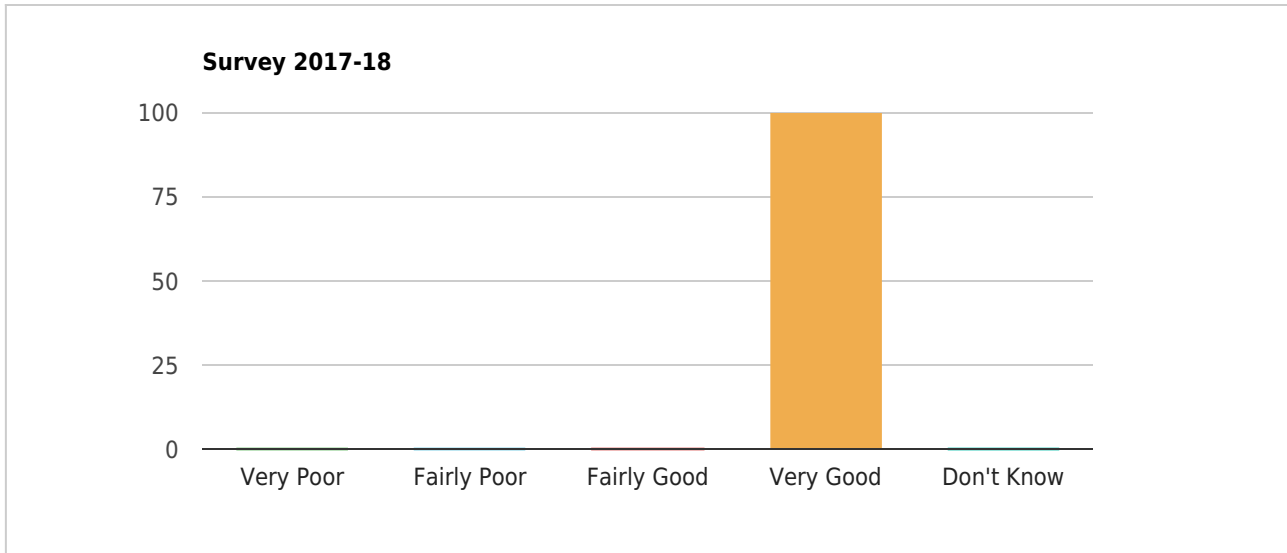
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	1%	99%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 4f: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

(Option: Having somewhere available where you could speak without being overheard, if you wanted to)



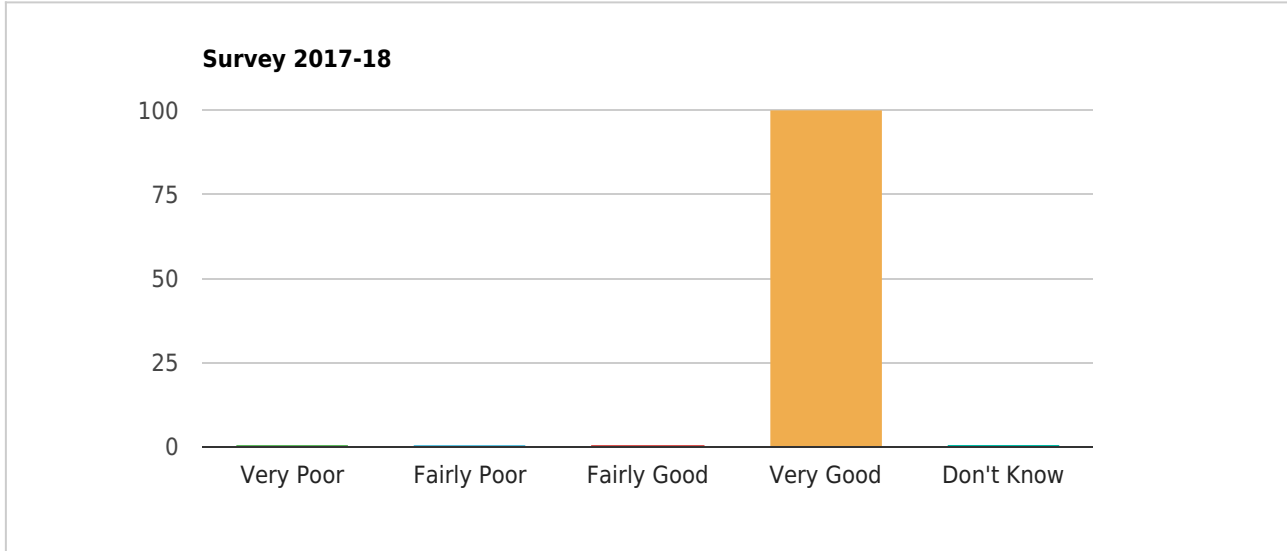
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	0%	100%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 5a: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

(Option: Being polite and taking the time to listen to what you want)



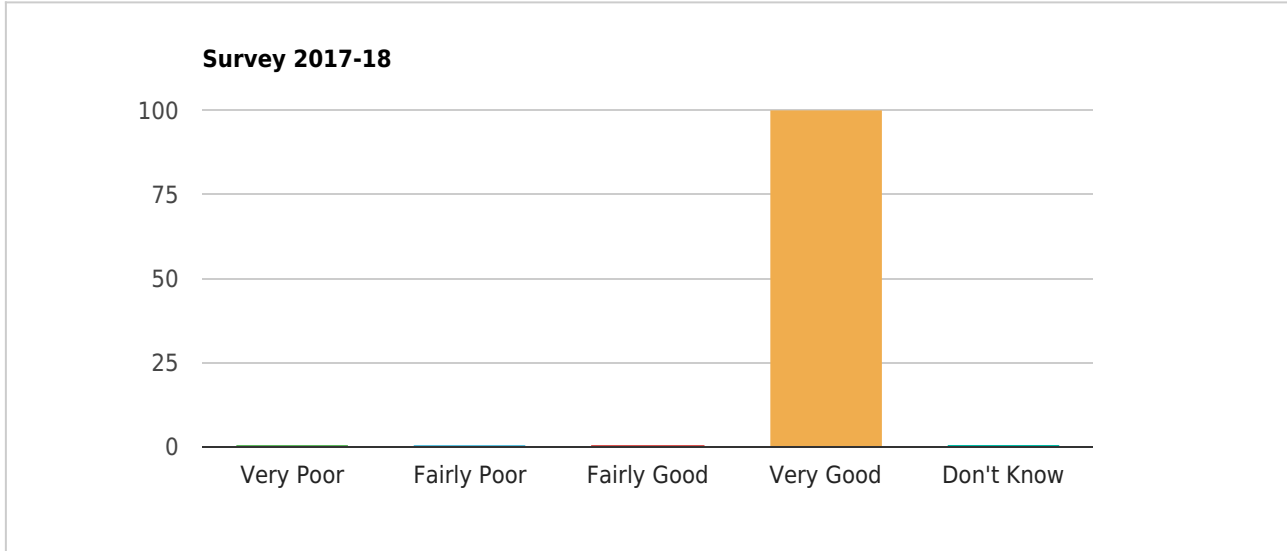
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	0%	100%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 5b: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

