

Community Pharmacy Patient Questionnaire (CPPQ) Report 2018-19

For

MPS Pharmacy

**46-47 The Market, Rosehill, Rosehill, SM1 3HE
Surrey**



Summary of the information recorded in the report.

Summary of the information recorded below. The CCG or successor organisation may want to see this on monitoring visits or at other times (it can be paper based or electronic) (the ranking is the order from 1 to 21, of the percentage responses, as either satisfied or dissatisfied with 1 being the most satisfied or the most dissatisfied as appropriate)

Question	Dissatisfied	Ranking	Satisfied	Ranking
Question 5c: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is: (Option: The service you received from the pharmacist)	0	6	100	1
Question 5b: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is: (Option: Answering any queries you may have)	0	10	100	2
Question 3a: How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?	0	21	100	3
Question 5d: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is: (Option: The service you received from the other pharmacy staff)	0	5	100	4
Question 5e: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is: (Option: Providing an efficient service)	0	4	100	5
Question 9: Finally, taking everything into account - the staff, the shop and the service provided - <i>How would you rate the pharmacy where you received this questionnaire?</i>	0	8	100	6
Question 5f: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is: (Option: The staff overall)	0	7	100	7
Question 4e: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is: (Option: How long you have to wait to be served)	0	19	100	8
Question 5a: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is: (Option: Being polite and taking the time to listen to what you want)	0	12	100	9
Question 4a: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you	0	13	100	10

think it is: **(Option: The cleanliness of the pharmacy)**

Question 3b: After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you unhappy with our procedures or do you have any concerns? 0 15 100 11

Question 4b: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is: **(Option: The comfort and convenience of the waiting areas (e.g. seating or standing room))** 0 16 100 12

Question 3d: Whenever the pharmacy has asked for your consent, do you feel that your wishes were respected? 0 14 100 13

Question 4c: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is: **(Option: Having in stock the medicines/appliances you need)** 0 17 100 14

Question 4d: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is: **(Option: Offering a clear and well organised layout)** 0 20 100 15

Question 4f: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is: **(Option: Having somewhere available where you could speak without being overheard, if you wanted to)** 0 18 99 16

Question 6d: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? **(Option: Providing advice on health services or information available elsewhere)** 0 11 98 17

Question 6a: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? **(Option: Providing advice on a current health problem or a longer term health condition)** 1 2 98 18

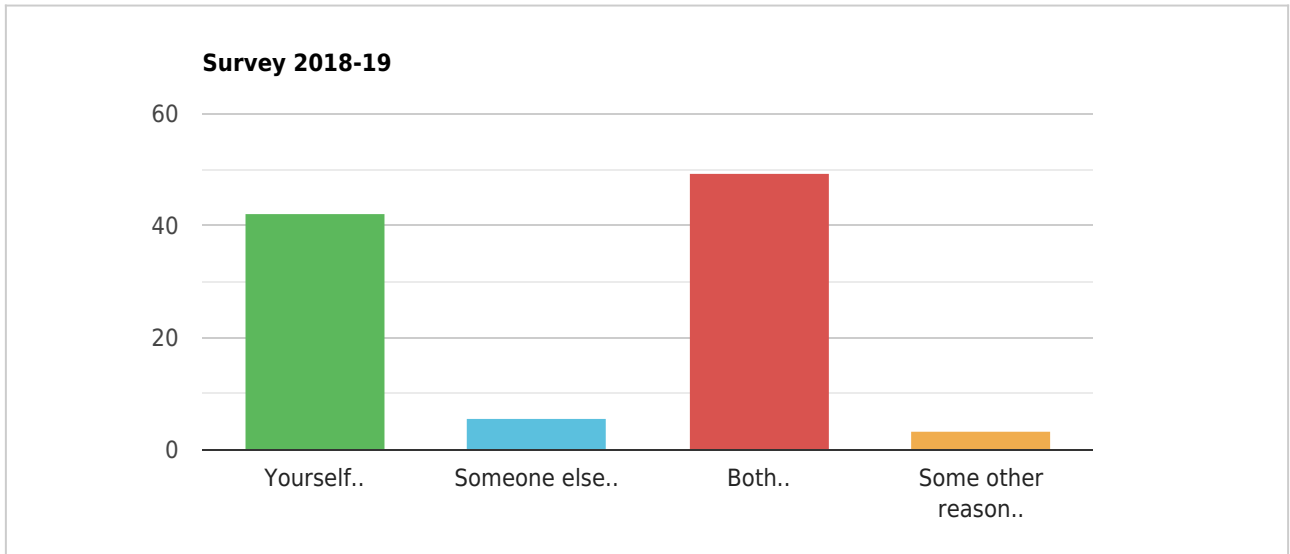
Question 6b: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? **(Option: Providing general advice on leading a more healthy lifestyle)** 1 3 97 19

Question 3c: In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this? 5 1 95 20

Question 6c: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? **(Option: Disposing of medicines you no longer need)** 0 9 94 21

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 1: Why did you visit this pharmacy today? To collect a prescription for:



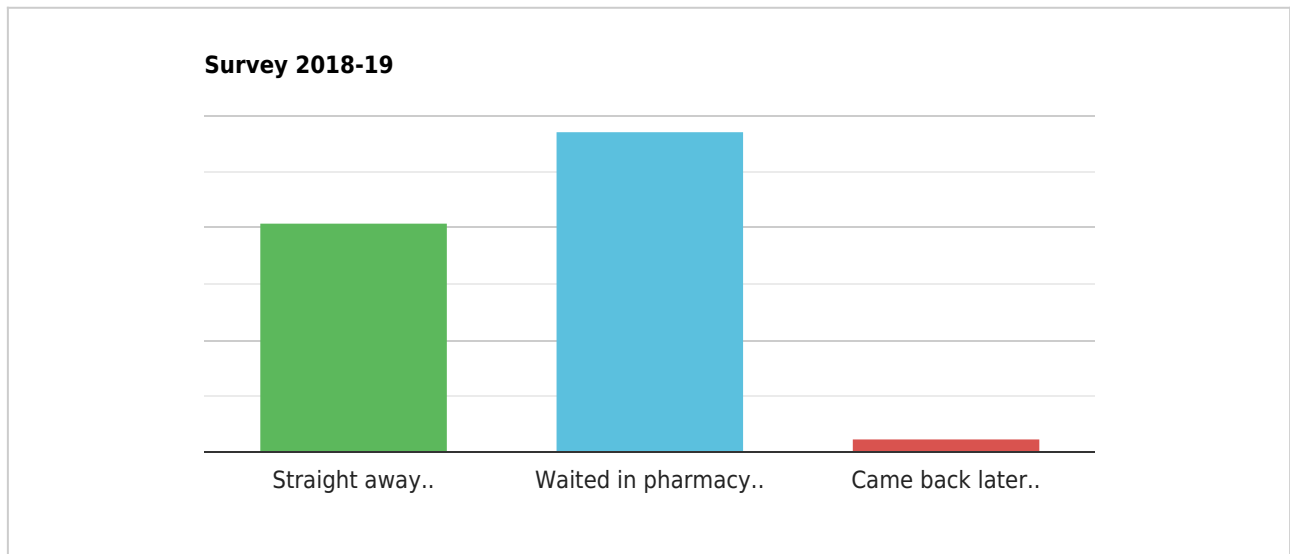
Yourself 42%	Someone else 5%	Both 49%	Some other reason 3%
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No	Other Reasons
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 2: 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? If you did not collect a prescription, please go to Q3.



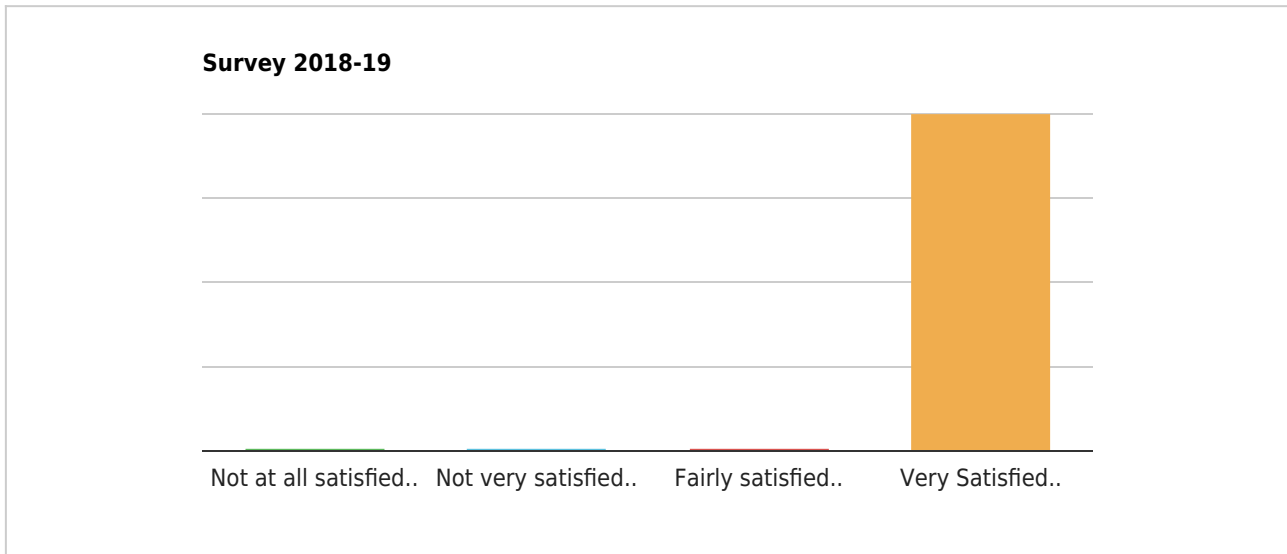
Straight away 41%	Waited in pharmacy 57%	Came back later 2%
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Comments:

Community Pharmacy Patient Questionnaire Survey

Results for MPS Pharmacy

Question 3a: How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?



