NHS COMMUNITY PHARMACY PATIENT QUESTIONNAIRE
RESULTS 2018-2019

PHARMACY NAME & ADDRESS:
FITZWILLIAM PHARMACY,
30 TRUMPINGTON STREET, CAMBRIDGE, CB2 1QZ
(FJQ86)

Every year we undertake an annual patient survey to enable our patients to provide valuable feedback on the services that we provide. The survey, undertaken by all community pharmacies in England, is called the Community Pharmacy Patient Questionnaire. The report of our survey results allows us to identify the areas where we are performing most strongly, the areas for improvement and the actions required to address issues raised by respondents. Our results for 2018/19 are provided here.

OUR CUSTOMER SURVEY WAS RUN FROM:
NUMBER OF SURVEYS ANALYSED:
3rd October – 28th October 2018 77

Thank you to all of you who spared the time to fill in the questionnaires and provide us with all the valuable feedback and comments, which will allow us to continue to improve our services offerings to our wider community.

OUR TOP AREAS OF PERFORMANCE:

躸 How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required (Q2)

<table>
<thead>
<tr>
<th>Satisfactory Level</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Very satisfied</td>
<td>95%</td>
</tr>
<tr>
<td>Fairly satisfied</td>
<td>4%</td>
</tr>
<tr>
<td>Not very satisfied</td>
<td>1%</td>
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<tr>
<td>Not at all satisfied</td>
<td>0%</td>
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Pharmacy Comments:
We continue to ensure that delivery times are kept to a minimum by investing in our staff and by encouraging employee training programmes and maintaining a good staff skill mix.

躸 The politeness and how helpful the pharmacy staff were on the phone (Q4)

<table>
<thead>
<tr>
<th>Satisfactory Level</th>
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<tbody>
<tr>
<td>Don't Know</td>
<td>2%</td>
</tr>
<tr>
<td>Very Good</td>
<td>96%</td>
</tr>
<tr>
<td>Fairly Good</td>
<td>2%</td>
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<tr>
<td>Fairly Poor</td>
<td>0%</td>
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<tr>
<td>Very Poor</td>
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Pharmacy Comments:
We place a great emphasis on customer service with our pharmacy team and are delighted that this has been recognised in this survey.

躸 The service you received from the other pharmacy staff and delivery drivers (Q5)

<table>
<thead>
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<td>Don't Know</td>
<td>2%</td>
</tr>
<tr>
<td>Very Good</td>
<td>95%</td>
</tr>
<tr>
<td>Fairly Good</td>
<td>3%</td>
</tr>
<tr>
<td>Fairly Poor</td>
<td>0%</td>
</tr>
<tr>
<td>Very Poor</td>
<td>0%</td>
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Pharmacy Comments:
The pharmacy offers a collection and delivery service, we believe that great customer service is a must and that our patients know that the pharmacist and pharmacy team are only a phone call away.
AREAS IN GREATEST NEED OF IMPROVEMENT:

Having somewhere available where you could speak without being overheard, if you wanted to (Q4)

Don’t Know 20%
Very Good 15%
Fairly Good 15%
Fairly Poor 50%
Very Poor 0%

Pharmacy comments and action being taken to improve performance:
Many patients do not appear to know that the pharmacy has a private consultation room. We have displayed a notice on the shop counter stating if patients wish to speak in private they may ask to use the consultation room. We will also place a larger sign on the consultation room door to make it more obvious and also staff will prompt patients if they would like to use the consultation room where necessary.

The comfort and convenience of the waiting areas (e.g. seating or standing room) (Q4)

Don’t Know 10%
Very Good 10%
Fairly Good 35%
Fairly Poor 40%
Very Poor 5%

Pharmacy comments and action being taken to improve performance:
Space is limited in the pharmacy, but we will create a more comfortable and convenient waiting area for our customers/patients.

Providing advice on health services or information available elsewhere (Q6):

Never used 40%
Very well 5%
Fairly well 25%
Not very well 5%
Not at all well 25%

Pharmacy comments and action being taken to improve performance:
The survey indicates that the pharmacy could be doing a lot better in providing advice on other health services or information. The pharmacy does retain local details of other health services and sources of information, however it appears this is something the pharmacy could be doing more proactively. We will ensure staff are all aware of how and where to find further information on other health services and sources of information and probe patients/customers if they would like any further information/details.

OUR REPLY TO YOUR ADDITIONAL COMMENTS:

Areas within control of the Pharmacy:
Comments were made regarding the selection of retail products available to buy in the pharmacy, with suggestions that there should be more offers available (e.g. 2 for 1 offers). We are reviewing the current stocked products and will be introducing more affordable products in the coming months.

Areas outside the control of the Pharmacy:
Comments were made about the GPs taking too long to issue prescriptions for regular repeat prescriptions and then consequently the pharmacy taking longer to dispense their medications. We will discuss this with the GPs practice concerned and will feedback this information back to them.
AGE RANGE OF CUSTOMERS

PROFILE OF CUSTOMERS CHOOSING OUR PHARMACY

TYPE OF CUSTOMER
SOME OF THE COMMENTS WE RECEIVED:

- You’ve always been supportive and helped me immensely.

- Thank you for everything that you do for me and my husband. I don’t know what we’ll do without the help of your fantastic team!

- I’m not quite sure where I’ll be without your support and help.