(Option: Answering any queries you may have)



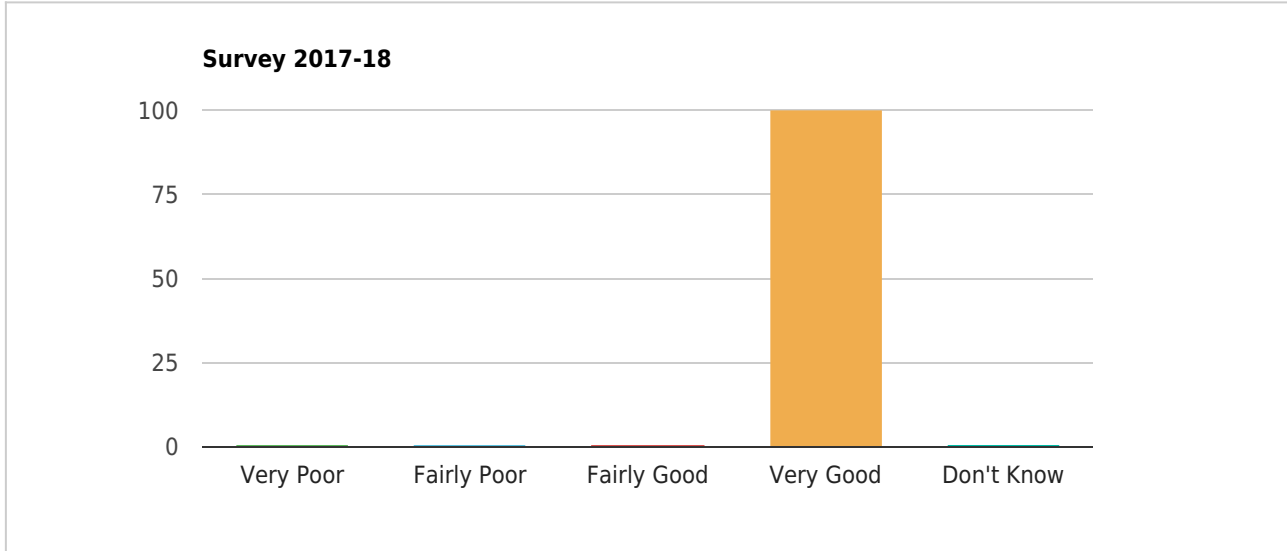
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	0%	100%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 5c: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

(Option: The service you received from the pharmacist)



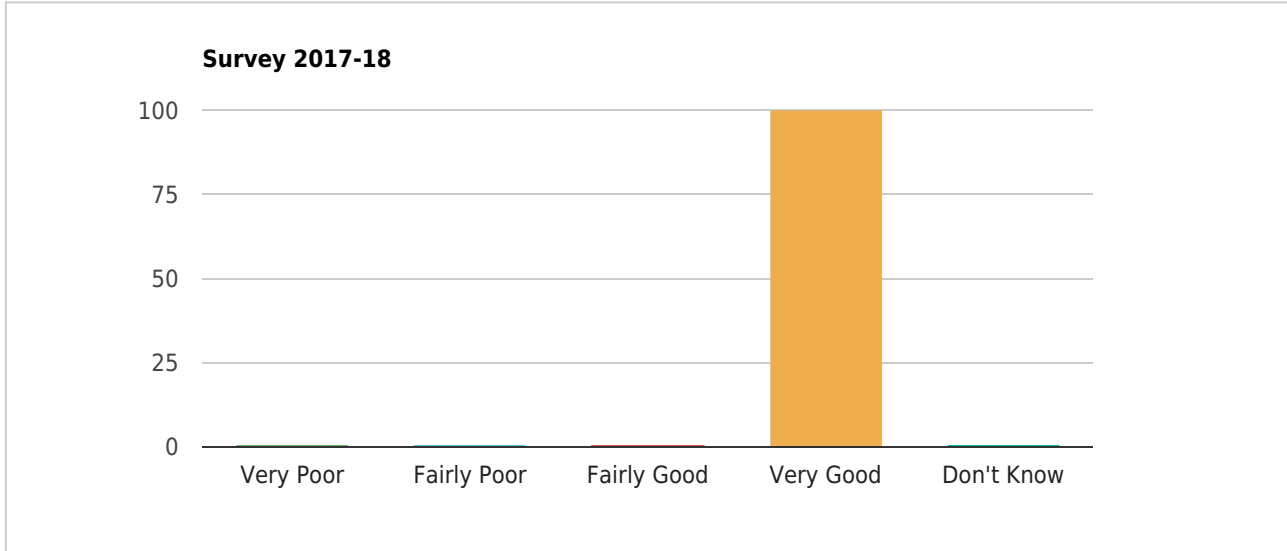
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	0%	100%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 5d: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

(Option: The service you received from the other pharmacy staff)