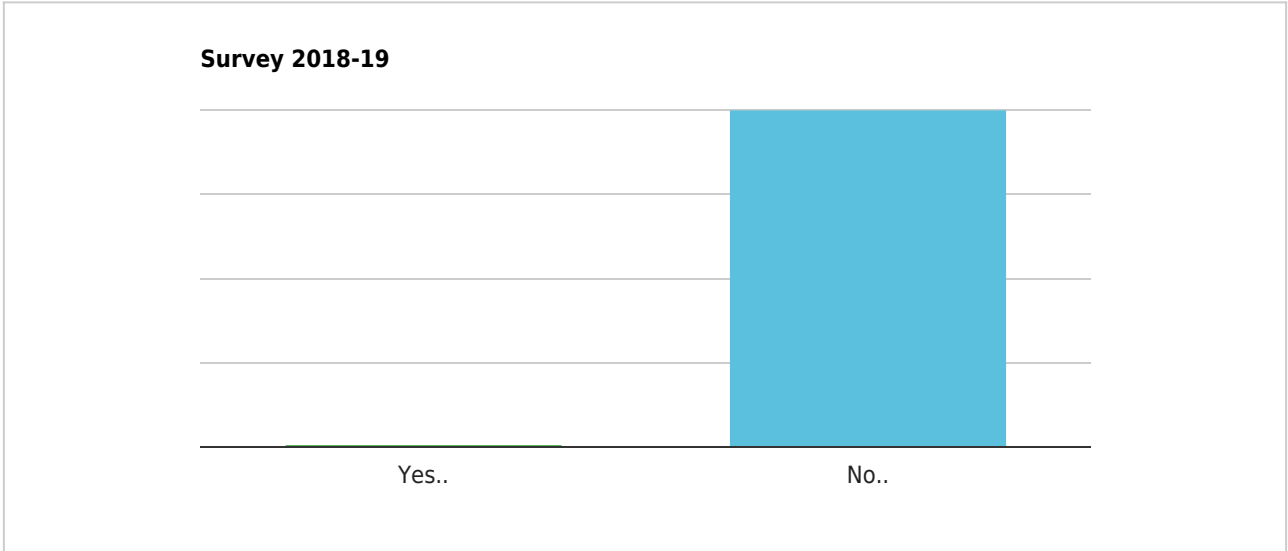
Not at all satisfied 0%	Not very satisfied 0%	Fairly satisfied 0%	Very Satisfied 100%
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Comments:

Community Pharmacy Patient Questionnaire Survey

Results for MPS Pharmacy

Question 3b: After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you unhappy with our procedures or do you have any concerns?

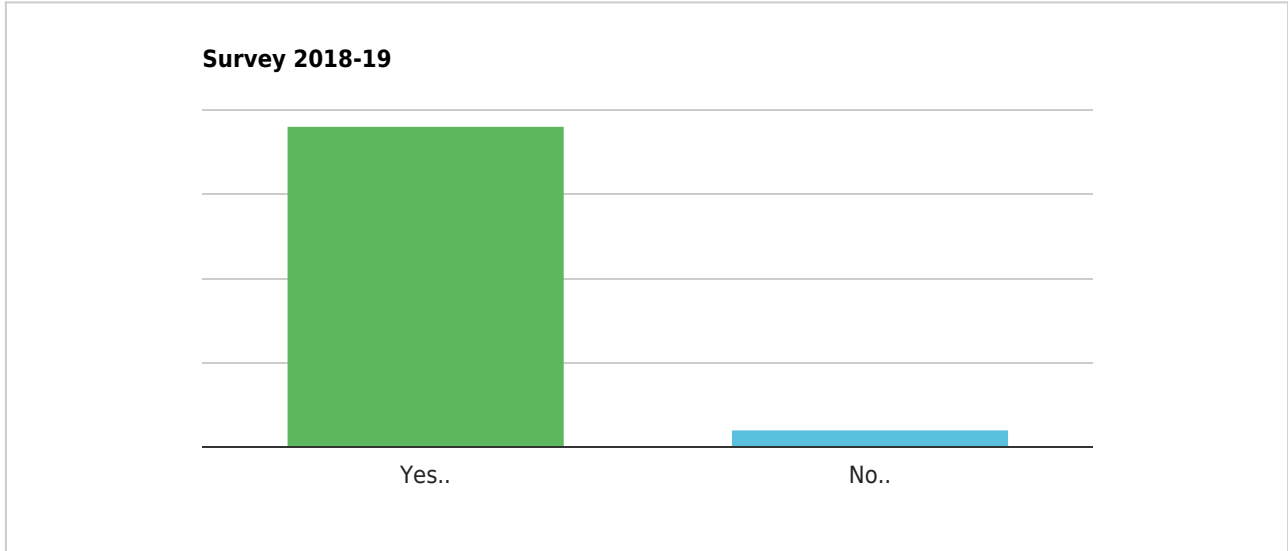


Yes 0%	No 100%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 3c: In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?

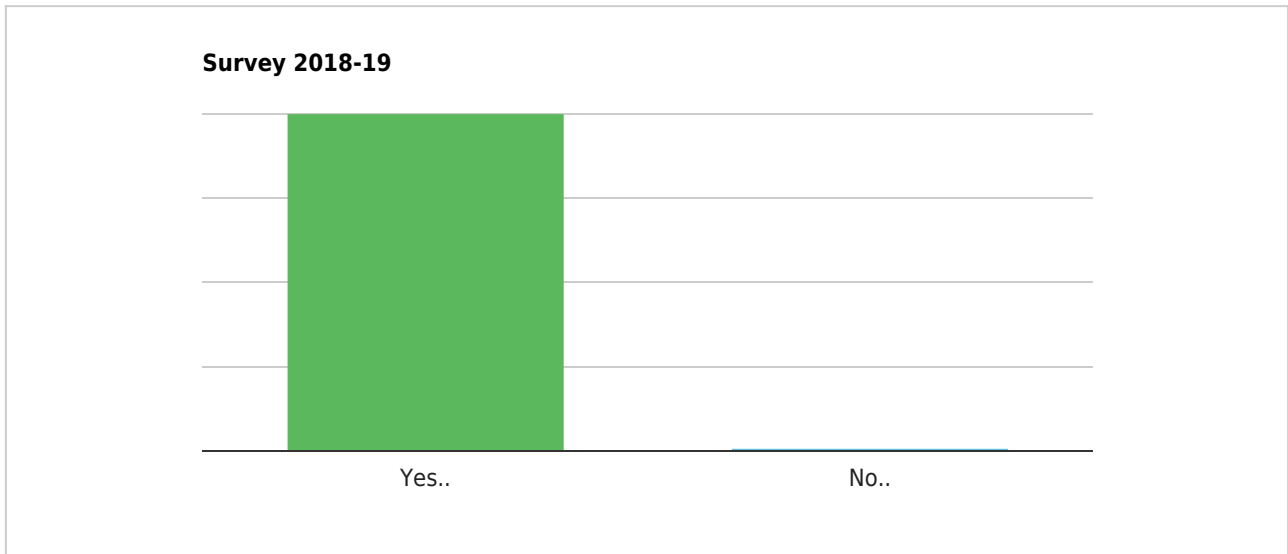


Yes 95%	No 5%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 3d: Whenever the pharmacy has asked for your consent, do you feel that your wishes were respected?



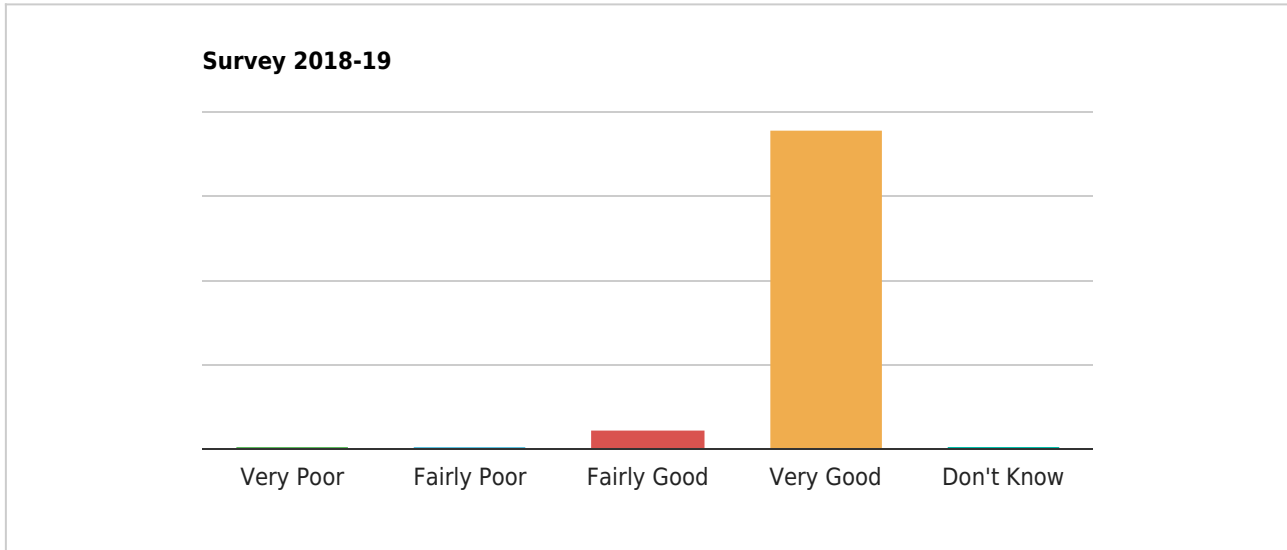
Yes 100%	No 0%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 4a: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

(Option: The cleanliness of the pharmacy)



