

Community Pharmacy Patient Questionnaire (CPPQ) Report 2019-20

For

MPS Pharmacy

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



Summary of the information recorded in the report.

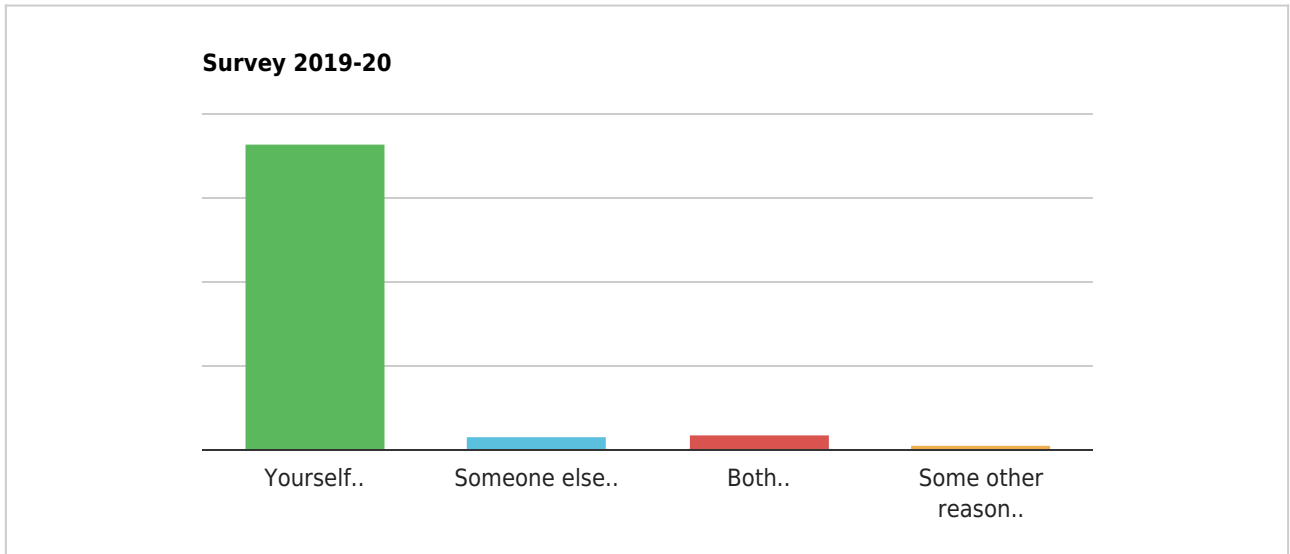
Summary of the information recorded below. The CCG or successor organisation may want to see this on monitoring visits or at other times (it can be paper based or electronic) (the ranking is the order from 1 to 21, of the percentage responses, as either satisfied or dissatisfied with 1 being the most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

Question	Dissatisfied	Ranking	Satisfied	Ranking
Question 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)	0	15	100	1
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	21	100	2
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	17	100	3
Question 3d: Whenever the pharmacy has asked for your consent, do you feel that your wishes were respected?	0	16	100	4
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	8	100	5
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	20	100	6
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	19	100	7
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	13	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	14	100	9
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	10	99	10

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)	1	3	99	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))	1	4	99	12
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)	1	6	99	13
Question 3a: How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?	0	18	98	14
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)	1	5	93	15
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?	8	2	92	16
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)	0	7	91	17
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	85	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)	0	9	83	19
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	12	81	20
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?	25	1	75	21

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

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



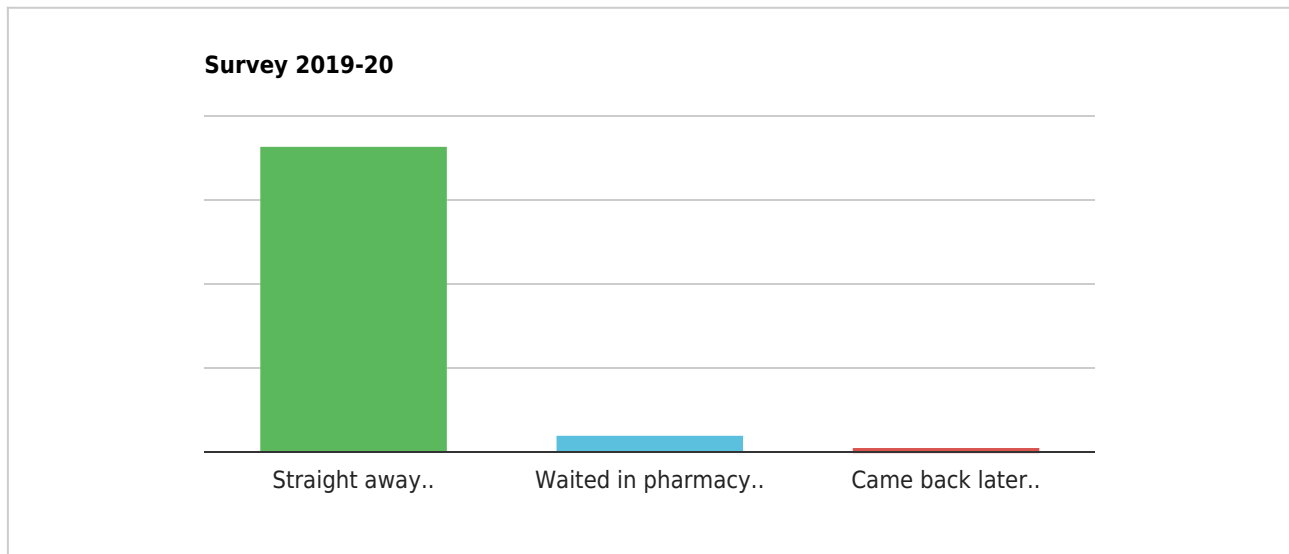
Yourself 91%	Someone else 4%	Both 4%	Some other reason 1%
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No	Other Reasons
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Comments:

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.