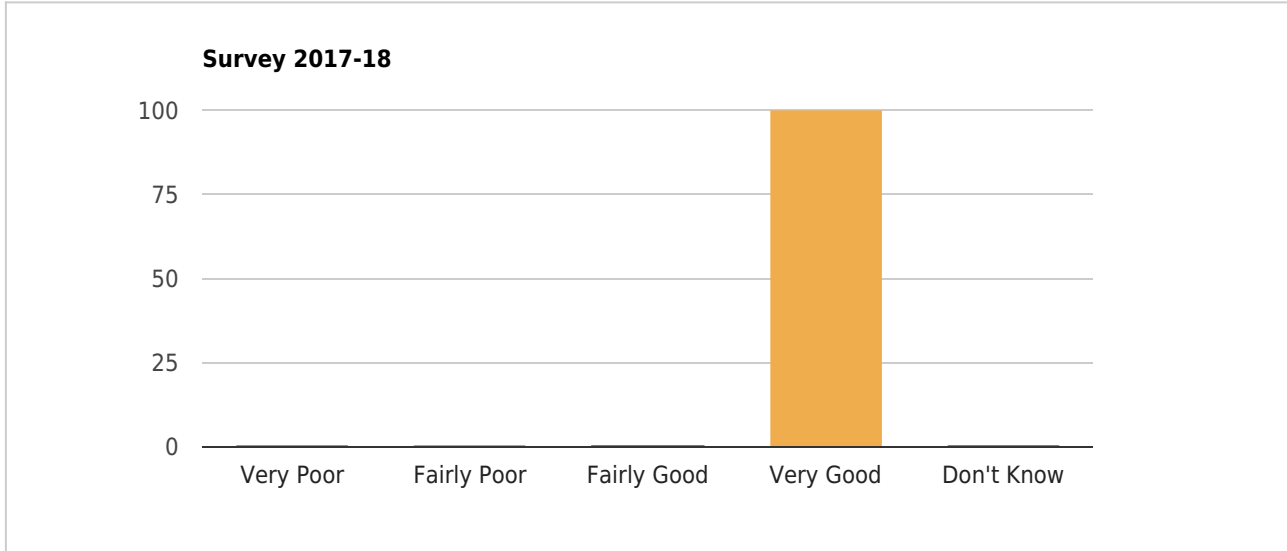
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	0%	100%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 5e: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

(Option: Providing an efficient service)



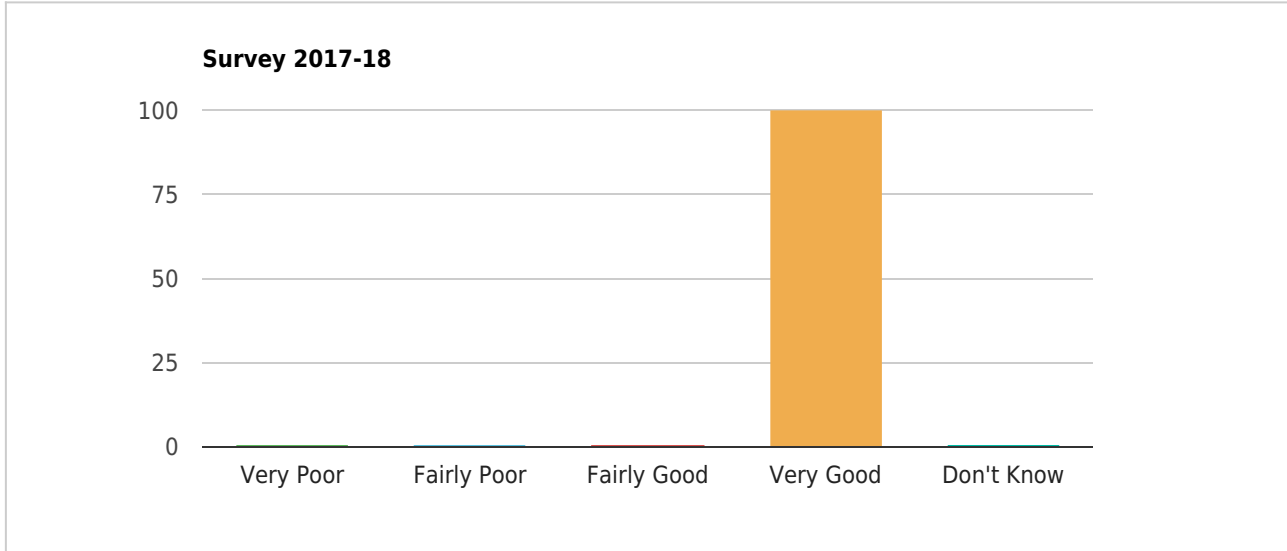
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	0%	100%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 5f: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

(Option: The staff overall)



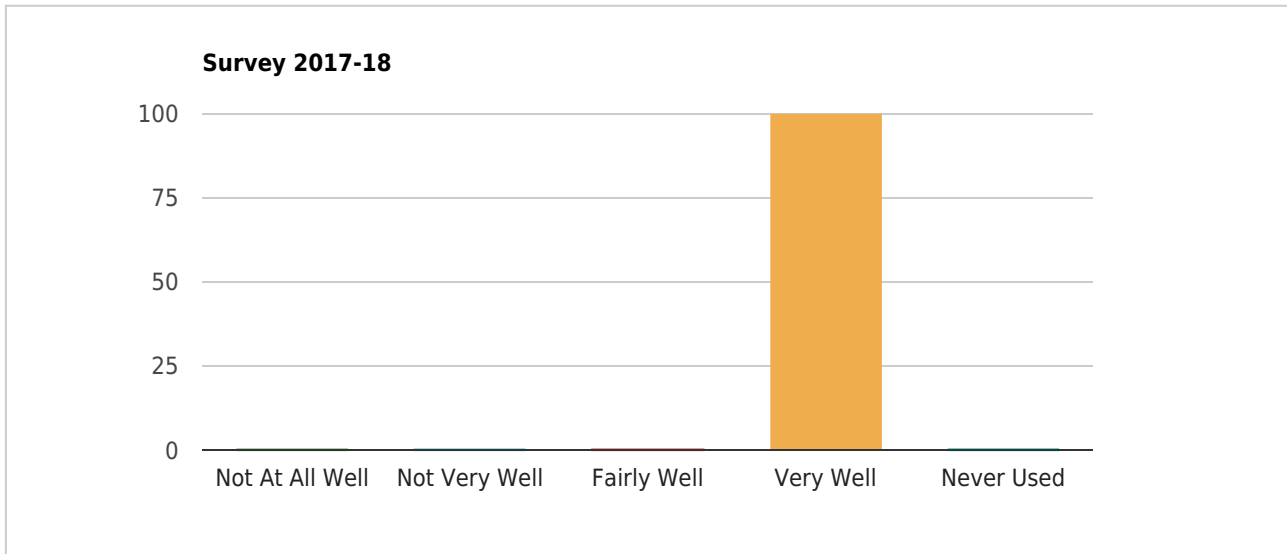
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	0%	100%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 6a: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?

