

Community Pharmacy Patient Questionnaire (CPPQ)

**Results Report
PHILLIPS CHEMIST
2017/18**

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PART 1. INTRODUCTION TO THE SURVEY

1.1 Background

The CPPQ is an annual requirement to fulfil the terms of the NHS community pharmacy contractual framework. Over a period of four weeks during February and March 2018, NHS patients were asked to complete a short paper questionnaire about the services that Phillips Chemist provided to them. The results of the questionnaire have been collated and this report provides a summary of the results including an indication of areas of the patient experience that could be improved or are performing strongly.

1.2 Objectives

The questionnaire is designed to gather insight and feedback from patients on how they rate the services provided by the pharmacy.

The collated results allow the pharmacist and their staff to reflect on the services that they offer and plan their development, centred on patient need.

The overall objectives of the CPPQ are to evaluate four areas of the patient experience, give an overall rating of the services provided and collate unprompted patient suggestions to improve the patient experience.

1. Pharmacy Environment
2. Specific Services provided by the pharmacy.
3. Pharmacy Staff
4. Time taken to provide a prescription and any other NHS services
5. Overall rating of the Pharmacy
6. Suggested ways to improve the patient experience

1.3 Method

Adhering to NHS guidelines, the questionnaires were distributed from the pharmacy over a period of eight weeks during the opening hours of the pharmacy, including weekends and extended hours, when applicable, to ensure an even reflection of the NHS patients that are cared for by Phillips Chemist.

In total 193 questionnaires were completed for the purpose of the CPPQ.

1.4 Purpose, Usage & Limitations of the survey

The questionnaire gives an accurate picture of the respondents opinion of the specific questions asked about the patient experience on the day that they completed the questionnaire.

The usefulness of the survey and the accuracy of the results are limited by the wording and generalisation of some of the questions. For example, respondents were asked their opinion on having somewhere available where they could speak without being heard

however they were not questioned on whether they had used or needed this facility, allowing respondents who had never used or needed this service to formulate a response based on their perceived perception of this service, and not their actual experience.

Some respondents nullified their response by ticking more than one answer, resulting in a smaller number of responses for that question (this is particularly the case for question 1 and 8 of the questionnaire).

The results can be used to

- highlight where the pharmacy is performing strongly in areas of the patient experience which can be used as a target benchmark to evaluate performance over the coming year.
- highlight where the pharmacy could enhance the patient experience by changing the environment, altering the way staff work or through continuing professional development (CPD).
- contribute to staff appraisal and assessment.

1.5 Summary of Results

The results show that NHS patients are generally very satisfied by the patient experience that they receive from Phillips Chemist. 99% of respondents rated the pharmacy Good, Very Good or Excellent overall.

All areas of the patient experience were ranked very highly with at least 96% of respondents scoring each factor either 'Fairly Good' or 'Very Good' and the majority of areas being ranked 99% or 100% 'Fairly Good' or 'Very Good' – the highest possible ratings.

This level of achievement is also reflected in the comments of respondents which indicate a loyal and generally satisfied patient base and caring and helpful staff. The comments also suggest that the attitude and commitment from staff is integral to achieving a high level of patient care and satisfaction.

The results show that there is no aspect of the patient experience that could be considered a serious or urgent area of concern or one that requires support from the CCG.

However, areas which could be improved on a small-scale, to meet the same levels of achievement attained in other areas of the patient experience are 'the comfort and convenience of the waiting areas', 'the length of time it takes for patients to be served' and 'having somewhere available where you could speak without being heard'.

1.6 Pharmacy Environment

At least 96% of respondents ranked each of the six elements of the pharmacy environment as 'Fairly Good' or 'Very Good'.

'The cleanliness of the pharmacy', 'having in stock the medicines/appliances needed', and 'offering a clear and well organised layout', scored the highest levels of satisfaction with 89%, 82% and 88% of respondents awarding the highest 'Very Good' rating.

'The comfort and convenience of the waiting areas' and 'how long you have to wait to be served' scored the lowest levels of satisfaction with 79%, and 84% of respondents awarding the highest 'Very Good' rating.

1.6a Pharmacy Staff

100% of respondents ranked each of the six elements related to pharmacy staff as 'Fairly Good' or 'Very Good'.