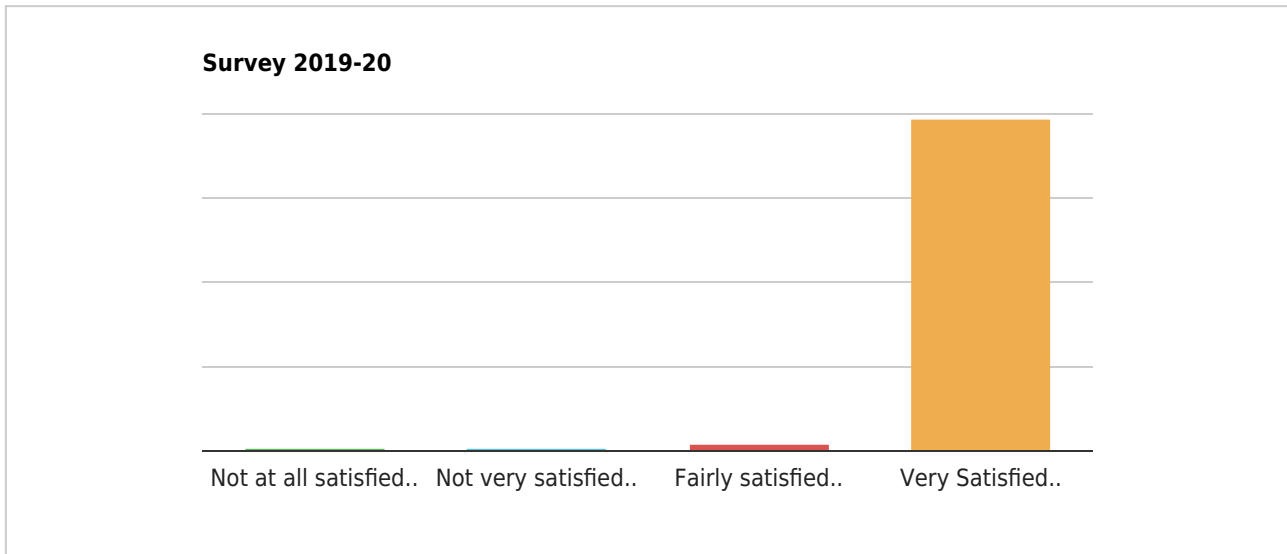


Straight away 91%	Waited in pharmacy 5%	Came back later 1%
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Comments:

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?

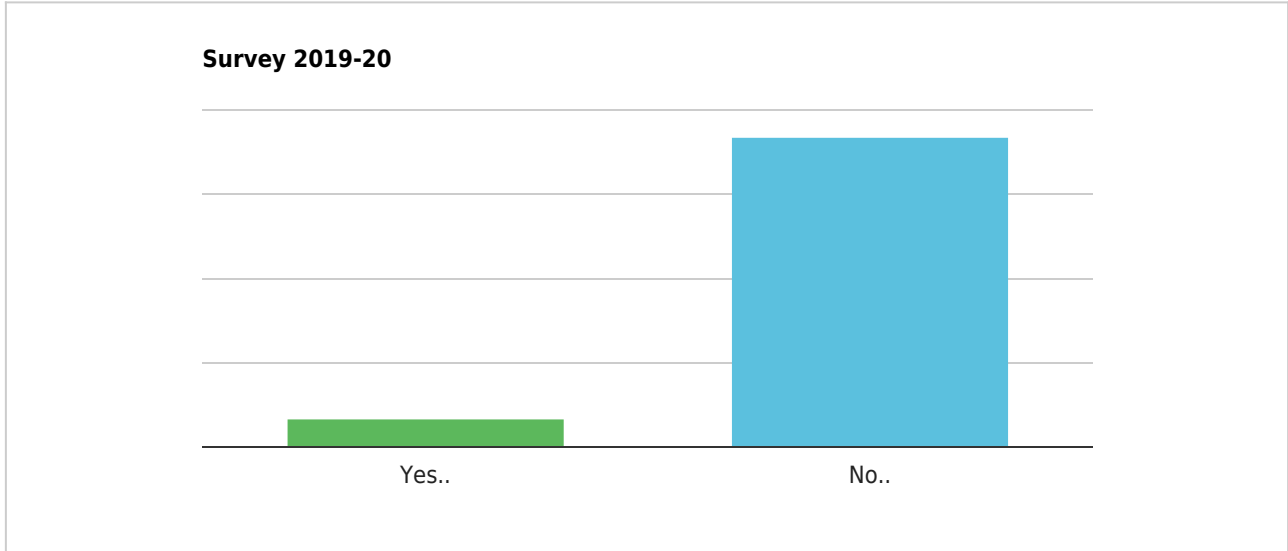


Not at all satisfied	Not very satisfied	Fairly satisfied	Very Satisfied
0%	0%	2%	98%

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?