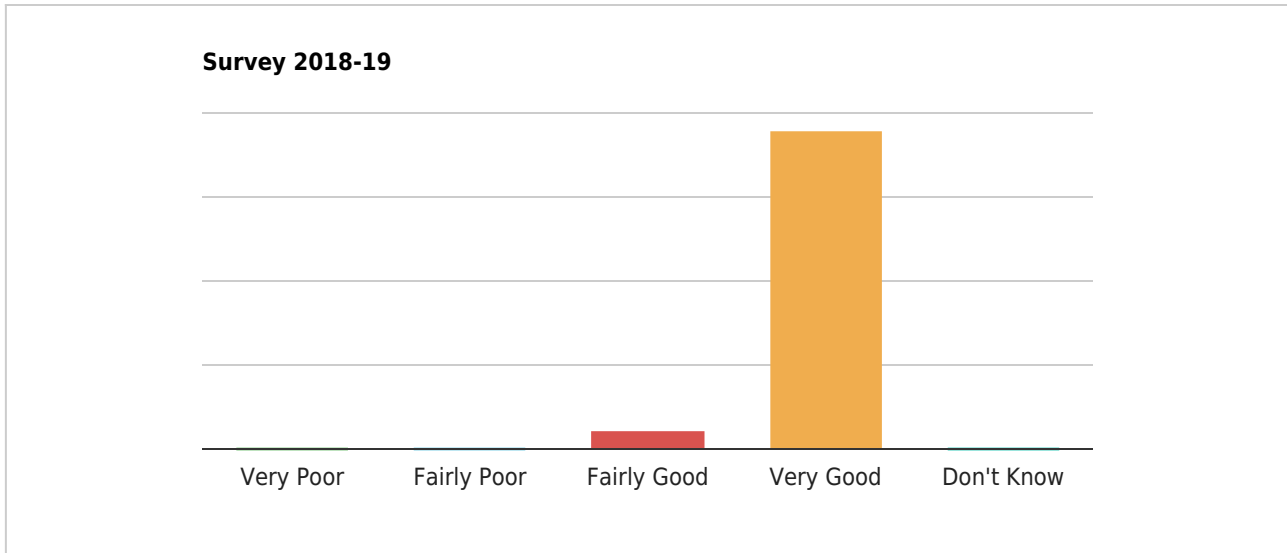
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	5%	95%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 4b: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

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



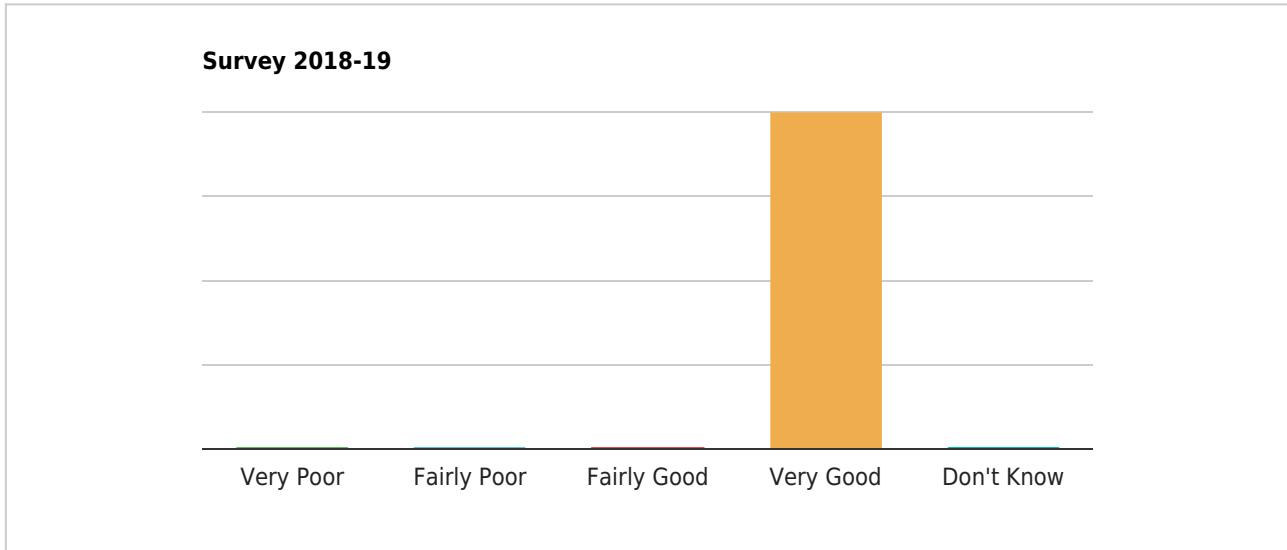
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	5%	95%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 4c: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

(Option: Having in stock the medicines/appliances you need)



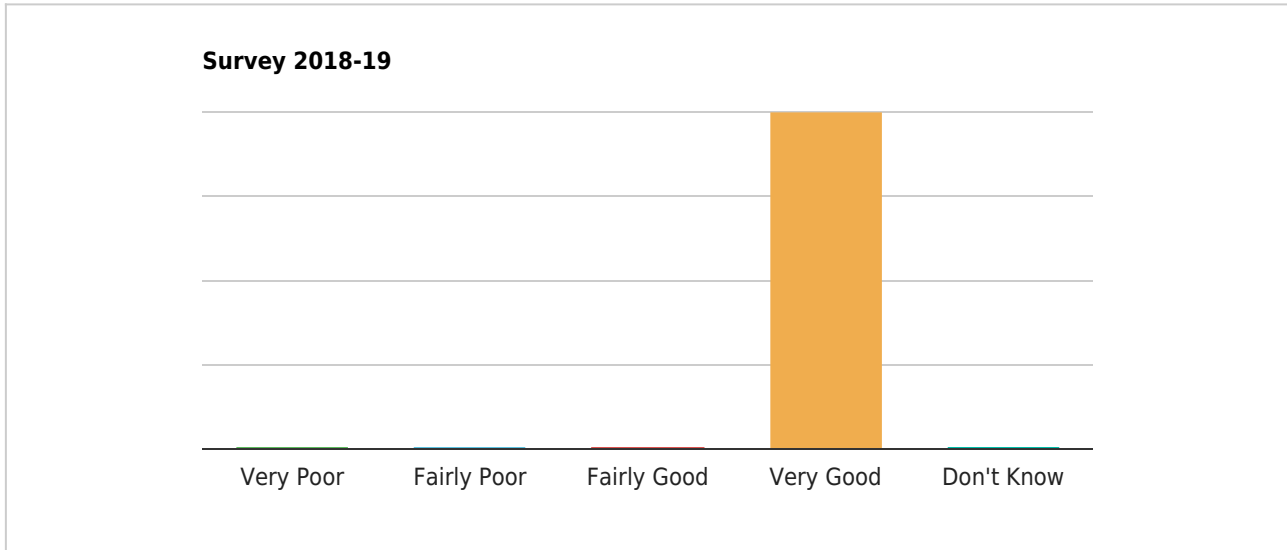
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	0%	100%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 4d: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

(Option: Offering a clear and well organised layout)



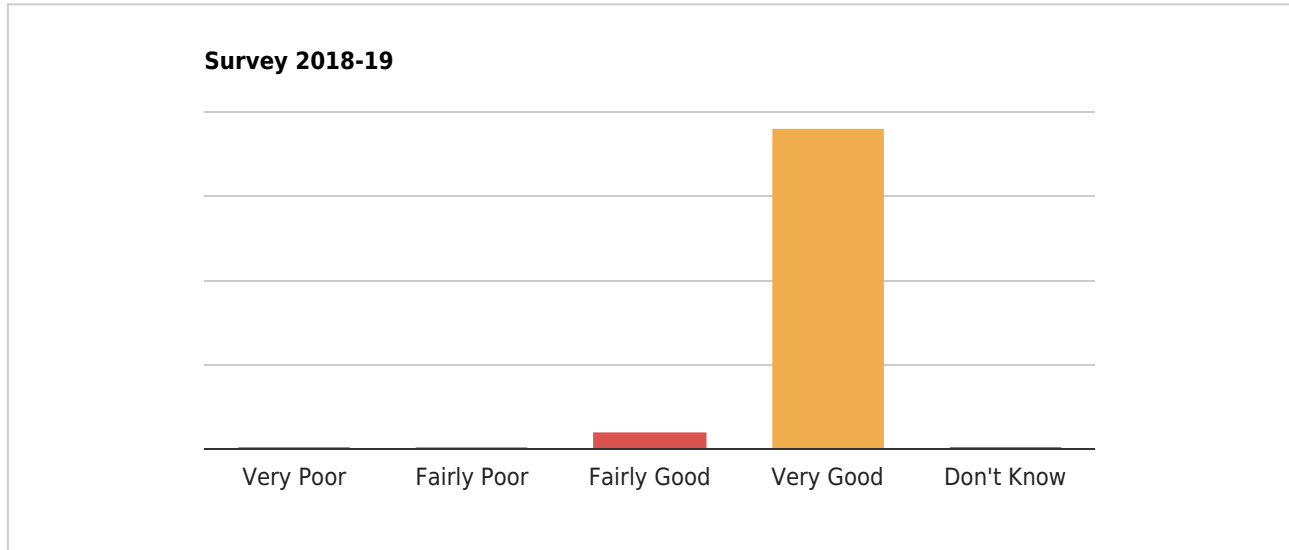
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	0%	100%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 4e: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

(Option: How long you have to wait to be served)