(Option: Providing advice on a current health problem or a longer term health condition)

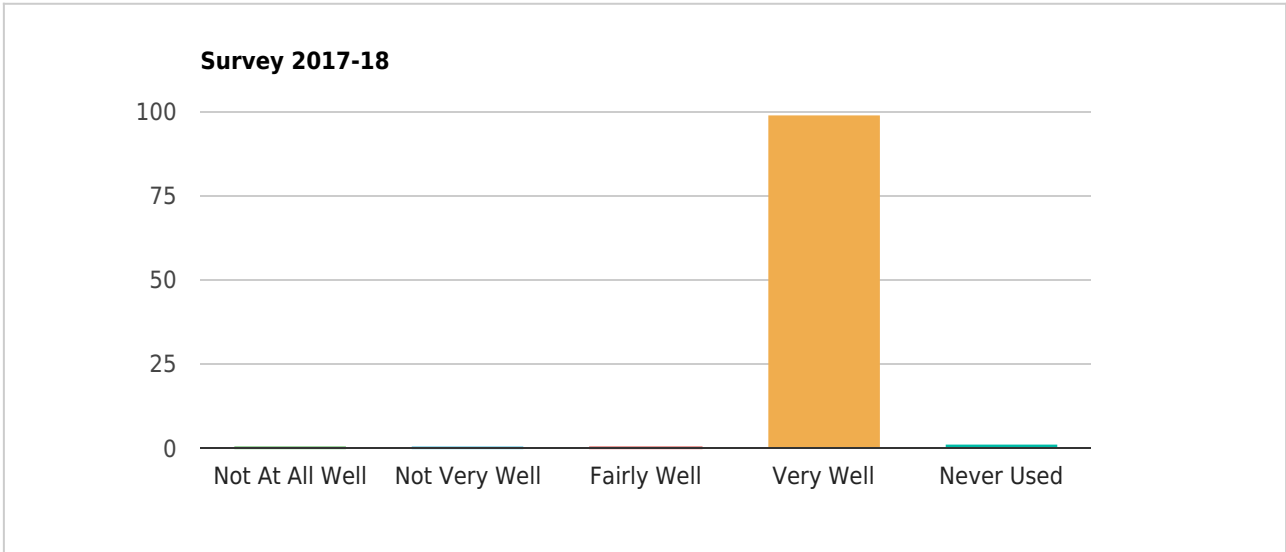


Not At All Well	Not Very Well	Fairly Well	Very Well	Never Used
0%	0%	0%	100%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 6b: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?
(Option: Providing general advice on leading a more healthy lifestyle)

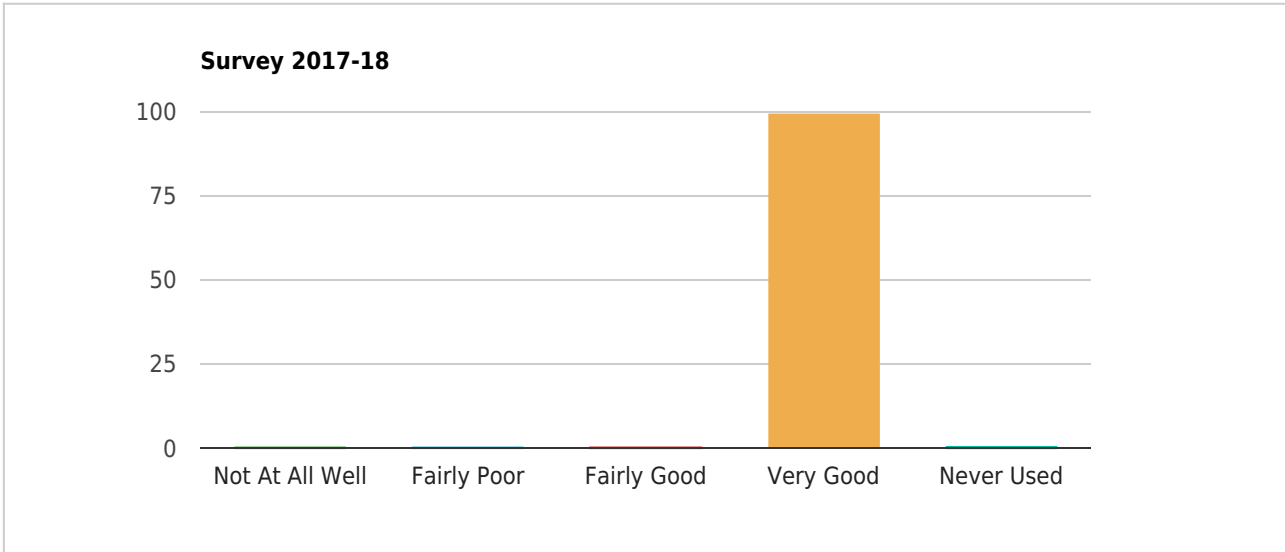


Not At All Well	Not Very Well	Fairly Well	Very Well	Never Used
0%	0%	0%	99%	1%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 6c: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?
(Option: Disposing of medicines you no longer need)

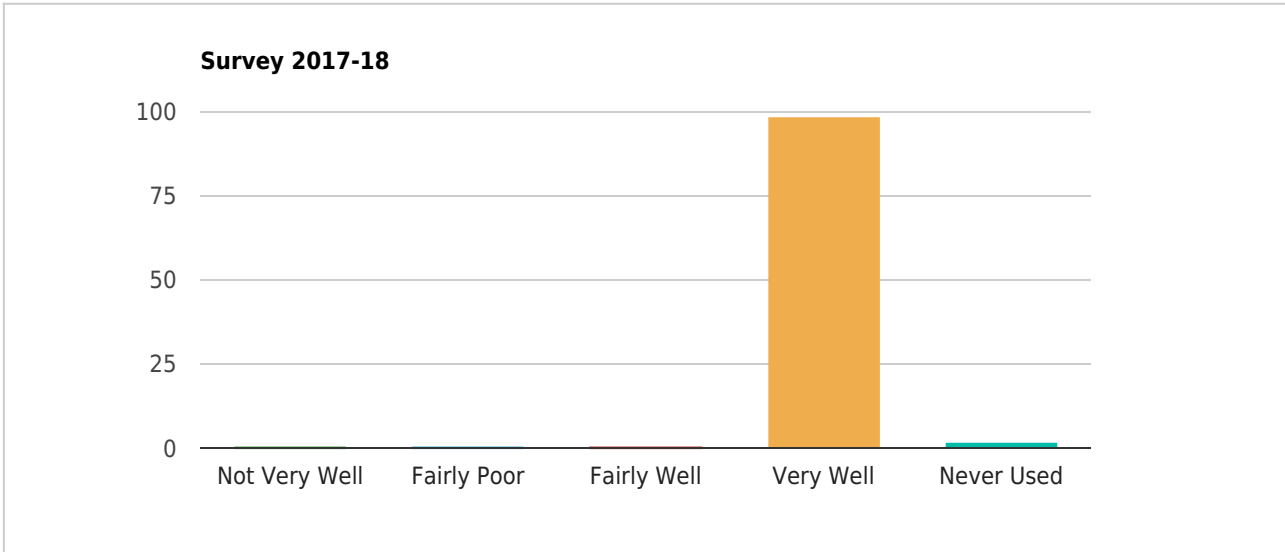


Not At All Well	Fairly Poor	Fairly Good	Very Good	Never Used
0%	0%	0%	100%	1%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 6d: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?
(Option: Providing advice on health services or information available elsewhere)