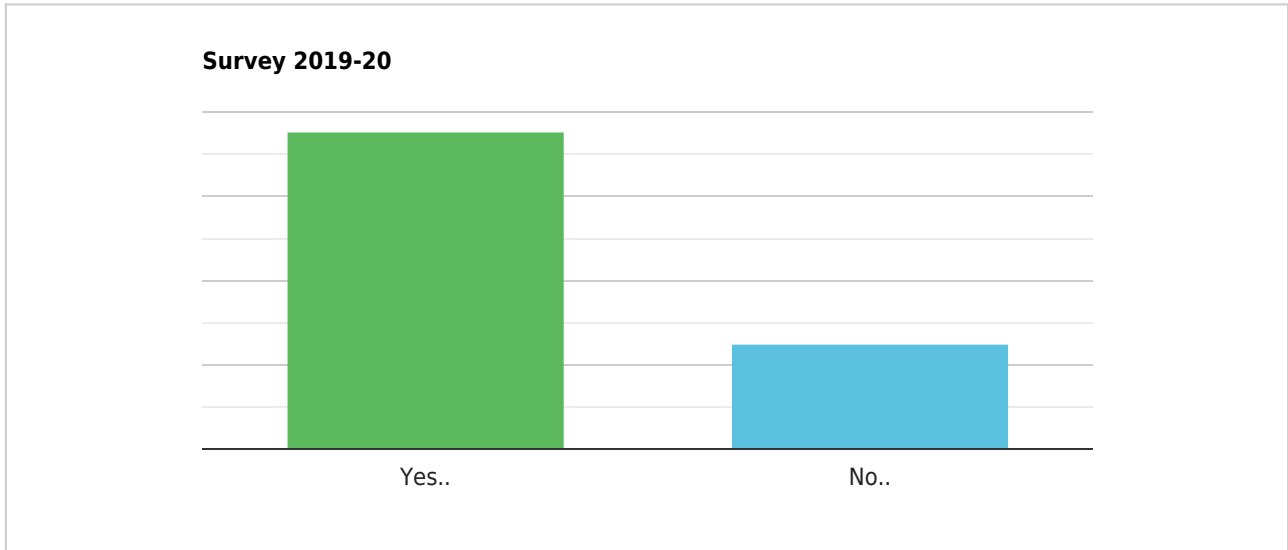


Yes 8%	No 92%
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Comments:

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?

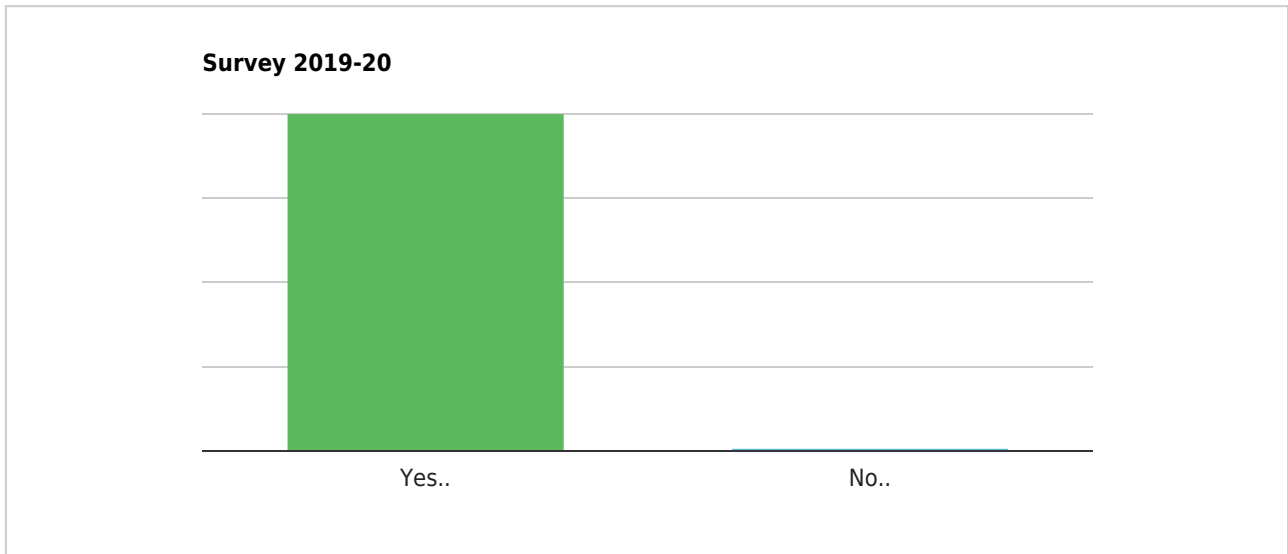


Yes 75%	No 25%
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Comments:

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?



