Why did you visit the pharmacy today?

To Collect a prescription for:

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

If you collected a prescription today did you?

How the prescription was collected:

- Straight away: 30%
- Waited in Pharmacy: 70%
- Came back later: 0%
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
- Healthy eating
- Physical exercise

Which best describes how you use the pharmacy?

- This is the pharmacy you choose to visit if possible
- This is one of several pharmacies that you use when you need to
- This pharmacy was just convenient for you today
Taking everything into account, how would you rate everything?

Answers

- Poor
- Fair
- Good
- Very good
- Excellent

Percentage

Age range and gender

- 16-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

Gender

- Male
- Female

Percentage
Which applies to you?

- You have, or care for, children under 16
- You are a carer for someone with a longstanding illness or infirmity
- Neither

Percentage

- You have, or care for, children under 16: 30%
- You are a carer for someone with a longstanding illness or infirmity: 5%
- Neither: 65%
## ANALYSIS:

### Top areas of performance:

<table>
<thead>
<tr>
<th>Question</th>
<th>% of respondents satisfied with service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providing an efficient service</td>
<td>98%</td>
</tr>
<tr>
<td>The cleanliness of the pharmacy</td>
<td>96%</td>
</tr>
<tr>
<td>The staff overall</td>
<td>97%</td>
</tr>
<tr>
<td>Being polite and taking the time to listen to what you want</td>
<td>100%</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>Have you ever been given advice on stopping smoking?</td>
<td>94%</td>
<td>Train teams on how to give basic stop smoking advice with the use of our Day Lewis Academy training. Adequately stock retail and dispensary area with stop smoking medicine to help our patients. Immediately/ongoing</td>
</tr>
<tr>
<td>Question</td>
<td>Percentage</td>
<td>Action</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Have you ever been given advice on healthy eating?</td>
<td>94%</td>
<td>Use our local healthy living campaigns to target patients that require support on healthy eating, as well as linking in healthy eating to other healthy lifestyle advice. Immediately/ongoing.</td>
</tr>
<tr>
<td>Have you ever been given advice on physical exercise?</td>
<td>96%</td>
<td>Use Physical exercise as one of our local healthy living campaigns. Encourage our teams to discuss physical health during our daily conversations. Update signposting sheet. Discuss during our monthly meeting. Immediately/ongoing.</td>
</tr>
<tr>
<td>Disposing of medicines you no longer need</td>
<td>39%</td>
<td>All team members to train on how to dispose of unwanted medicine and to ensure they have read the latest versions of the SOPs. Immediately.</td>
</tr>
<tr>
<td>Providing advice on health services or information available elsewhere</td>
<td>36%</td>
<td>Update signposting records and make our patients aware of other local services in the area that can further help to meet their needs. Immediately/ongoing.</td>
</tr>
</tbody>
</table>

**Pharmacy response to respondent’s additional comments**
### Areas within control of pharmacy

Teach team members how to dispose of medicines in the right way so it is more available for patients to use the service.

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.

### Areas outside control of pharmacy

<table>
<thead>
<tr>
<th>Age range of respondents</th>
<th>16-19</th>
<th>20-24</th>
<th>25-34</th>
<th>35-44</th>
<th>45-54</th>
<th>55-64</th>
<th>65+</th>
</tr>
</thead>
<tbody>
<tr>
<td>%:</td>
<td>3</td>
<td>6</td>
<td>16</td>
<td>18</td>
<td>25</td>
<td>17</td>
<td>14</td>
</tr>
</tbody>
</table>

### Profile of respondents

<table>
<thead>
<tr>
<th>This is the pharmacy that the respondent chooses to visit if possible</th>
<th>This is one of several pharmacies that the respondent uses</th>
<th>This pharmacy was just convenient on the day for the respondent</th>
</tr>
</thead>
<tbody>
<tr>
<td>%: 56</td>
<td>%: 21</td>
<td>%: 23</td>
</tr>
</tbody>
</table>