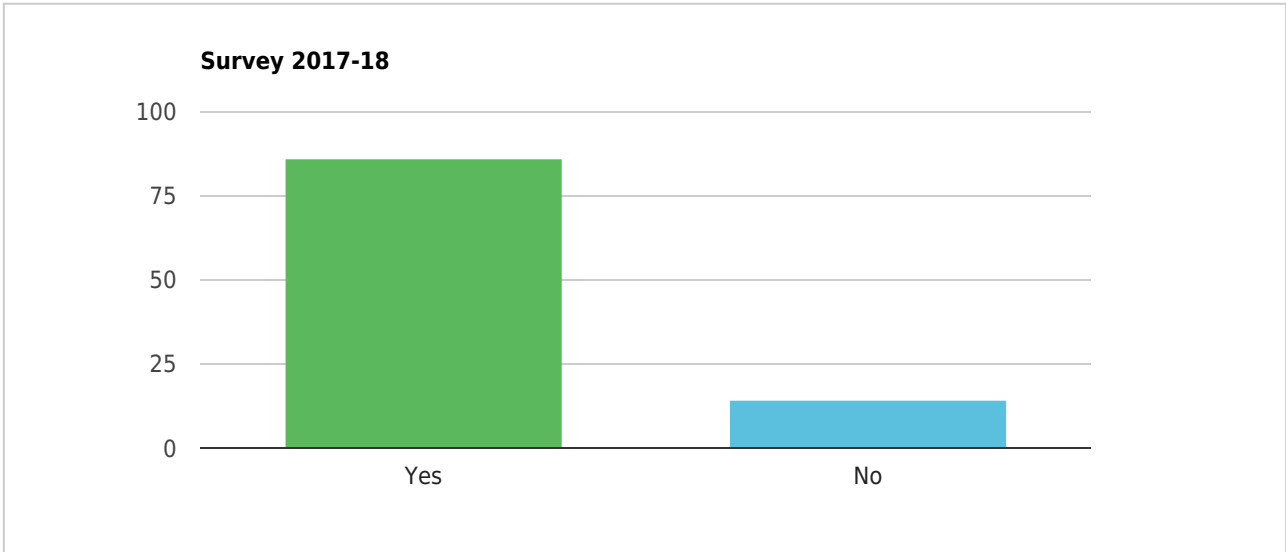


Not Very Well	Fairly Poor	Fairly Well	Very Well	Never Used
0%	0%	0%	98%	2%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 7a: Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?
(Option: Stopping smoking)

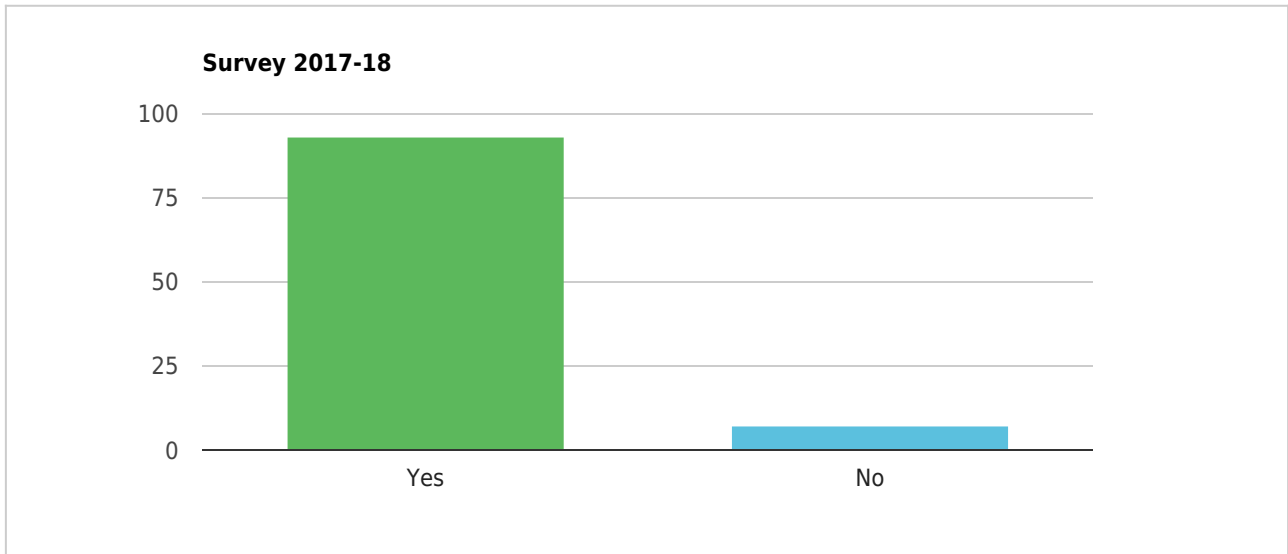


Yes 86%	No 14%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 7b: Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?
(Option: Healthy eating)