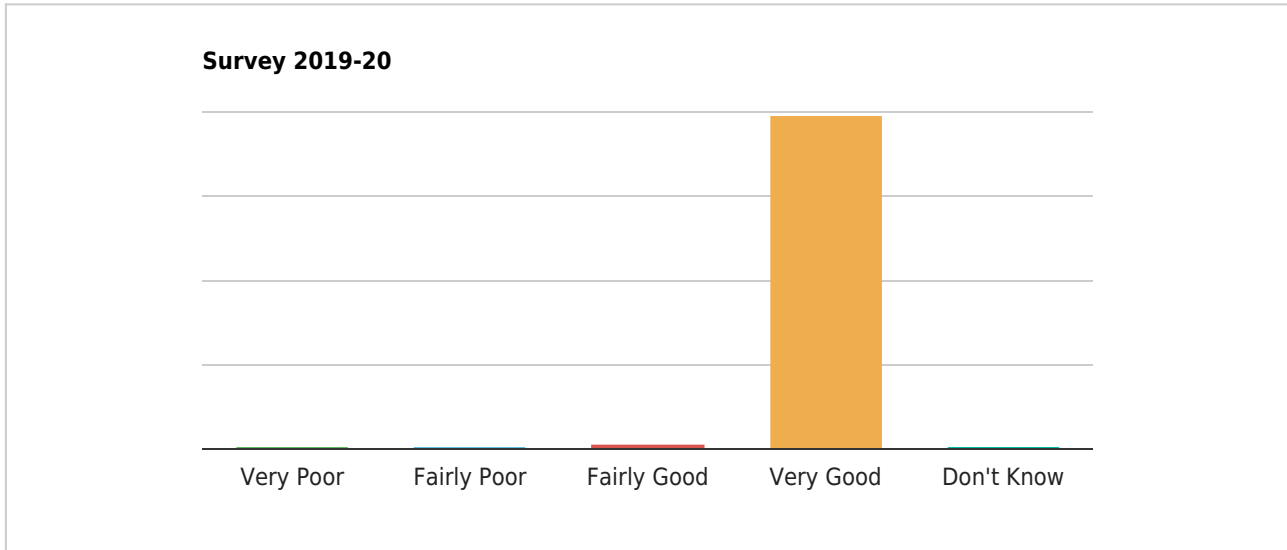
Yes 100%	No 0%
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Comments:

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)



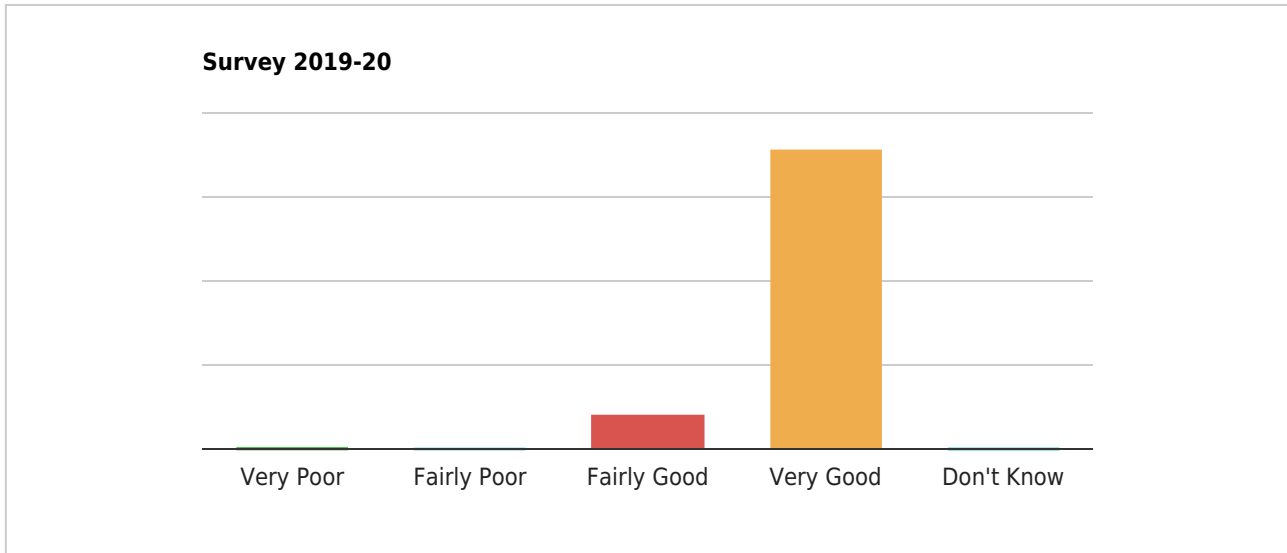
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	1%	99%	0%

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))