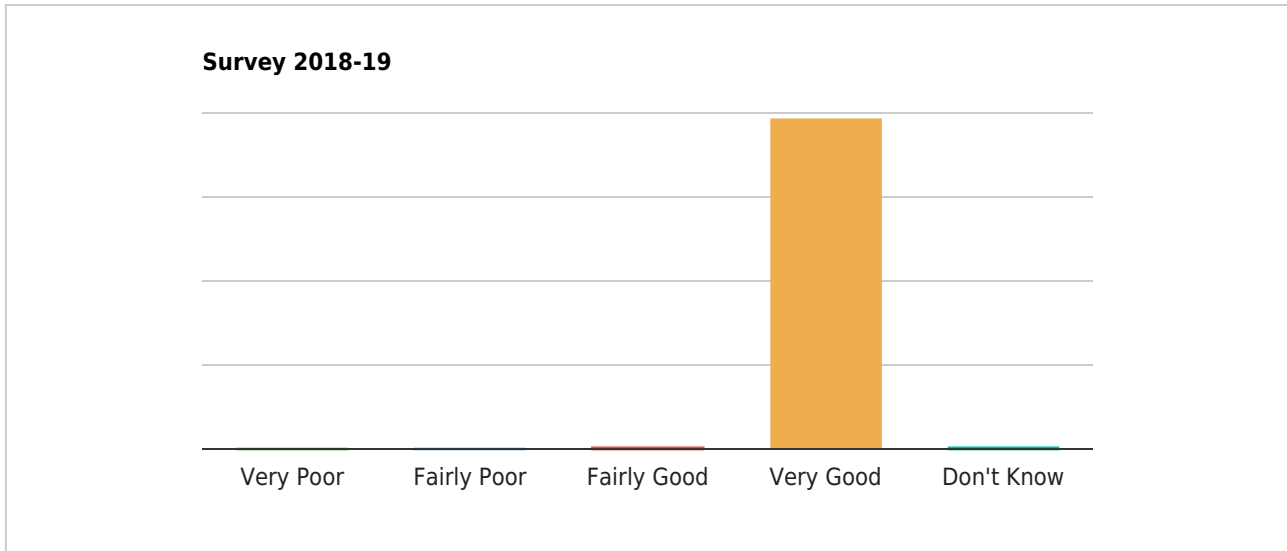
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	5%	95%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 4f: Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

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



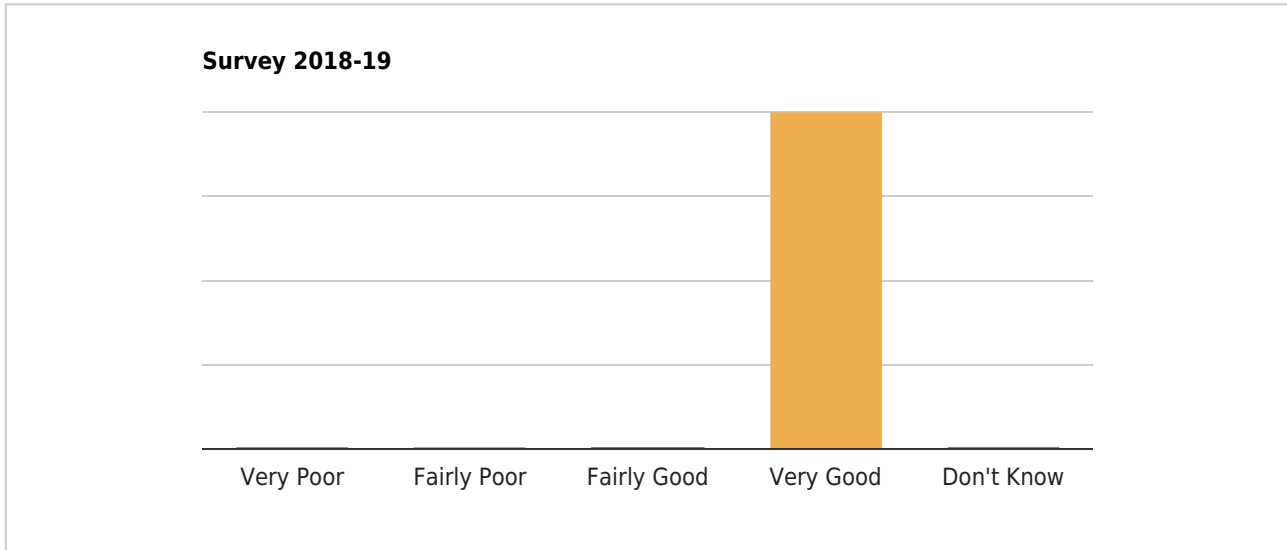
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	1%	98%	1%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 5a: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

(Option: *Being polite and taking the time to listen to what you want*)



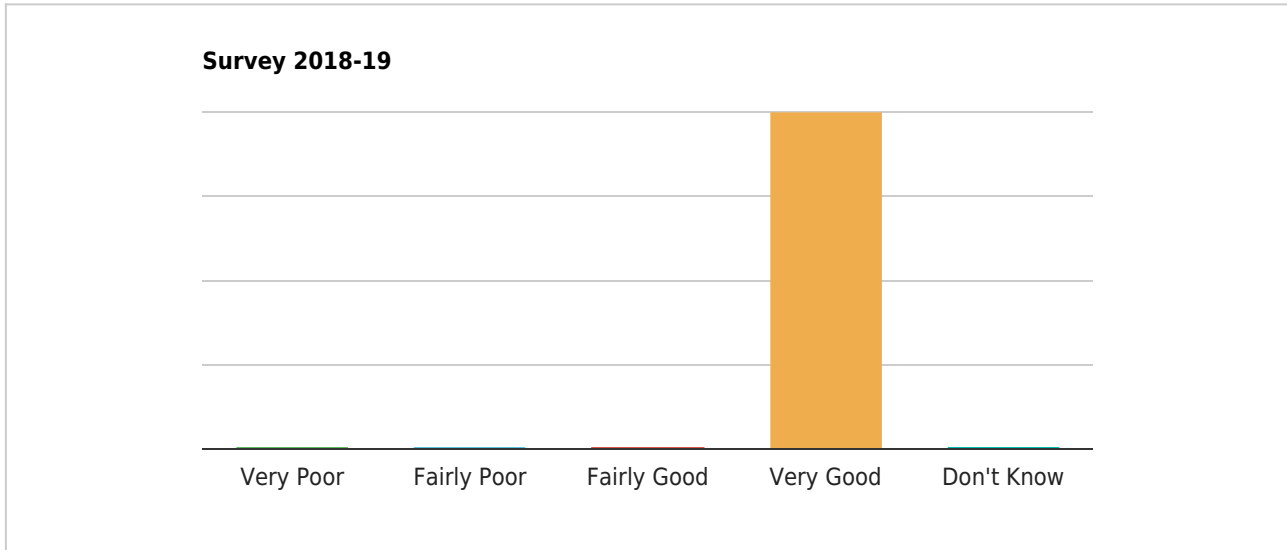
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	0%	100%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 5b: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

(Option: Answering any queries you may have)



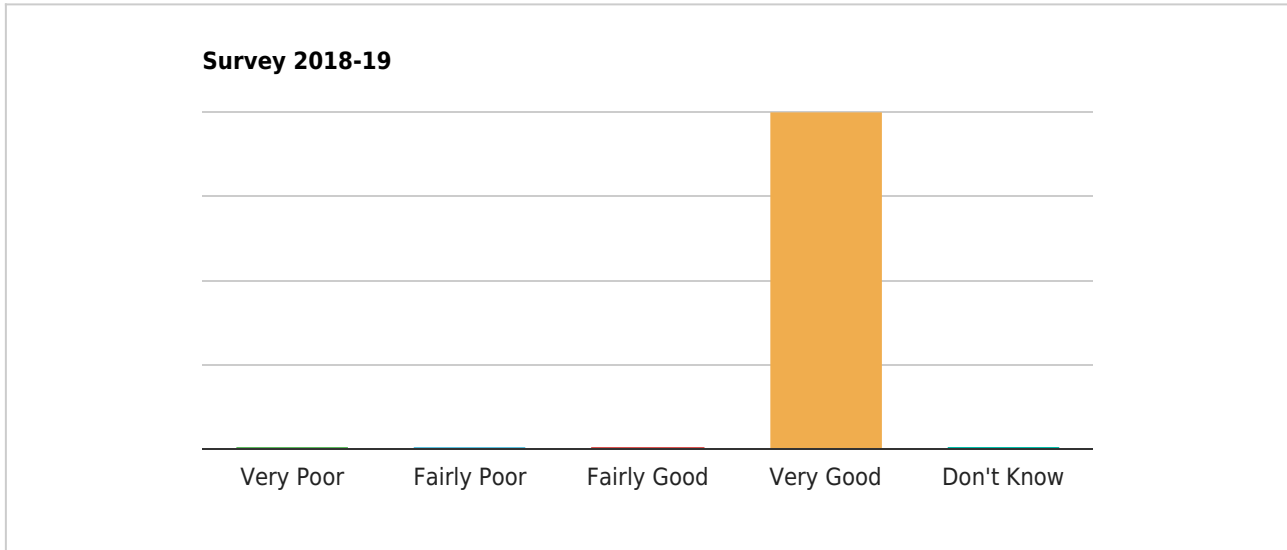
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	0%	100%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 5c: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

(Option: The service you received from the pharmacist)



