Why did you visit the pharmacy today?

To Collect a prescription for:

- Yourself: 70%
- Someone else: 10%
- Both: 20%
- OR for some other reason: 0%

If you collected a prescription today did you?

- Straight away: 60%
- Waited in Pharmacy: 30%
- Came back later: 10%
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?
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
- Yes: 10%
- No: 90%

Healthy eating
- Yes: 20%
- No: 80%

Physical exercise
- Yes: 30%
- No: 70%

Which best describes how you use the pharmacy

This is the pharmacy you choose to visit if possible: 80%

This is one of several pharmacies that you use when you need to: 20%

This pharmacy was just convenient for you today: 0%
Taking everything into account, how would you rate everything?

Percentage

Answers

- Poor
- Fair
- Good
- Very good
- Excellent

Age range and gender

Percentage

Age range and gender

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

Gender

- Male
- Female
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
**ANALYSIS:**

**Top areas of performance:**

<table>
<thead>
<tr>
<th>Question</th>
<th>% of respondents satisfied with service</th>
</tr>
</thead>
<tbody>
<tr>
<td>The service you received from the other pharmacy staff</td>
<td>100%</td>
</tr>
<tr>
<td>Answering any queries you may have</td>
<td>98%</td>
</tr>
<tr>
<td>The cleanliness of the pharmacy</td>
<td>97%</td>
</tr>
<tr>
<td>Being polite and taking the time to listen to what you want</td>
<td>99%</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>96%</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. Update signposting to local stop smoking services.</td>
</tr>
<tr>
<td>Question</td>
<td>Percentage</td>
<td>Immediately/ongoing</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>------------</td>
<td>------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Have you ever been given advice on healthy eating?</td>
<td>85%</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>87%</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>
</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>
</table>
Work towards overall improvement of healthier lifestyle advice to support our community. To continue conforming to the standards 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.

<table>
<thead>
<tr>
<th>Age range of respondents</th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>16-19</td>
<td>2%</td>
<td>11%</td>
<td>8%</td>
<td>15%</td>
<td>13%</td>
<td>23%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Profile of respondents</th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>This is the pharmacy that the respondent chooses to visit if possible</td>
<td>83%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>This is one of several pharmacies that the respondent uses</td>
<td></td>
<td>16%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>This pharmacy was just convenient on the day for the respondent</td>
<td></td>
<td></td>
<td>1%</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>