All six elements: 'Being polite and taking time to listen', 'Answering queries', 'the service received from the pharmacist', 'the service received from other staff' and 'the staff overall' scored very high levels of satisfaction with no element being ranked 'Very Good' by less than 93% of respondents.

1.6b Specific Services provided by the pharmacy

More than 99% of respondents ranked each of the four elements of the specific services category as 'Fairly Good' or 'Very Good'.

'Providing advice on a current health problem or a longer term health condition', 'providing general advice on leading a healthy lifestyle' and 'disposing of unneeded medicines', were all ranked 'Very Good' by at least 90% of respondents.

'Providing advice on health services or information available elsewhere' scored the lowest level of satisfaction with 80% of respondents awarding the highest rating of 'Very Good'.

1.6c Time taken to provide a prescription and any other NHS services

80% of respondents were 'very satisfied' with the time it took to receive their prescription. 40% of respondents received their prescription straight away, whilst 35% waited in the pharmacy to receive their prescription.

1.6d Overall rating of the pharmacy

68% of respondents rated the pharmacy as 'Excellent' overall and 100% of respondents rated the pharmacy as either 'Good', 'Very Good' or 'Excellent'.

1.6e Suggested ways to improve the patient experience

One suggestion was made to improve the patient experience:

- 'More seating area.'
- The remaining comments constituted praise for the pharmacy and staff.

1.6 Recommendations

1. Read the remainder of this report to gain a detailed understanding of the survey results.
2. Pharmacy staff are made aware of the results of the survey including areas which were

- ranked the highest and lowest by respondents.
3. Pharmacy staff are congratulated on their positive contribution to a high level of satisfaction amongst NHS patients due to their attitude and professionalism which is recognised and appreciated by NHS patients as demonstrated by the results of the pharmacy staff section and the comments provided by respondents.
 4. Consider whether the 'comfort and convenience of the waiting areas', 'the length of time it takes for patients to be served' and 'having somewhere available where you could speak without being heard' could be improved.
 5. Although this is not a compulsory requirement, consider whether or not it would be useful to write to the CCG with details of the results as requested in the guidance: 'The clinical governance service specification stated that contractors should share with their CCG, the area where the survey identified the greatest potential to improve performance, along with the areas in which the pharmacy is performing strongly. This requirement has not yet been written into regulations and the associated guidance. If contractors do wish to share this information a template letter is provided...' Further details and instruction can be found here: http://www.psn.org.uk/index.php?type=more_news&id=2360

PART 2. SURVEY RESULTS

2.1 The Pharmacy Environment

Respondents were asked to rate six aspects of the pharmacy environment on the following scale:

'Very Poor', 'Fairly Poor', 'Fairly Good', 'Very Good' or 'Don't Know'.

The following results exclude respondents who ticked 'Don't Know' or who chose not to answer the question.

2.1a Cleanliness of the Pharmacy

Very Poor	Fairly Poor	Fairly Good	Very Good
0	1	34	158
0	1%	17%	82%

- Of the 193 respondents who answered this question, 99% rated the pharmacy as Fairly Good or Very Good.
- 82% of respondents considered the cleanliness of the pharmacy to be 'Very Good'.

2.1b Comfort & Convenience of the Waiting Areas

Very Poor	Fairly Poor	Fairly Good	Very Good
0	2	52	111
0	1%	32%	67%

- Of the 165 respondents who answered this question, more than 98% rated the pharmacy as 'Fairly Good' or 'Very Good'.
- 67% of respondents considered the comfort and convenience of the waiting areas to be 'Very Good'.

2.1c Having in stock the medicines/appliances you need

Very Poor	Fairly Poor	Fairly Good	Very Good
0	2	17	158
0	1%	10%	89%

- Of the 175 respondents who answered this question, 99% rated the pharmacy as 'Fairly Good' or 'Very Good'.
- 89% of respondents considered having in stock required medicines/appliances to be 'Very Good'.

2.1d Offering a clear and well organised layout

Very Poor	Fairly Poor	Fairly Good	Very Good
0	0	32	144
0	0	18%	82%

- Of the 176 respondents who answered this question, 100% rated the pharmacy as 'Fairly Good' or 'Very Good'.
- 82% of respondents considered the offering of a clear and well organised layout to be 'Very Good'.