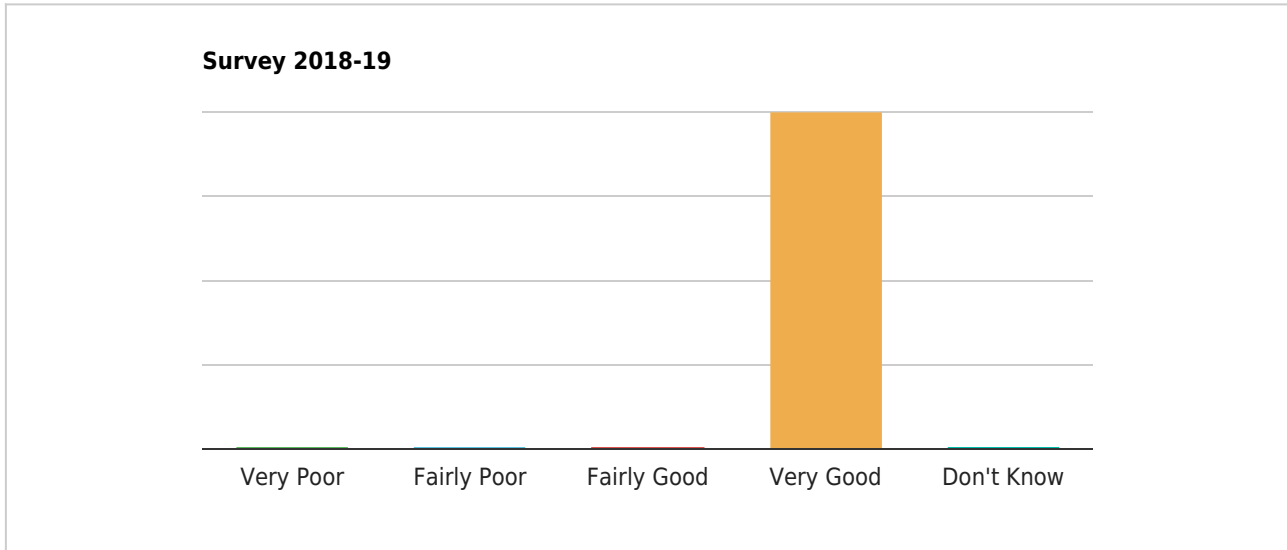
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	0%	100%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 5d: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

(Option: The service you received from the other pharmacy staff)



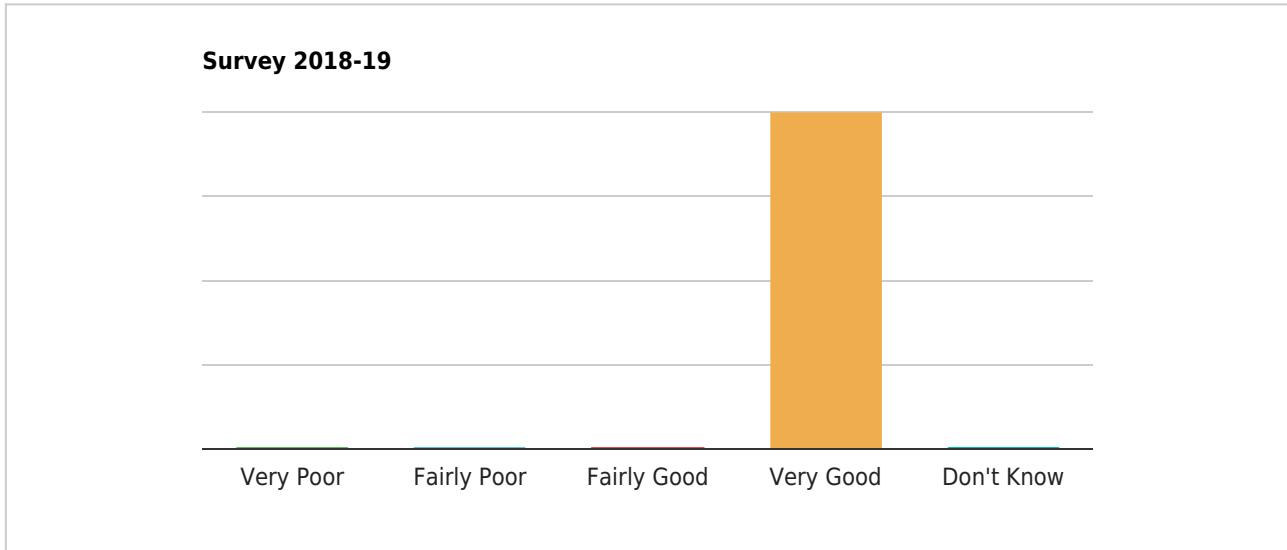
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	0%	100%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 5e: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

(Option: Providing an efficient service)



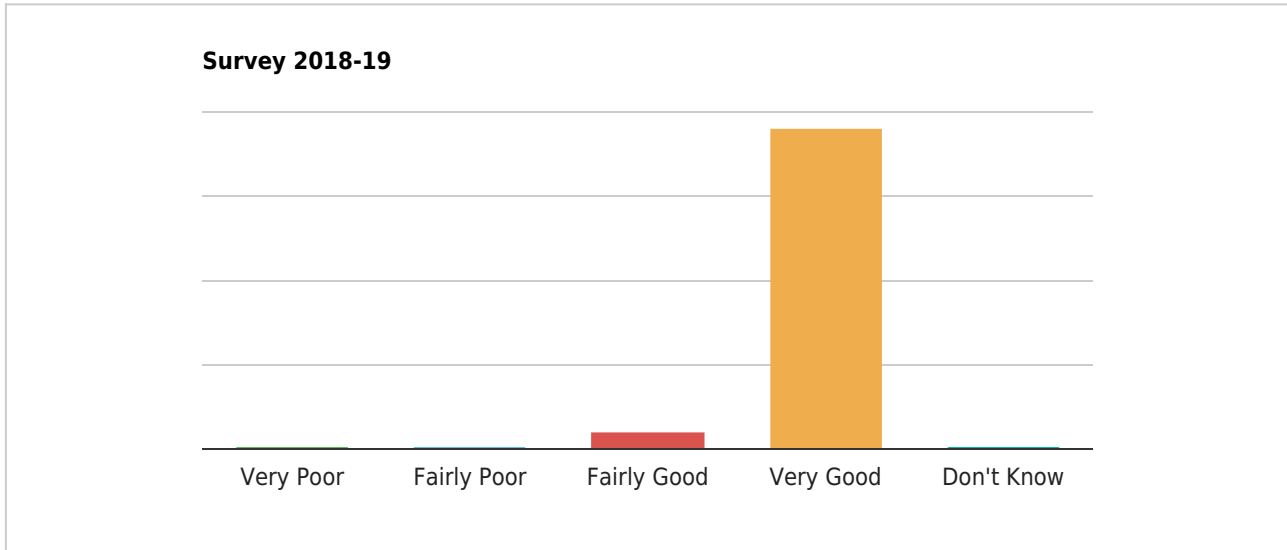
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	0%	100%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 5f: Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

(Option: The staff overall)



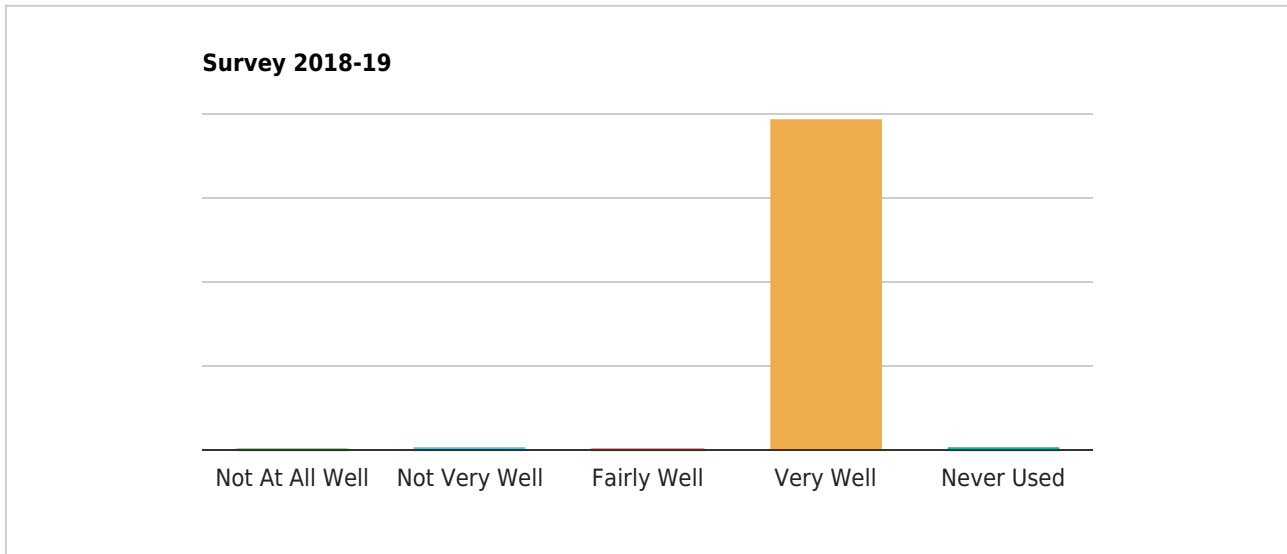
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	5%	95%	0%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 6a: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?

(Option: Providing advice on a current health problem or a longer term health condition)

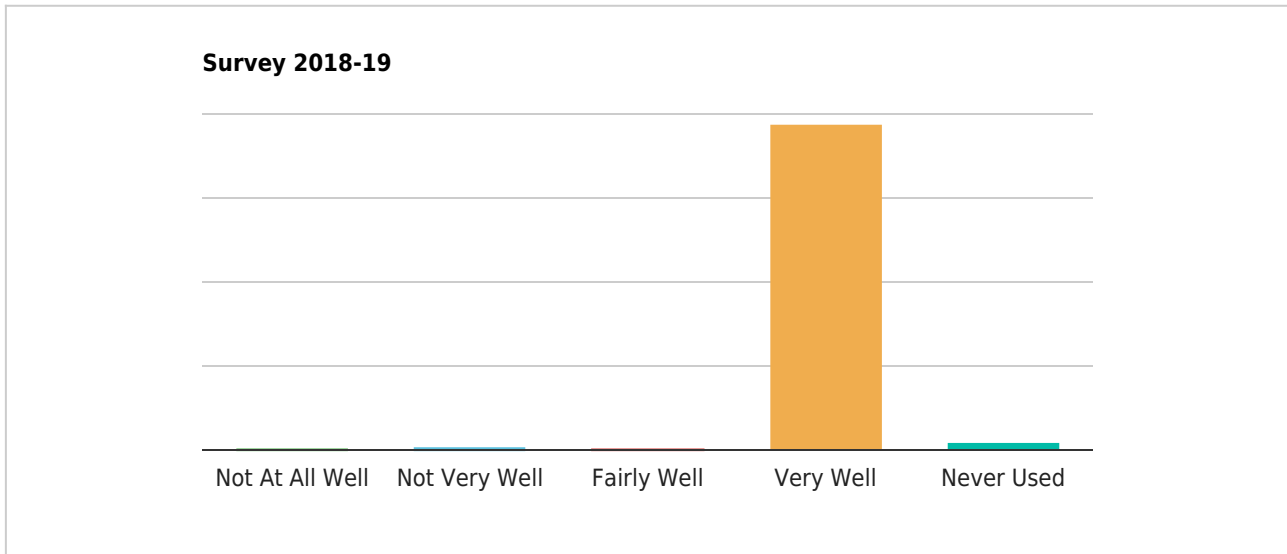


Not At All Well	Not Very Well	Fairly Well	Very Well	Never Used
0%	1%	0%	98%	1%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 6b: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?
(Option: Providing general advice on leading a more healthy lifestyle)