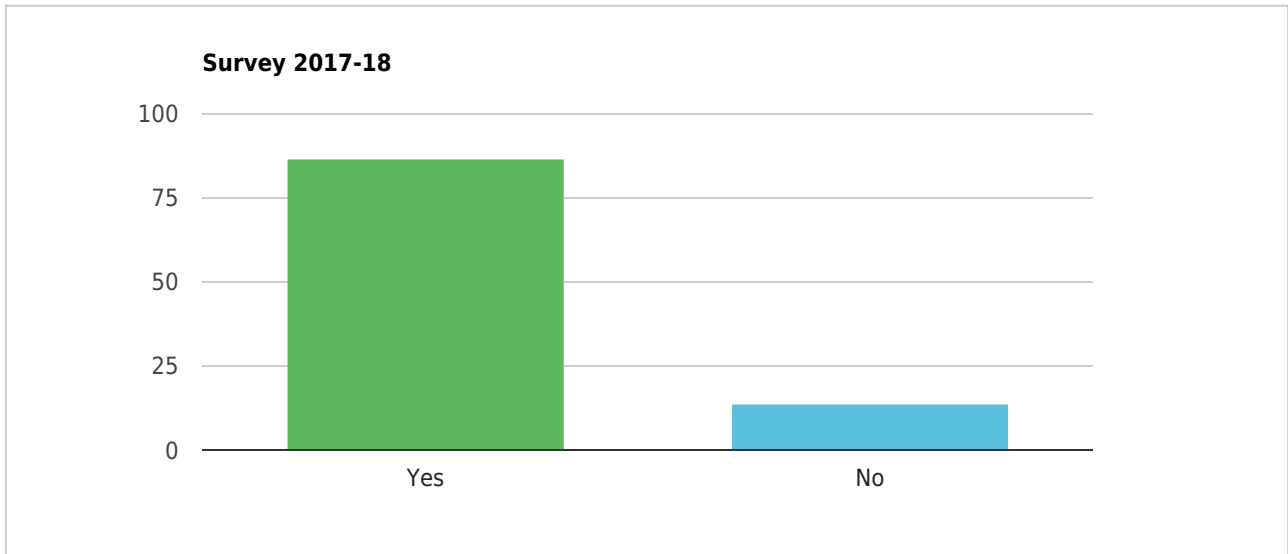


Yes 93%	No 7%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 7c: Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?
(Option: Physical exercise)

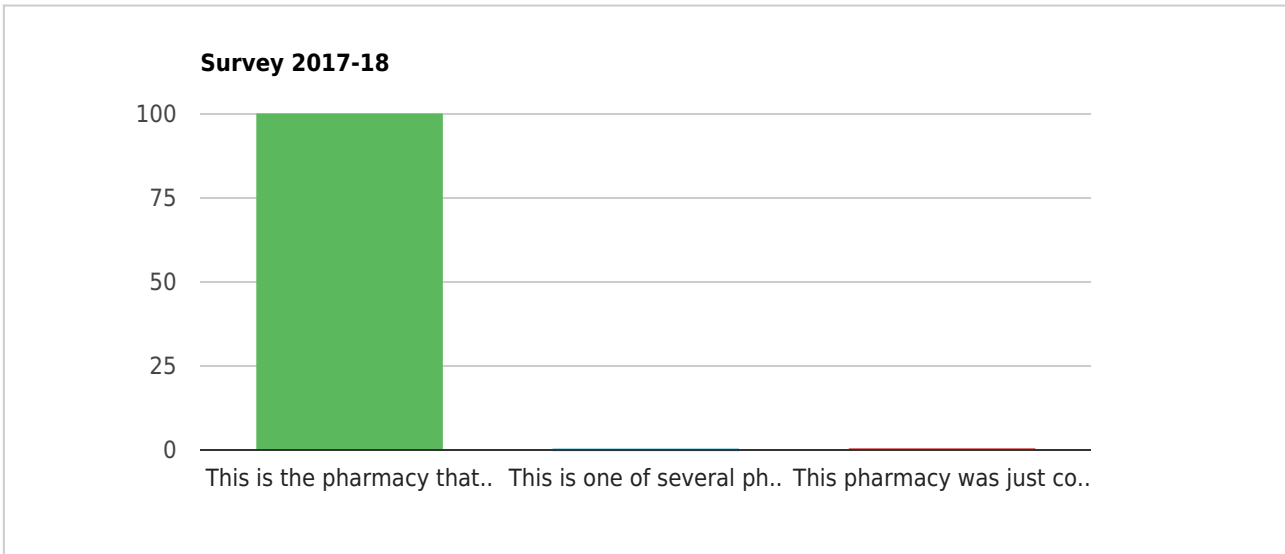


Yes 87%	No 13%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 8: Which of the following best describes how you use this pharmacy?

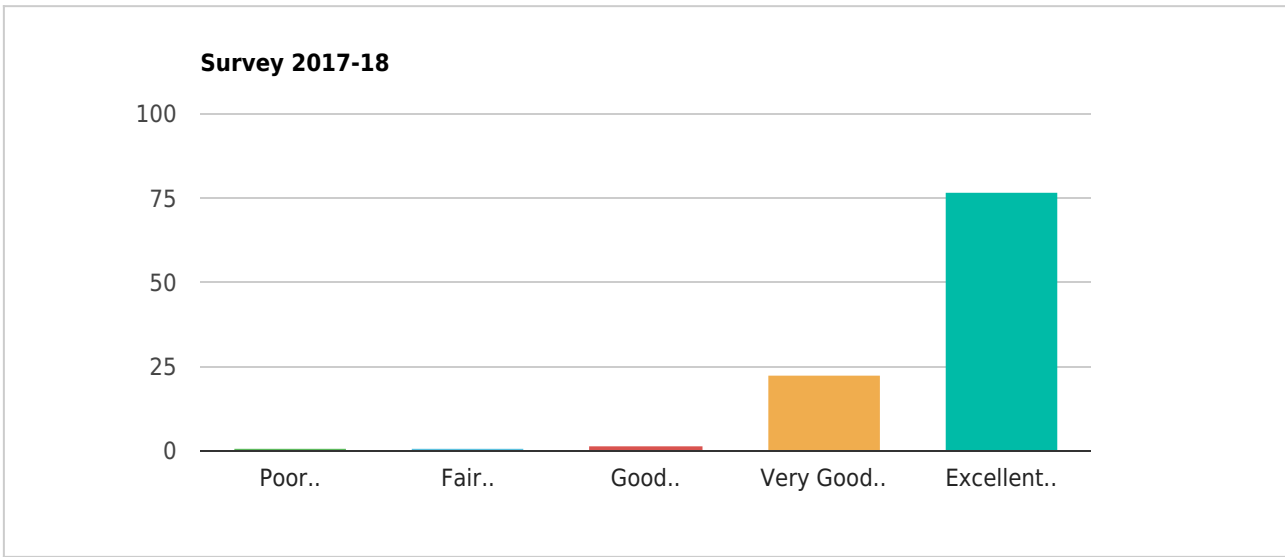


This is the pharmacy that you choose to visit if possible 100%	This is one of several pharmacies that you use when you need to 0%	This pharmacy was just convenient for you today 0%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 9: Finally, taking everything into account - the staff, the shop and the service provided - How would you rate the pharmacy where you received this questionnaire?