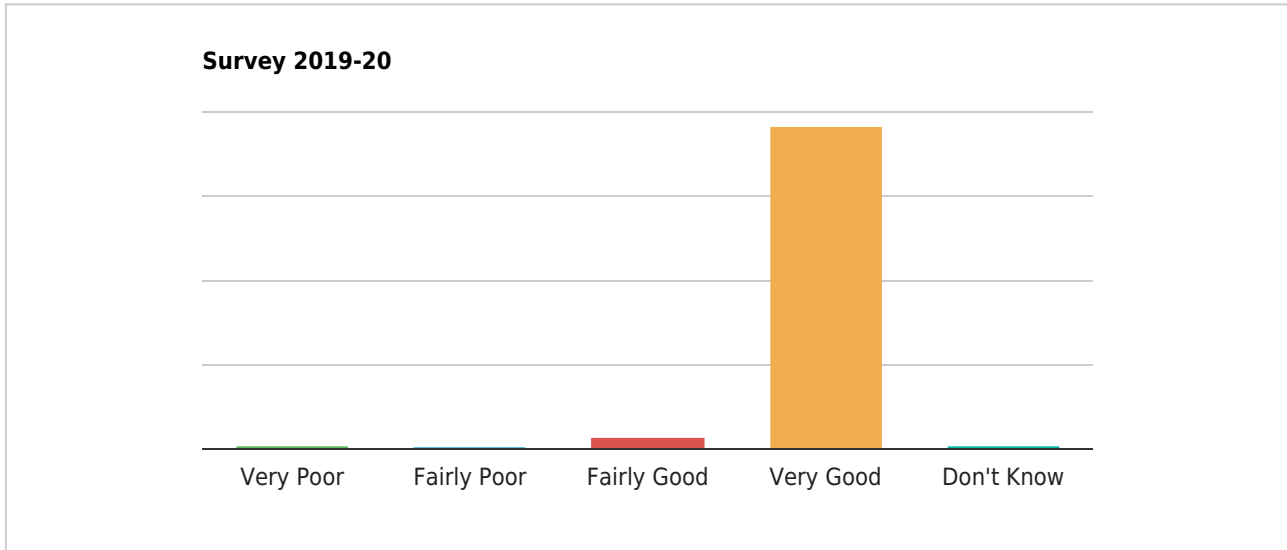
Very Poor 1%	Fairly Poor 0%	Fairly Good 10%	Very Good 89%	Don't Know 0%
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Comments:

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)



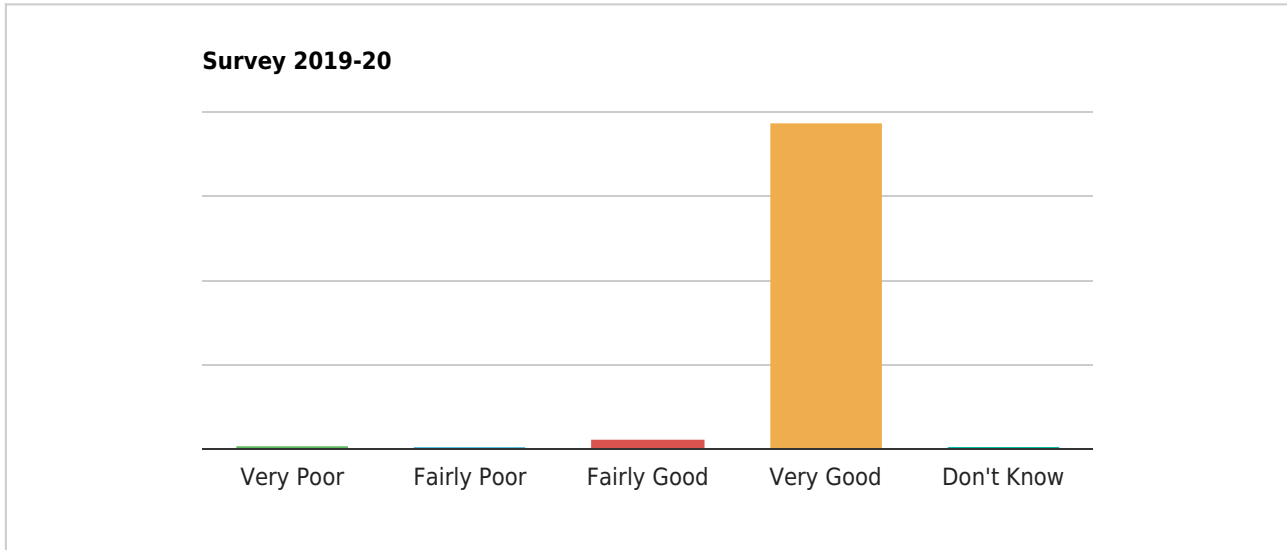
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
1%	0%	3%	96%	1%

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)