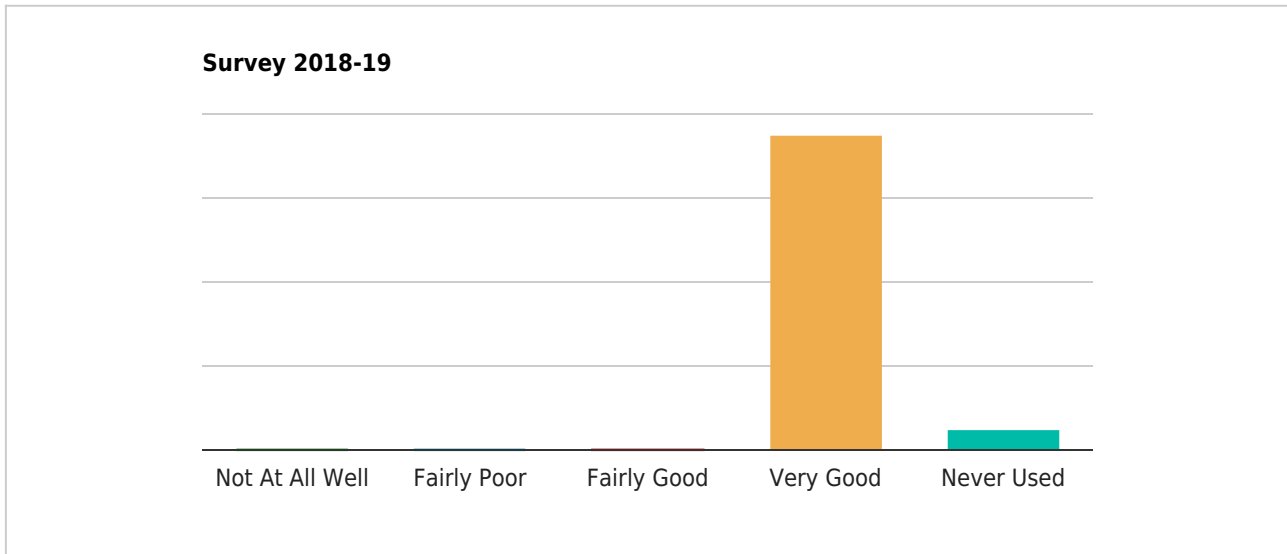


Not At All Well	Not Very Well	Fairly Well	Very Well	Never Used
0%	1%	0%	97%	2%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 6c: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?
(Option: Disposing of medicines you no longer need)

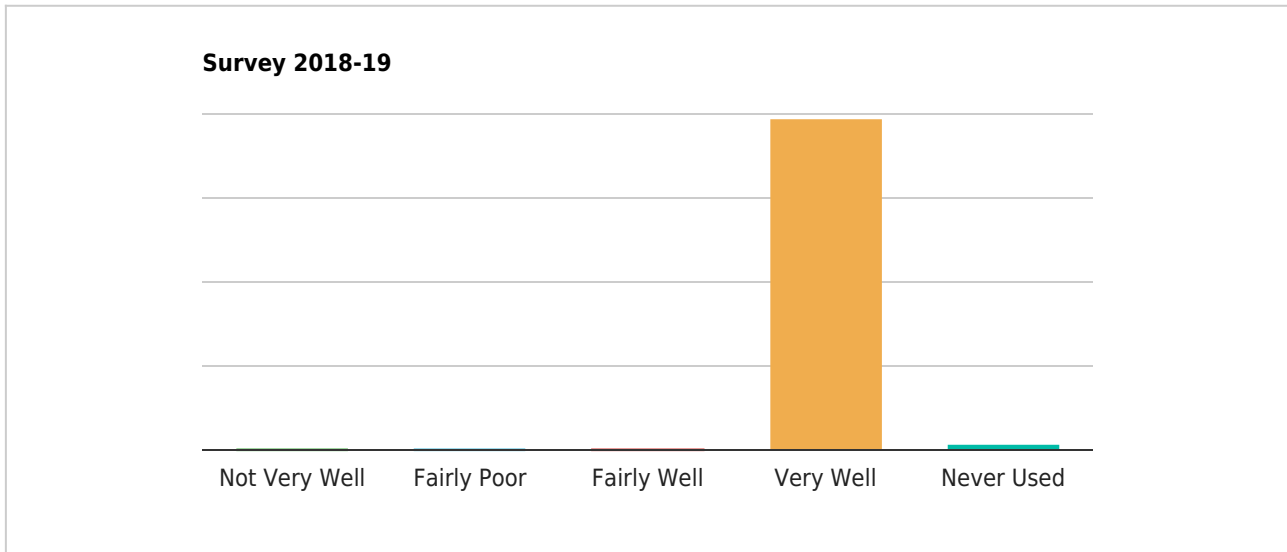


Not At All Well	Fairly Poor	Fairly Good	Very Good	Never Used
0%	0%	0%	94%	6%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 6d: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?
(Option: Providing advice on health services or information available elsewhere)

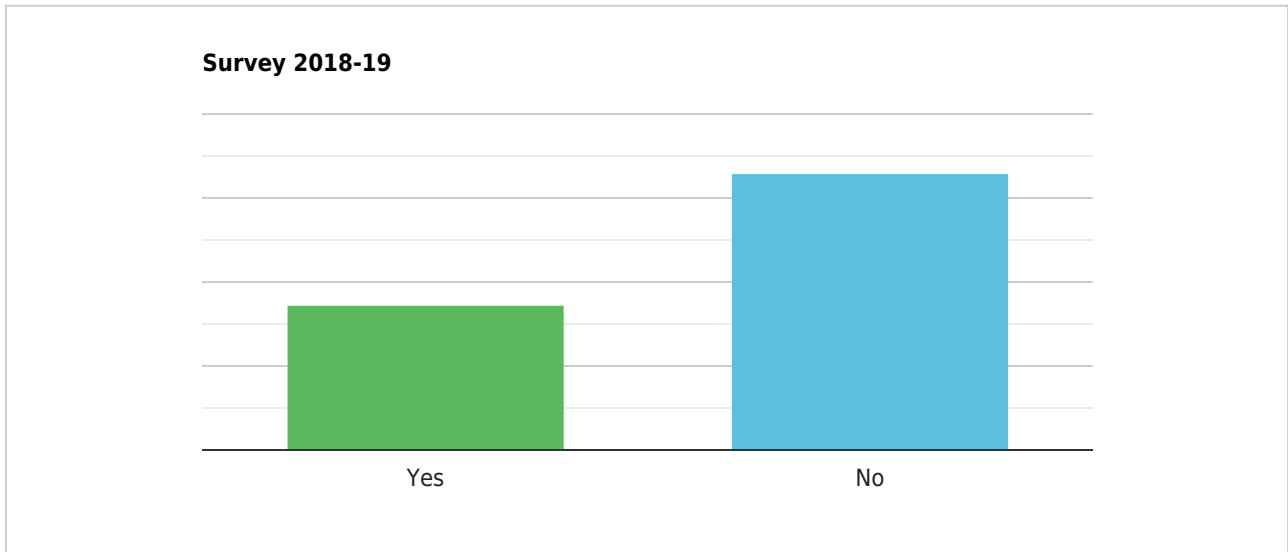


Not Very Well	Fairly Poor	Fairly Well	Very Well	Never Used
0%	0%	0%	98%	2%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 7a: Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?
(Option: Stopping smoking)

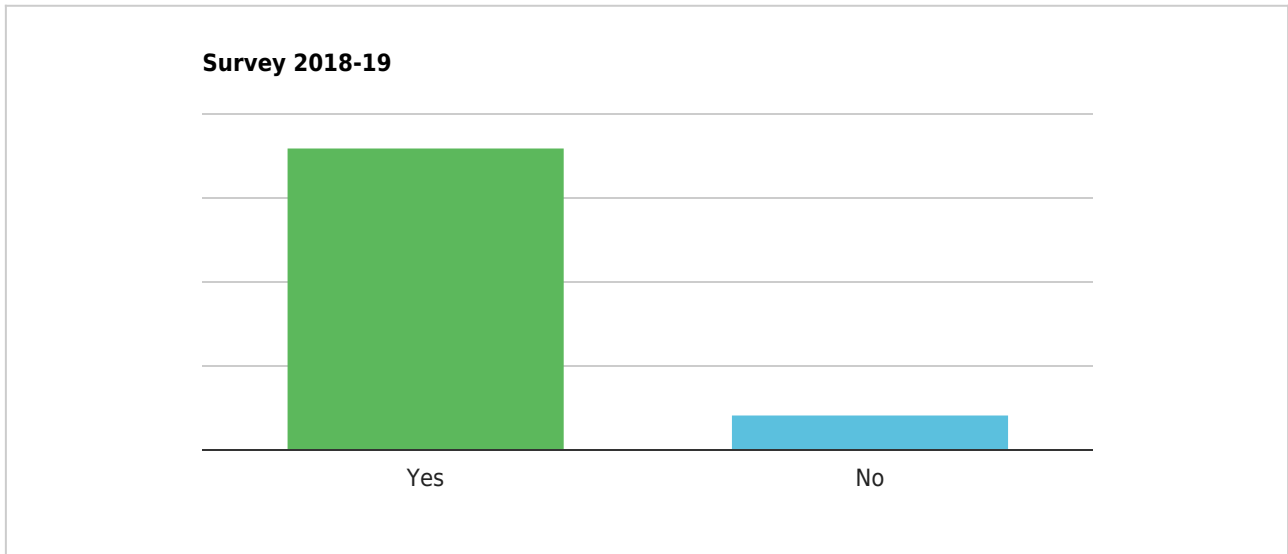


Yes 34%	No 66%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 7b: Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?
(Option: Healthy eating)