2.1e How long you have to wait to be served

Very Poor	Fairly Poor	Fairly Good	Very Good
0	1	6	172
0	1%	3%	96%

- Of the 179 respondents who answered this question, 100% rated the pharmacy as 'Fairly Good' or 'Very Good'.
- 96% of respondents considered the length of time they had to wait to be served to be 'Very Good'.

2.1f Having somewhere available where you could speak without being overheard, if you wanted to

Very Poor	Fairly Poor	Fairly Good	Very Good
0	2	28	132
0	1%	17%	82%

- Of the 162 respondents who answered this question, 99% rated the pharmacy as 'Fairly Good' or 'Very Good'.
- 82% of respondents considered that having somewhere available where you could speak without being overheard to be 'Very Good'.

2.2 PHARMACY STAFF

Respondents were asked to rate six aspects of the pharmacy staff on the following scale:

'Very Poor', 'Fairly Poor', 'Fairly Good', 'Very Good' or 'Don't Know'.

The following results exclude respondents who ticked 'Don't Know' or who chose not to answer the question.

2.2a Being polite and taking the time to listen to what you want

Very Poor	Fairly Poor	Fairly Good	Very Good
0	0	23	164
0	0	12%	88%

- Of the 187 respondents who answered this question, 100% rated the ability of the pharmacy as 'Fairly Good' or 'Very Good'.
- 88% of respondents considered the ability of the pharmacy staff to be polite and take the time to listen to what they wanted to be 'Very Good'.

2.2b Answering any queries you may have

Very Poor	Fairly Poor	Fairly Good	Very Good
0	0	11	175
0	0	6%	94%

- Of the 186 respondents who answered this question, 100% rated the pharmacy as 'Fairly Good' or 'Very Good'.
- 94% of respondents considered the ability of the pharmacy staff to answer any queries they had to be 'Very Good'.

2.2c The service you received from the pharmacist

Very Poor	Fairly Poor	Fairly Good	Very Good
0	0	15	169
0	0	8%	92%

- Of the 184 respondents who answered this question, 100% rated the pharmacy as 'Fairly Good' or 'Very Good'.
- 92% of respondents considered the service they received from the pharmacist to be 'Very

Good'.

2.2d The service you received from other pharmacy staff

Very Poor	Fairly Poor	Fairly Good	Very Good
0	0	13	157
0	0	8	92%

- Of the 170 respondents who answered this question, 100% rated the pharmacy as 'Fairly Good' or 'Very Good'.
- 92% of respondents considered the service they received from other pharmacy staff to be 'Very Good'.

2.2e Providing an efficient service

Very Poor	Fairly Poor	Fairly Good	Very Good
0	0	22	166
0	0	12%	88%

- Of the 184 respondents who answered this question, 100% rated the pharmacy as 'Fairly Good' or 'Very Good'.
- 90% of respondents rated the pharmacy's ability to provide an efficient service. as 'Very Good'.

2.2f The Staff Overall

Very Poor	Fairly Poor	Fairly Good	Very Good
0	0	22	161
0	0	13%	87%

- Of the 183 respondents who answered this question, more than 100% rated the pharmacy as 'Fairly Good' or 'Very Good'.
- 88% of respondents rated the staff overall as 'Very Good'.

2.3 Specific Services Provided by the Pharmacy

Respondents were asked to rate four services provided by the pharmacy on the following scale:

'Very Poor', 'Fairly Poor', 'Fairly Good', 'Very Good' or 'Don't Know'.

The following results exclude respondents who ticked 'Don't Know' or who chose not to answer the question.

2.3a Providing advice on a current health problem or a longer term health condition

Very Poor	Fairly Poor	Fairly Good	Very Good
0	0	5	176
0	0	3%	97%

- Of the 181 respondents who answered this question, 100% rated the pharmacy as 'Fairly Good' or 'Very Good'.
- 97% of respondents rated the advice they received on a current health problem or a longer term health condition as 'Very Good'.

2.3b Providing general advice on leading a more healthy lifestyle

Very Poor	Fairly Poor	Fairly Good	Very Good
0	0	13	136
0	0	9%	91%

- Of the 149 respondents who answered this question, 100% rated the pharmacy as 'Fairly Good' or 'Very Good'.
- 91% of respondents rated the general advice they received on a leading a more healthy lifestyle 'Very Good'.