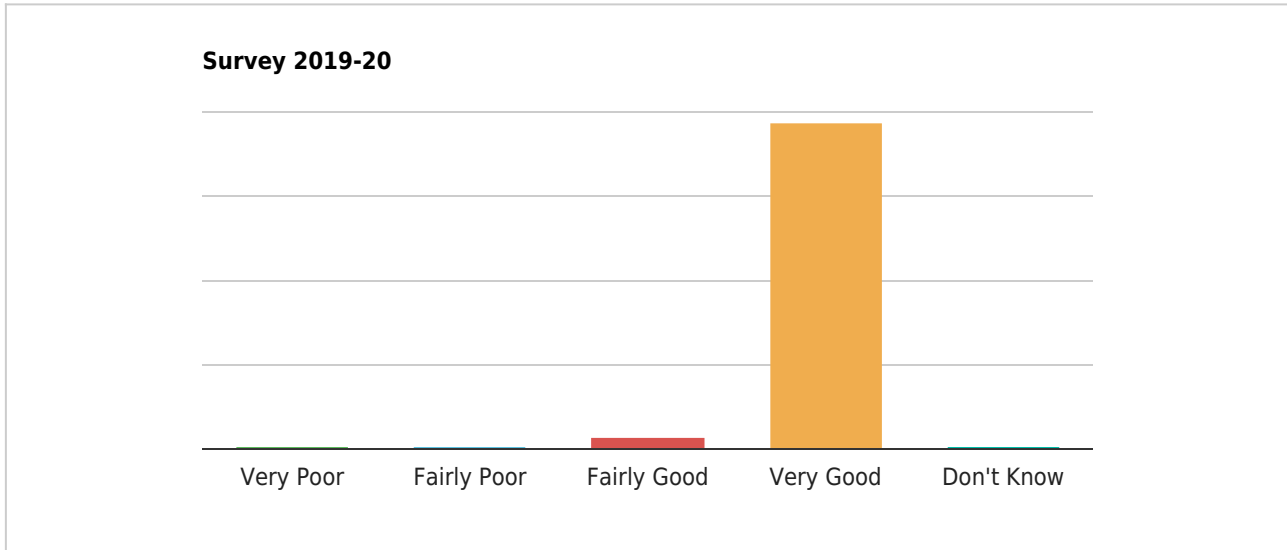
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
1%	0%	2%	97%	0%

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)



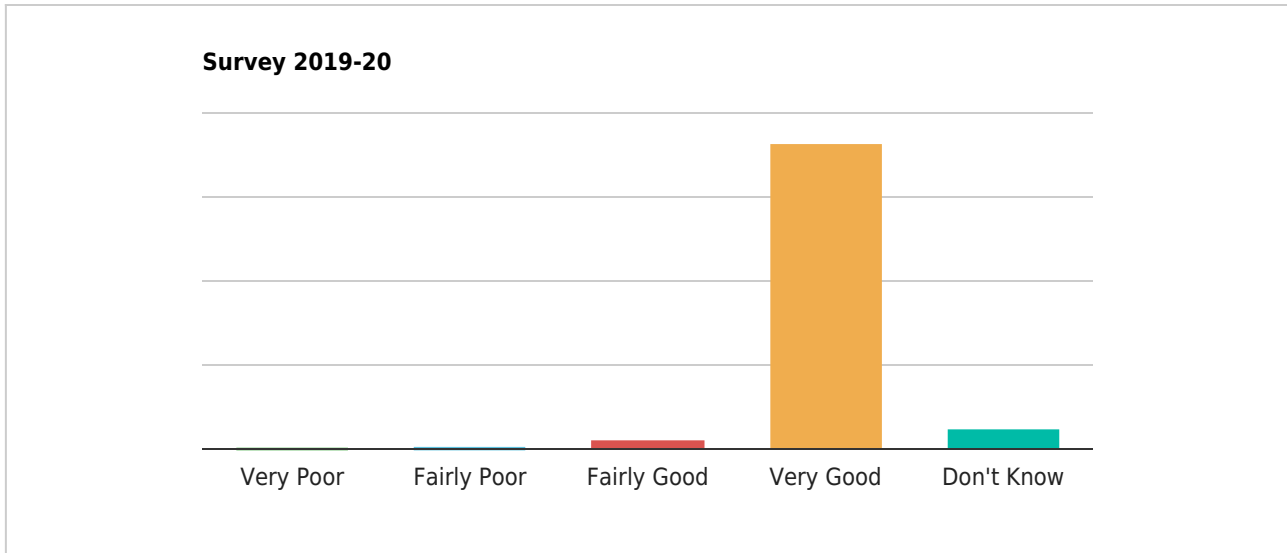
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	3%	97%	0%

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)



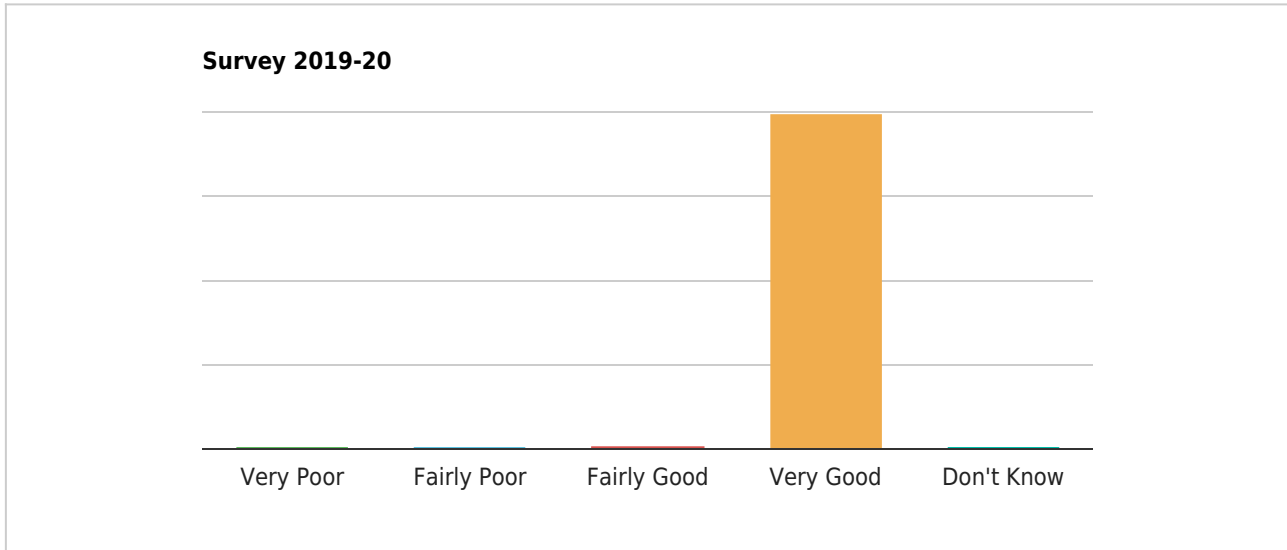
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	1%	2%	91%	6%