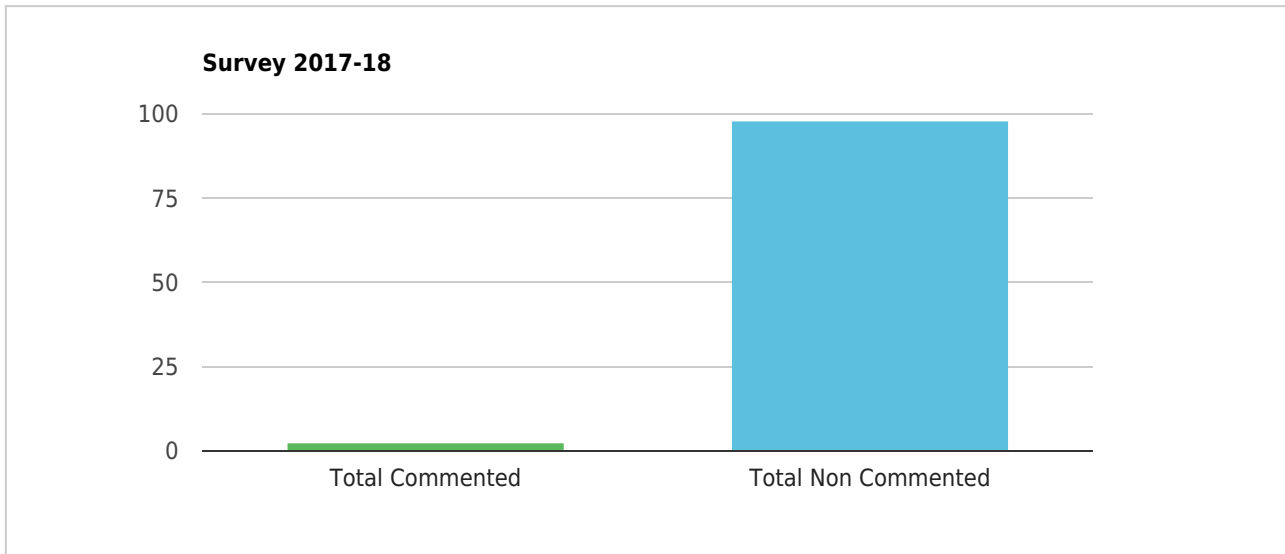


Poor	Fair	Good	Very Good	Excellent
0%	0%	1%	22%	77%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 10: If you have any comments about how the service from this pharmacy could be improved, please write them in here:



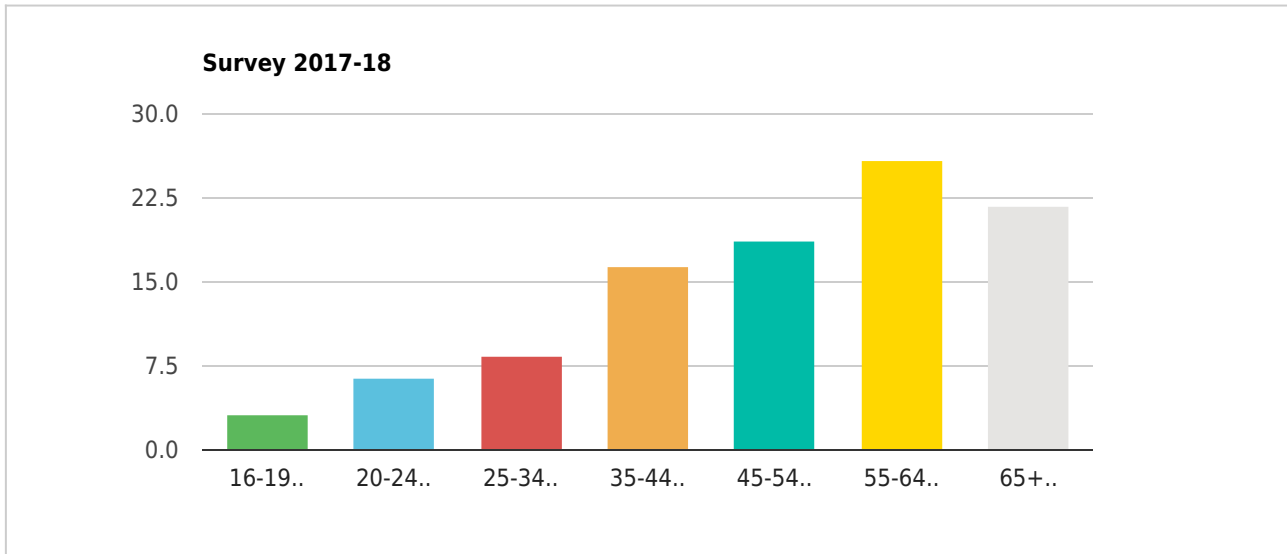
Total Commented 2%	Total Non Commented 98%
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No	Comments
1	the best pharmacy and the staff are the most loveliest helpful people i can not fault them in anyway always offer a friendly service and they treat everyone with great respect i will not use another pharmacy i just love everything about the pharmacy
2	Excellent pharmacy
3	Mr Rahul Dahya provides an extremely professional, courteous ,friendly pharmacy service and and he and his staff always exude a friendly helpful rapport on both medical and general retail products available.
4	Quick and efficient the staff are very polite and always there to give good sound advice
5	Quick and efficient the staff are very polite and always there to give good sound advice
6	see to 1 person first instead of trying to see to 5 to 6 patients at one time or get more staff .
7	This is 1 of multiple pharmacs which i use and i find this is the most old fashioned pharmacy,the owner should make this a modern looking pharmacy

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 11: How old are you?

