Why did you visit the pharmacy today?

- Yourself (70%)
- Someone else (10%)
- Both (30%)
- OR for some other reason (0%)

If you collected a prescription today did you?

- Straight away (40%)
- Waited in Pharmacy (60%)
- Came back later (0%)

Date Patient Survey Completed: December 2017
How satisfied were you with the time it took to provide your prescription or NHS service

Think about previous visits, how do you rate the pharmacy?

- a) The cleanliness of the pharmacy
- b) The comfort and convenience of the waiting areas (e.g. seating or standing room)
- c) Having in stock the medicines/appliances you need
- d) Offering a clear and well-organised layout
- e) How long you have to wait to be served
- f) Having somewhere available where you could speak without being overheard, if you wanted to.
How would you rate the pharmacist and staff?

- a) Being polite and taking the time to listen to what you want
- b) Answering any queries you may have
- c) The service you received from the pharmacist
- d) The service you received from the other pharmacy staff
- e) Providing an efficient service
- f) The staff overall

How well does the pharmacy provide the following services?

- a) Providing advice on a current health problem or a longer term health condition
- b) Providing general advice on leading a more healthy lifestyle
- c) Disposing of medicines you no longer need
- d) Providing advice on health services or information available elsewhere
Have you ever been given advice on the following?

- Stopping smoking: [Red bar, close to 100%]
- Healthy eating: [Red bar, close to 100%]
- Physical exercise: [Red bar, close to 100%]

Which best describes how you use the pharmacy?

- This is the pharmacy you choose to visit if possible: [Red bar, close to 70%]
- This is one of several pharmacies that you use when you need to: [Blue bar, close to 10%]
- This pharmacy was just convenient for you today: [Yellow bar, less than 10%]
Taking everything into account, how would you rate everything?

Age range and gender

Percentage

0 10 20 30 40 50 60 70 80 90 100

Answers

0 10 20 30 40 50 60 70 80 90 100

Percentage

0 10 20 30 40 50 60 70 80 90 100

Age range and gender

16-19 20-24 25-34 35-44 45-54 55-64 65+ Male Female
You have, or care for, children under 16

You are a carer for someone with a longstanding illness or infirmity

Neither

Which applies to you?
**ANALYSIS:**

Top areas of performance:

<table>
<thead>
<tr>
<th>Question</th>
<th>% of respondents satisfied with service</th>
</tr>
</thead>
<tbody>
<tr>
<td>The cleanliness of the pharmacy</td>
<td>96%</td>
</tr>
<tr>
<td>The staff overall</td>
<td>97%</td>
</tr>
<tr>
<td>Providing an efficient service</td>
<td>96%</td>
</tr>
<tr>
<td>How satisfied were you with the time it took to provide your prescription or NHS service</td>
<td>95%</td>
</tr>
</tbody>
</table>

Areas in greatest need for improvement:

<table>
<thead>
<tr>
<th>Question</th>
<th>% of respondents dissatisfied with service</th>
<th>Action Taken or planned (including timescale)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disposing of medicines you no longer need</td>
<td>50%</td>
<td></td>
</tr>
<tr>
<td>Have you ever been given advice on stopping smoking?</td>
<td>87%</td>
<td></td>
</tr>
<tr>
<td>Have you ever been given advice on healthy eating?</td>
<td>90%</td>
<td></td>
</tr>
<tr>
<td>Have you ever been given advice on physical exercise?</td>
<td>90%</td>
<td></td>
</tr>
</tbody>
</table>
Pharmacy response to respondent’s additional comments

<table>
<thead>
<tr>
<th>Areas within control of pharmacy</th>
<th>Areas outside control of pharmacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff to complete training on how to dispose of unwanted medicine and to start offering disposing medicine to patients. Offer more advice on stopping smoking and promote the service more. To continue conforming to the stands of the Royal Society of Public Health (RSPH) in order to adhere to contributing to remaining a healthy living pharmacy level 1. Continue promoting healthy living campaigns both locally and nationally, in order to improve the health and wellbeing of the local community.</td>
<td></td>
</tr>
</tbody>
</table>

| Age range of respondents | | |
|--------------------------|-------------------|
| 16-19                    | 20-24             | 25-34             | 35-44             | 45-54             | 55-64             | 65+               |
| %: 2                     | %: 6              | %: 27             | %: 16             | %: 18             | %: 18             | %: 13             |

<table>
<thead>
<tr>
<th>Profile of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>This is the pharmacy that the respondent chooses to visit if possible</td>
</tr>
<tr>
<td>%: 75</td>
</tr>
</tbody>
</table>