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*)



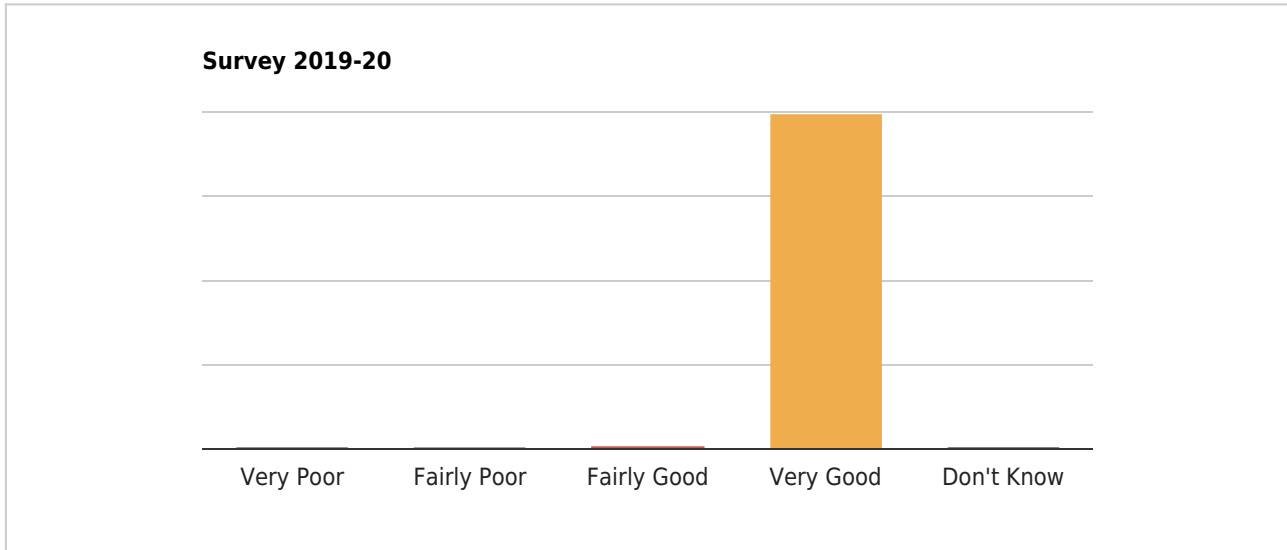
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	1%	99%	0%

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)



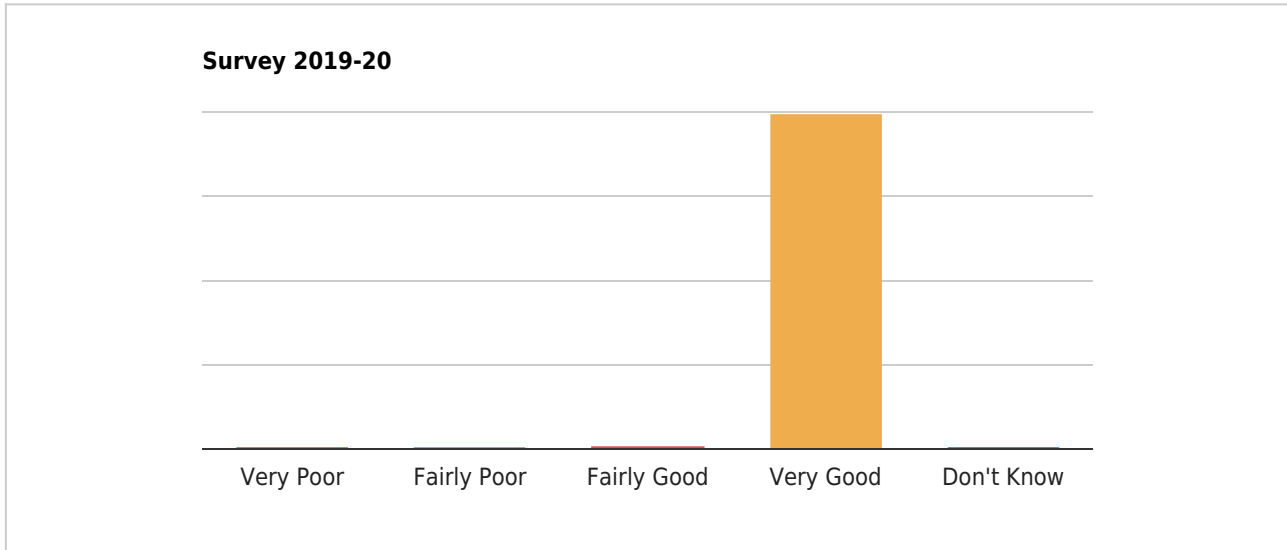
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	1%	99%	0%