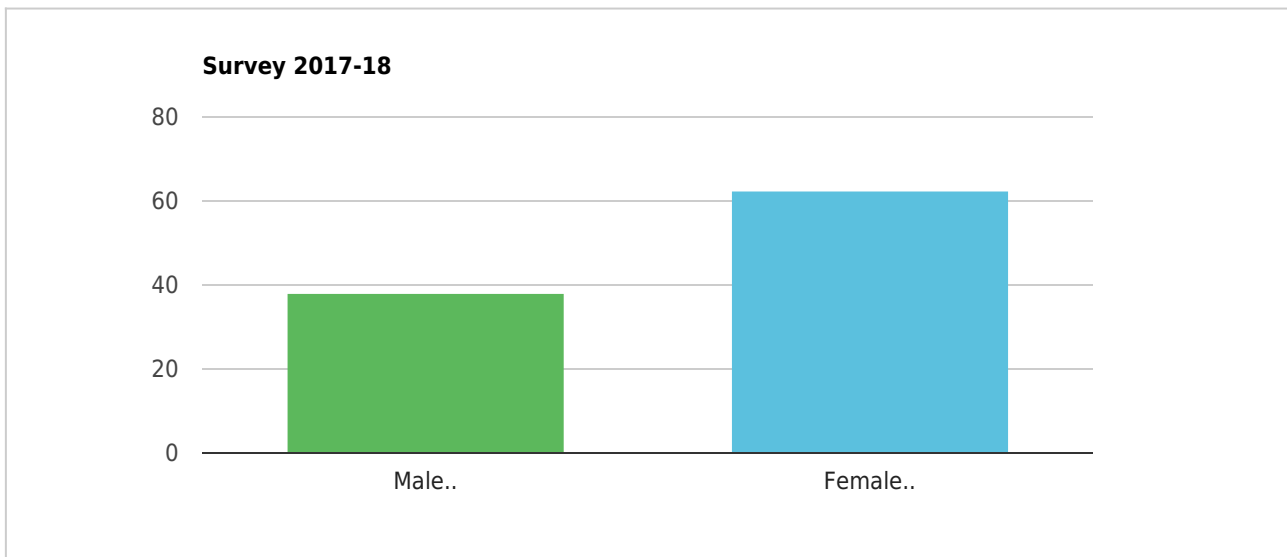


16-19	20-24	25-34	35-44	45-54	55-64	65+
3%	6%	8%	16%	19%	26%	22%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 12: Are you...

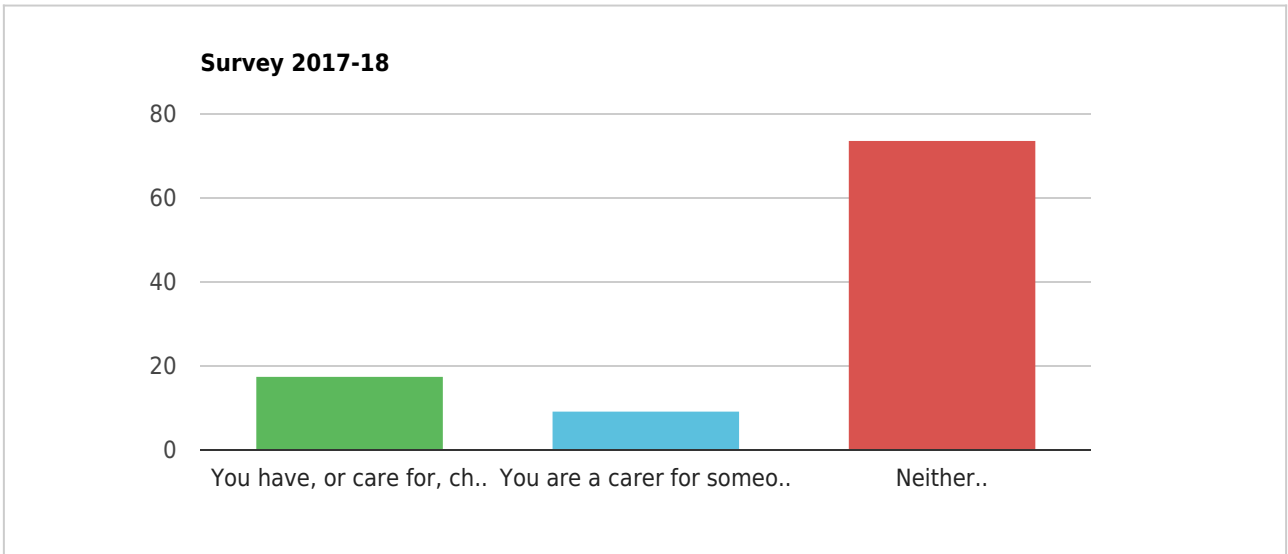


Male 38%	Female 62%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for Reliance Pharma Limited T/A MPS Pharmacy

Question 13: Which of the following apply to you:



You have, or care for, children under 16 17%	You are a carer for someone with a longstanding illness or infirmity... 9%	Neither 74%
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Comments:

Areas where the pharmacy is performing strongly

First area in which the pharmacy performed well:

Whenever the pharmacy has asked for your consent, do you feel that your wishes were respected?

Yes 100%	No 0%
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Comments: Before any Medication is Handed out or a review of medication is conducted or a new medication has been started, a patient is always asked for a verbal or written consent.

Second area in which the pharmacy performed well:

Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

(Having somewhere available where you could speak without being overheard, if you wanted to)

Very Poor 0%	Fairly Poor 0%	Fairly Good 0%	Very Good 100%	Don't Know 0%
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Comments: There is a private consultation room present and a patient that wants a discreet conversation is taken into the room.

Third area in which the pharmacy performed well:

Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

(The staff overall)

Very Poor 0%	Fairly Poor 0%	Fairly Good 0%	Very Good 100%	Don't Know 0%
------------------------	--------------------------	--------------------------	--------------------------	-------------------------

Comments: We pride ourselves to be able to offer the best customer service to our patients at a high quality

Area identified that needs improvement

First area in which the pharmacy needs improvement:

Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

(Having in stock the medicines/appliances you need)

Very Poor 3%	Fairly Poor 0%	Fairly Good 0%	Very Good 97%	Don't Know 0%
------------------------	--------------------------	--------------------------	-------------------------	-------------------------

Comments: A review of the owings over the last 1 year can be generated and the top 10 items owed to patients most commonly can be stocked in a larger quantity.

Second area in which the pharmacy needs improvement:

After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you unhappy with our procedures or do you have any concerns?

Yes 27%	No 73%
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Comments: We will print a poster to let our patients know their information is safely stored and kept absolutely confidential. and if they are unhappy with our procedures or if they have any concerns they can speak to a member of staff

Third area in which the pharmacy needs improvement:

Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?

(Stopping smoking)

Yes 86%	No 14%
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Comments: We have requested the local authority to allow us to operate the stop smoking service from our Pharmacy.