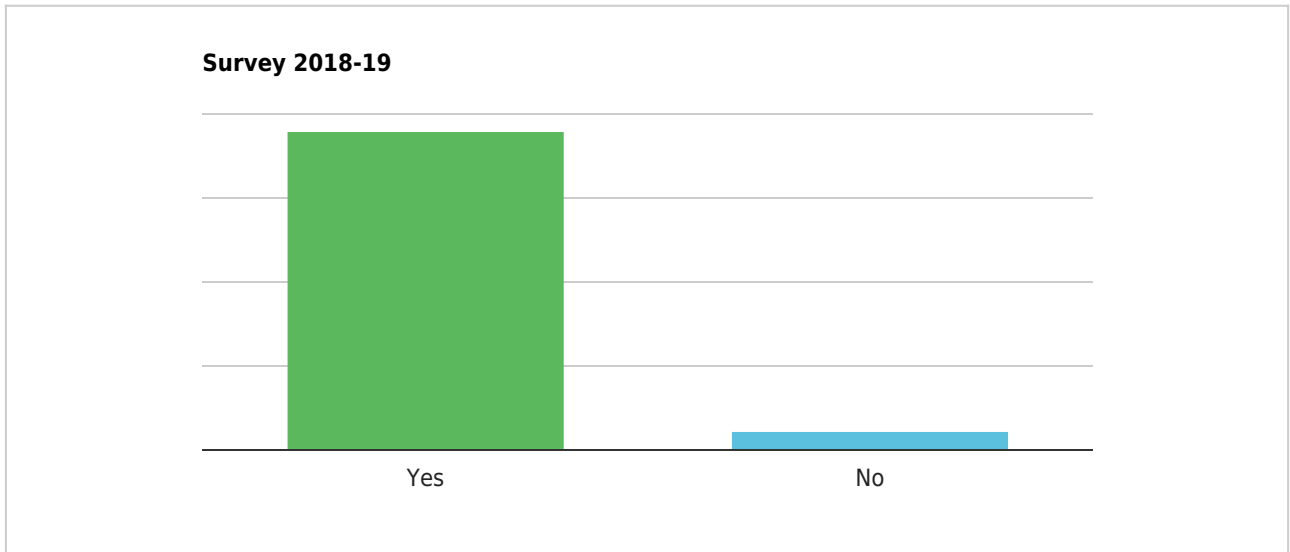


Yes 90%	No 10%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 7c: Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?
(Option: Physical exercise)

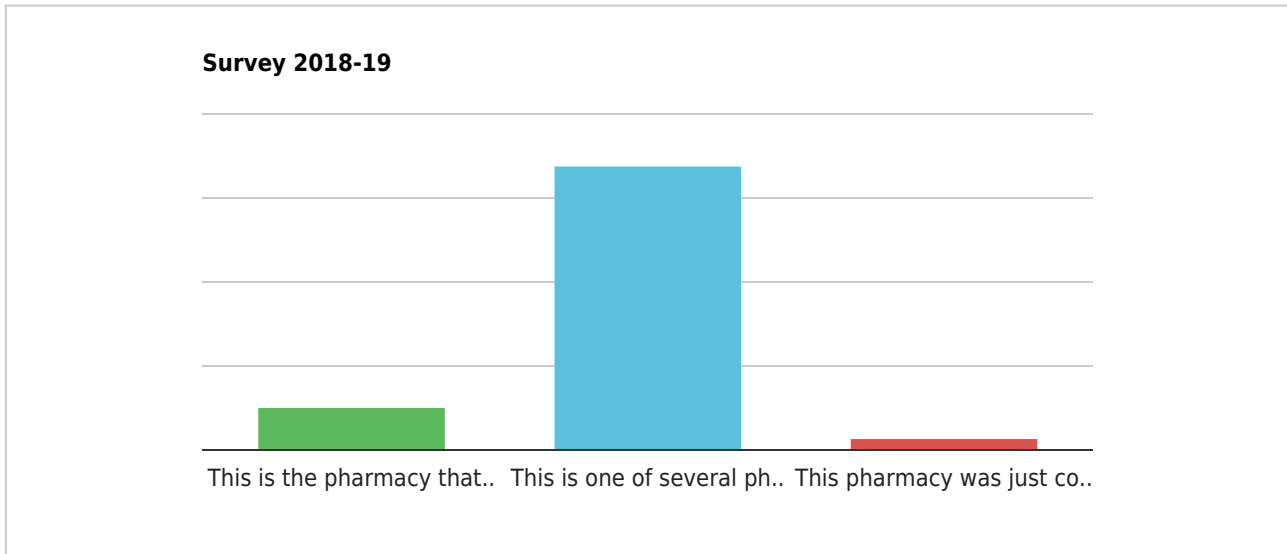


Yes 95%	No 5%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 8: Which of the following best describes how you use this pharmacy?

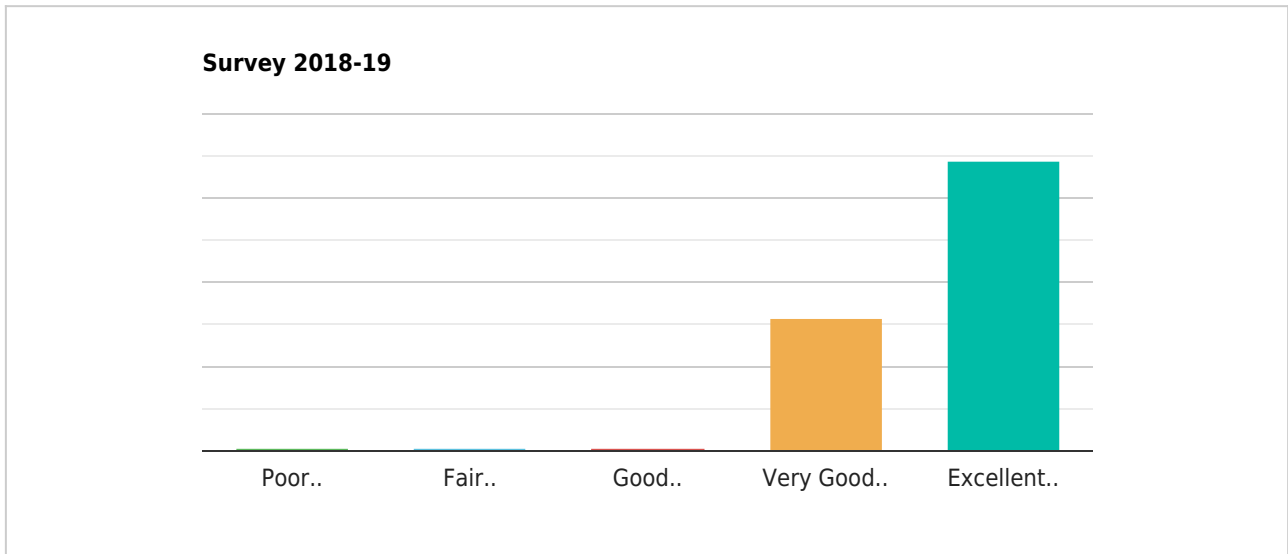


This is the pharmacy that you choose to visit if possible 13%	This is one of several pharmacies that you use when you need to 84%	This pharmacy was just convenient for you today 3%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 9: Finally, taking everything into account - the staff, the shop and the service provided - How would you rate the pharmacy where you received this questionnaire?

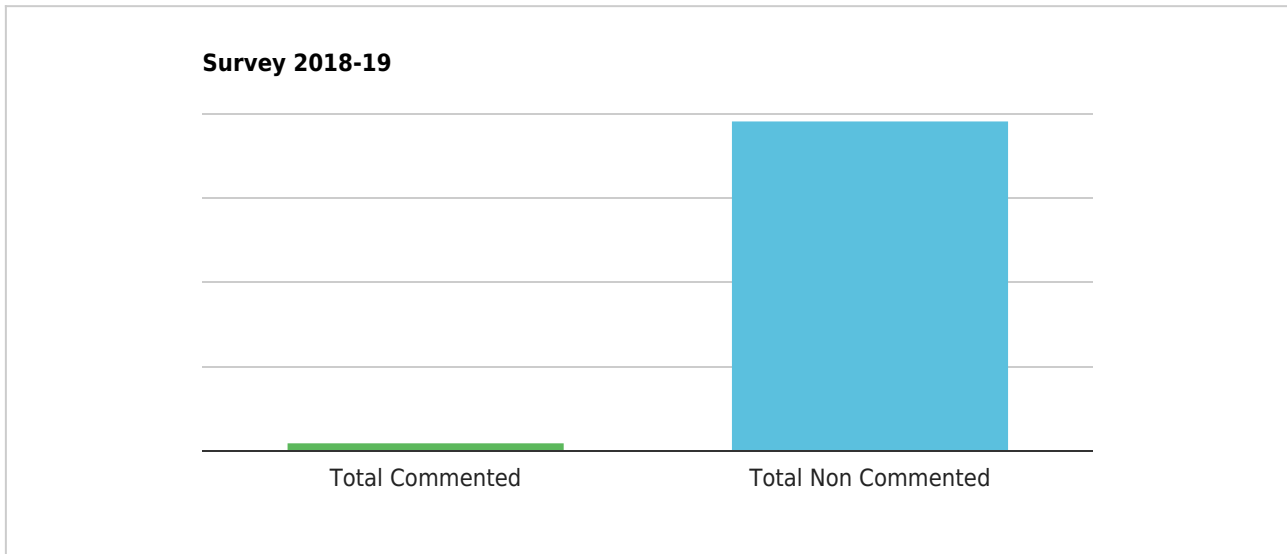


Poor 0%	Fair 0%	Good 0%	Very Good 31%	Excellent 69%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 10: If you have any comments about how the service from this pharmacy could be improved, please write them in here:



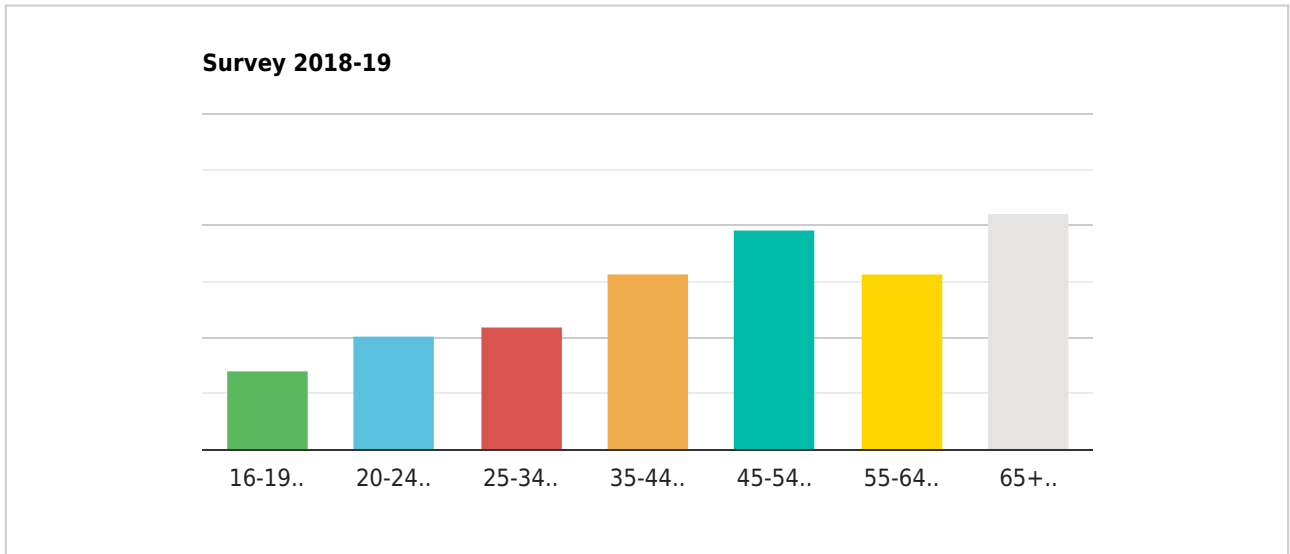
Total Commented 2%	Total Non Commented 98%
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No	Comments
1	Fantastic pharmacy with friendly helpful staff. Extremely efficient and quick. I would highly recommend MPS Pharmacy
2	x

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 11: How old are you?

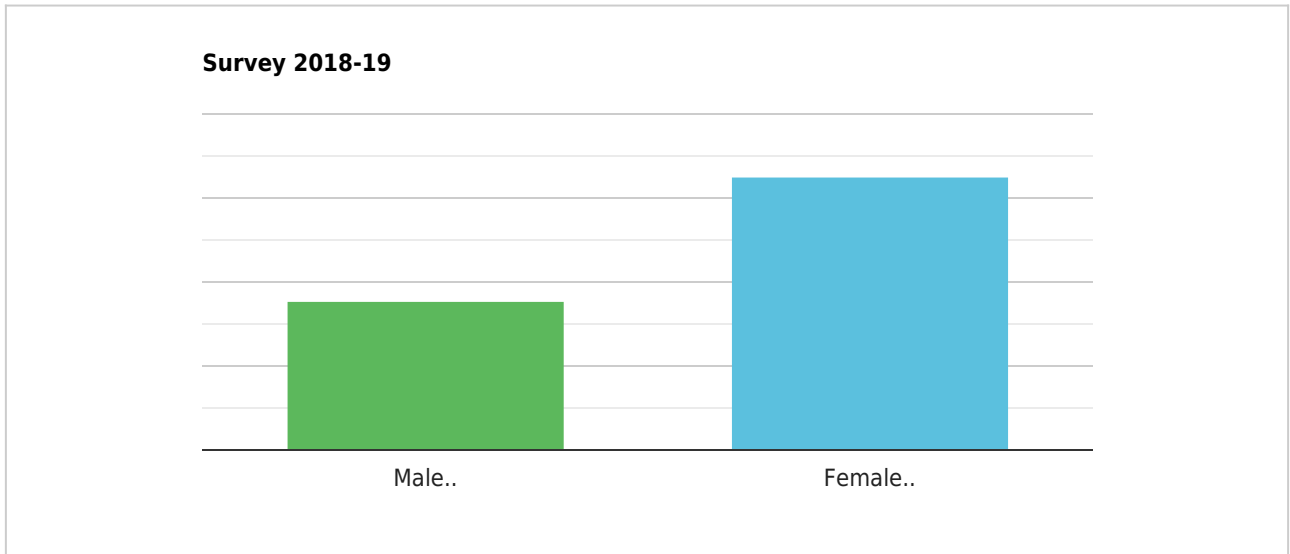


16-19	20-24	25-34	35-44	45-54	55-64	65+
7%	10%	11%	16%	20%	16%	21%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 12: Are you...

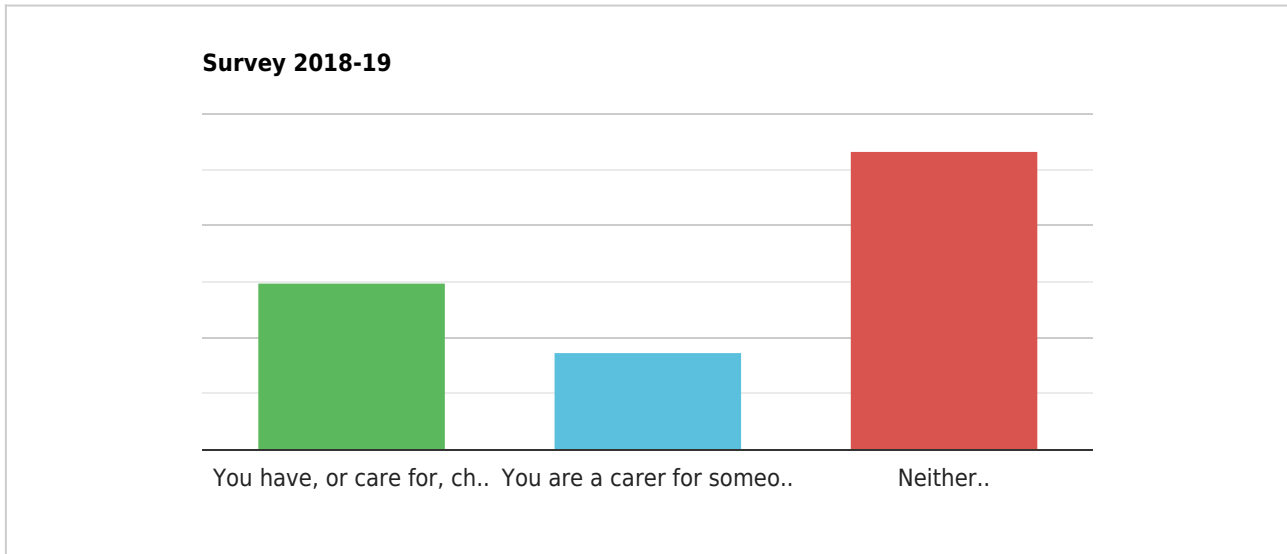


Male 35%	Female 65%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 13: Which of the following apply to you:



You have, or care for, children under 16 30%	You are a carer for someone with a longstanding illness or infirmity... 17%	Neither 53%
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Comments:

Areas where the pharmacy is performing strongly

First area in which the pharmacy performed well:

After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you unhappy with our procedures or do you have any concerns?

Yes 0%	No 100%
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Comments: We always ensure this information is safely stored and kept absolutely confidential

Second area in which the pharmacy performed well:

Whenever the pharmacy has asked for your consent, do you feel that your wishes were respected?

Yes 100%	No 0%
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Comments: Asking for Consent is really important for our pharmacy and our patients so they know how we look after their information

Third area in which the pharmacy performed well:

Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

(Having in stock the medicines/appliances you need)

Very Poor 0%	Fairly Poor 0%	Fairly Good 0%	Very Good 100%	Don't Know 0%
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Comments: Keeping a large amount of uncommon items in stock

Area identified that needs improvement

First area in which the pharmacy needs improvement:

Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?
(Stopping smoking)

Yes 34%	No 66%
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Comments: We have re-trained our staff to promote \"Living a healthy lifestyle\"

Second area in which the pharmacy needs improvement:

Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

(The cleanliness of the pharmacy)

Very Poor 0%	Fairly Poor 0%	Fairly Good 5%	Very Good 95%	Don't Know 0%
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Comments: We have improved the cleanliness of the pharmacy

Third area in which the pharmacy needs improvement:

Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

(How long you have to wait to be served)

Very Poor 0%	Fairly Poor 0%	Fairly Good 5%	Very Good 95%	Don't Know 0%
------------------------	--------------------------	--------------------------	-------------------------	-------------------------

Comments: We have increased the number of staff trained on the healthcare counter