

Community Pharmacy Patient Questionnaire Results 2017 - 2018

	Yourself	Someone Else	Both	Other			
Q1. Why did you visit this pharmacy today? To collect a prescription for:	50 39.37%	37 28.13%	36 28.35%	4 3.15%			
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	N/A			
	35 28%	46 36%	43 34%	3 2%			
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			
	0 0%	0 0%	53 42%	74 58%			
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		
	0 0.00%	2 1.57%	35 23.83%	90 70.87%	0 0.00%		
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		
	0 0.00%	2 1.57%	42 33.07%	83 65.25%	0 0.00%		
C. Having in stock the medicines/appliances you need	Very Poor	Fairly Poor	Fairly Good	Very Good	Don't know		
	0 0.00%	1 0.79%	41 32.28%	84 66.14%	1 0.79%		
D. Offering a clear and well organised layout	Very Poor	Fairly Poor	Fairly Good	Very Good	Don't know		
	0 0.00%	0 0.00%	29 22.83%	98 77.17%	0 0.00%		
E. How long you have to wait to be served	Very Poor	Fairly Poor	Fairly Good	Very Good	Don't know		
	0 0.00%	0 0%	32 25%	95 75%	0 0%		
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		
	0 0%	1 1%	23 18%	92 72%	11 9%		
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		
	0 0.00%	0 0.00%	19 14.96%	107 84.25%	1 0.79%		
B. Answering any queries you may have	Very Poor	Fairly Poor	Fairly Good	Very Good	Don't know		
	0 0.00%	0 0.00%	21 16.54%	105 82.68%	1 0.79%		
C. The service you received from the pharmacist	Very Poor	Fairly Poor	Fairly Good	Very Good	Don't know		
	0 0.00%	0 0.00%	19 14.96%	107 84.25%	1 0.79%		
D. The service you received from the other pharmacy staff	Very Poor	Fairly Poor	Fairly Good	Very Good	Don't know		
	0 0.00%	0 0.00%	23 18.11%	103 81.20%	1 0.79%		
E. Providing an efficient service	Very Poor	Fairly Poor	Fairly Good	Very Good	Don't know		
	0 0%	0 0%	20 16%	107 84%	0 0%		
F. The staff overall	Very Poor	Fairly Poor	Fairly Good	Very Good	Don't know		
	0 0%	0 0%	23 18%	104 82%	0 0%		
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		
	0 0%	1 0.007974016	22 17%	79 62%	25 20%		
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%	1 0.007974016	29 23%	64 50%	33 26%		
C. Disposing of medicines you no longer need	Not at all well	Not very well	Fairly well	Very well	Never used		
	0 0.00%	1 0.79%	23 18.11%	73 57.48%	30 23.62%		
D. Providing advice on health services or information available elsewhere	Not at all well	Not very well	Fairly well	Very well	Never used		
	0 0.00%	1 0.79%	23 18.11%	70 55.12%	33 25.98%		
Q7. Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?							
Stopping smoking	Yes	No					
	38 30%	89 70%					
Healthy eating	Yes	No					
	40 31%	87 69%					
Physical exercise	Yes	No					
	32 25%	95 75%					
Q8. Which of the following best describes how you use this pharmacy?							
This is the pharmacy you choose to visit if possible	73 57%						
This is one of several pharmacies that you use when you need to	41 32%						
This pharmacy was just convenient for you today	13 10%						
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	Fair	Good	Very good	Excellent		
	0 0%	1 1%	10 8%	64 50%	52 41%		
Q10. How old are you?	16 - 19	20 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
	0 0%	4 3%	17 13%	27 21%	16 13%	30 24%	33 26%
Q11. Are you...	Male	Female					
	56 44%	71 56%					
Q12. Which of the following apply to you:							
You have, or care for, children under 16	21 17%						
You are a carer for someone with a long-standing illness or infirmity	26 20%						
Neither	80 63%						
Total Questionnaire's	127						