Community Pharmacy Patient Questionnaire Results 2017 - 2018

					,		
Q1. Why did you visit this pharmacy oday? To collect a prescription for:	Yourself	Someone Else	Both	Other			
oddy. To conect a prescription for.	50 39.37%	37 29.13%	36 28.35%	4 3.15%			
22. If you collected a prescription oday, were you able to collect it							
traight away, did you have to wait in he pharmacy or did you come back	Straight away	Waited in pharmacy	Came back later	N/A			
ater to collect it?	35	46	43	3			
Q3. How satisfied were you with the ime it took to provide your	28% Not at all satisfied	36% Not very satisfied	34% Fairly satisfied	2% Very satisfied			
orescription and/or any other NHS services you required							
	0	0	53 42%	74 58%			
Q4. Thinking about any previous visits is well as today's, how would you ate the pharmacy on the following							
actors?	Very Poor	Fairly Poor	Fairly Good	Very Good	Don't know		
A. The cleanliness of the pharmacy	0.00%	2	35 23.00%	90	0.00%		
The comfort and convenience of he waiting areas(e.g seating or	Very Poor	Fairly Poor	Fairly Good	Very Good	Don't know		
tanding room)	0	2	42	83	0		
C. Having in stock the medicines/appliances you need	0.00% Very Poor	1.57% Fairly Poor	33.07% Fairly Good	65.35% Very Good	0.00% Don't know		
	0	1	41	84	1		
	0.00%	0.79%	32.28%	66.14%	0.79%		
. Offering a clear and well organised yout	Very Poor	Fairly Poor	Failry Good	Very Good	Don't know		
	0.00%	0.00%	29 22.83%	98 77.17%	0.00%		
. How long you have to wait to be erved	Very Poor	Fairly Poor	Fairly Good	Very Good	Don't know		
	0.00%	0	32 25%	95 75%	0		
Having somewhere available where ou could speak without being	Very Poor	Fairly Poor	Fairly Good	Very Good	Don't know		
verheard, if you wanted to	0	1	23	92	11		
5. Again, including any previous sits to this pharmacy, how would	0.0	170	10%	72%	- N		
ther staff who work there? Being polite and taking the time to							
ten to what you want	Very Poor	Fairly Poor	Fairly Good 19	Very Good 107	Don't know		
Answering any queries you may we	0.00% Very Poor	0.00% Fairly Poor	14.96% Fairly Good	84.25% Very Good	0.79% Don't know		
we	0	0	21	105	1		
The service you received from the narmacist	0.00% Very Poor	0.00% Fairly Poor	16.54% Fairly Good	82.68% Very Good	0.79% Don't know		
	0.00%	0.00%	19 14.96%	107 84.25%	1 0.79%		
The service you received from the ther pharmacy staff	Very Poor	Fairly Poor	Fairly Good 23	Very Good	Don't know		
Providing an efficient service	0.00% Very Poor	0.00% Fairly Poor	18.11% Fairly Good	81.10% Very Good	0.79% Don't know		
	0	0	20 16%	107 84%	0 0%		
. The staff overall	Very Poor 0	Fairly Poor 0	Fairly Good 23	Very Good 104	Don't know		
6. Thinking about all the times you are used this pharmacy, how well	0%	0%	18%	82%	0		
o you think it provides each of the illowing services?							
Providing advice on a current ealth problem or a longer term ealth condition	Not at all well	Not very well	Fairly well	Very well	Never used		
	0	1 0.007874016	22	79 62%	25 20%		
	Not at all well	Not very well	17% Fairly well	Very well	Never used		
	0	Not very well	Fairly well	Very well	33		
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