2.3c Disposing of medicines you no longer need

Very Poor	Fairly Poor	Fairly Good	Very Good
0	0	11	132
0	0	8%	92%

- Of the 143 respondents who answered this question, 100% rated the pharmacy as 'Fairly Good' or 'Very Good'.
- 92% of respondents rated the disposal of medicines they no longer needed as 'Very Good'.

2.3d Providing advice on health services or information available elsewhere

Very Poor	Fairly Poor	Fairly Good	Very Good
0	0	5	124
0	0	4%	96%

- Of the 129 respondents who answered this question, 99% rated the pharmacy as 'Fairly Good' or 'Very Good'.
- 96% of respondents rated the advice they received on health service or information available elsewhere as 'Very Good'.

2.4 Time taken to provide a prescription and any other NHS services

Respondents were asked two questions about their experience of collecting a prescription on the day that they completed the questionnaire:

1. respondents were asked whether they could collect their prescription straight away, had to wait in the pharmacy or if they had to come back later to collect it.
2. respondents were asked to rate their satisfaction of the length of time it took to be provided with a prescription or other NHS services on the following scale: 'Not at all satisfied', 'Not very satisfied', 'Fairly satisfied' or 'Very satisfied'.

The following results exclude respondents who chose not to answer the question.

2.4a 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	Came Back Later	Waited in Pharmacy
74	37	11
60%	30%	10%

Of the 122 respondents who answered this question, the majority, 60% received their prescription straight away.

2.4b 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	7	32	123
0	4%	20%	76%

Of the 162 respondents who answered this question, the majority, 76% were very satisfied with the time taken to be provided with their prescription or another NHS service.

2.5 Overall rating of the Pharmacy

Respondents were asked to rate their overall opinion of the pharmacy and service provided to them on the following scale: 'Poor', 'Fair', 'Good', 'Very Good' and 'Excellent'.

2.5a 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	3	33	36	94
0	2%	19%	22%	57%

- Of the 166 respondents who answered this question, 99% rated the pharmacy as 'Good',

- 'Very Good' or 'Excellent'.
- 57% of respondents rated the pharmacy as 'Excellent' overall.

2.6 Suggested ways to improve the patient experience

Respondents were asked to list any comments about how the service from the pharmacy could be improved.

Of the 15 comments recorded, only three were suggestions to improve the pharmacy:

- 'Needs better waiting area with more seats'

The remaining comments focused on praising the pharmacy and its staff for the quality of the patient experience.

- The pharmacist looks like a scouse James Bond and the girl looks like Olivia Newton John.
- Very good service
- Phillips Chemist is the best round here.
- Good advice.
- The staff are really helpful and friendly.
- Phillips is part of the community cos it's been here for so long.
- Very helpful.
- The pre-reg is the best.
- All the staff are very nice and helpful.
- Alun is always there for advice.
- Phillips is boss, I like the machine to look up what's wrong with me.
- All the staff are lovely and I never have to wait long for my prescription.
- They will test you for diabetes and do your blood pressure, which is good as we are all alcoholics or smackheads around here.
- Nothing.

PART 3. THE RESPONDENTS

The following results give an overall picture of the type of NHS patient who completed the survey.

3.1 Age

16-19	0%
20-24	5%
25-34	8%
35-44	26%
45-54	22%
55-64	21%
65 plus	18%

3.2 Gender

Male	18%
Female	82%

3.3 Care Status

You have, or care for, children under 16	33%
You are a carer for someone with a long standing illness or in infirmity	28%
None of the above	39%

3.4 Why they visited the pharmacy

To collect a prescription for yourself	60%
To collect a prescription for someone else	26%
Both	12%
Other	2%

Other reasons for visiting the pharmacy were to order a prescription, hand in a repeat prescription or arrange delivery of a prescription.

3.5 How they use the pharmacy

This is the pharmacy you choose to visit	80%
One of several pharmacies that you use	13%
This pharmacy was just convenient for you today	7%

3.6 If they have ever been given any advice about any of the following by the pharmacist or pharmacy staff.

Stopping Smoking	40%
Healthy Eating	25%
Physical Exercise	11%