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)



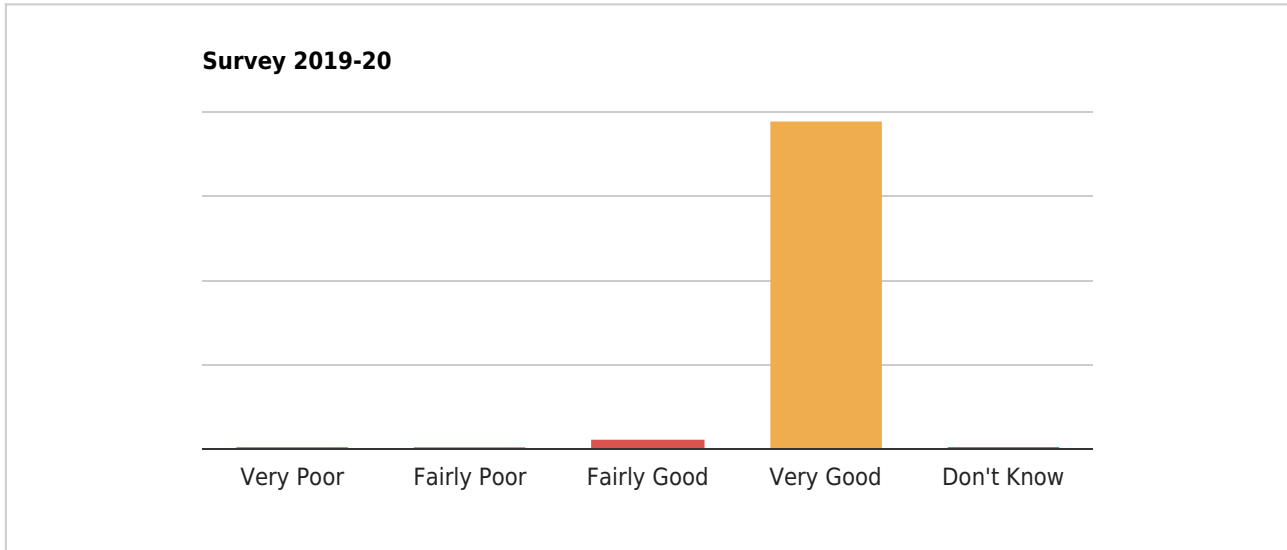
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	1%	99%	0%

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)



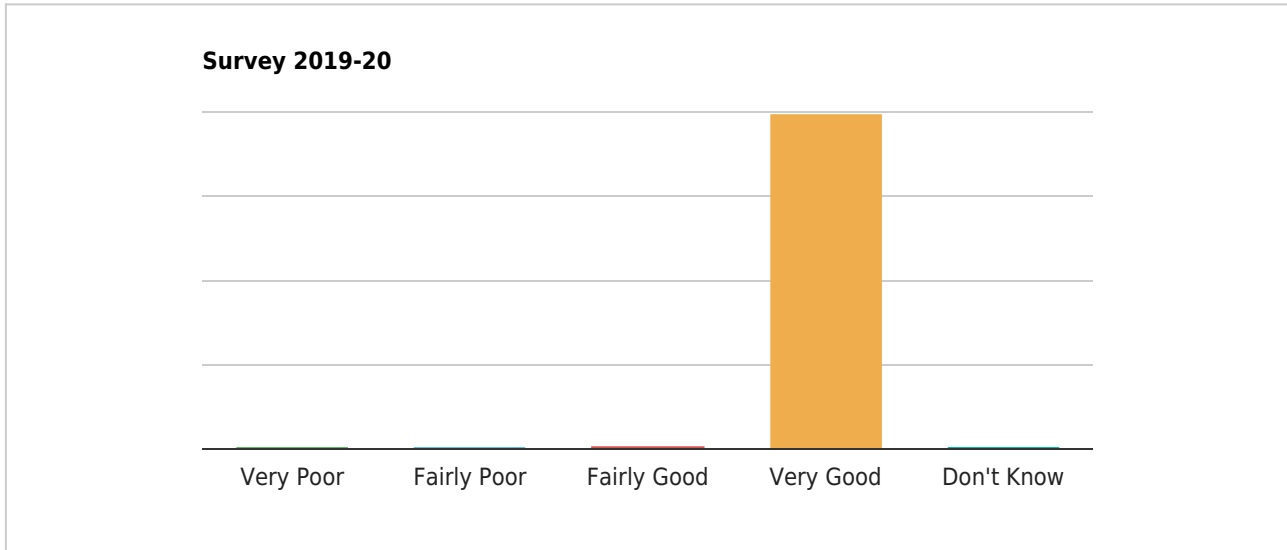
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	2%	98%	0%

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)



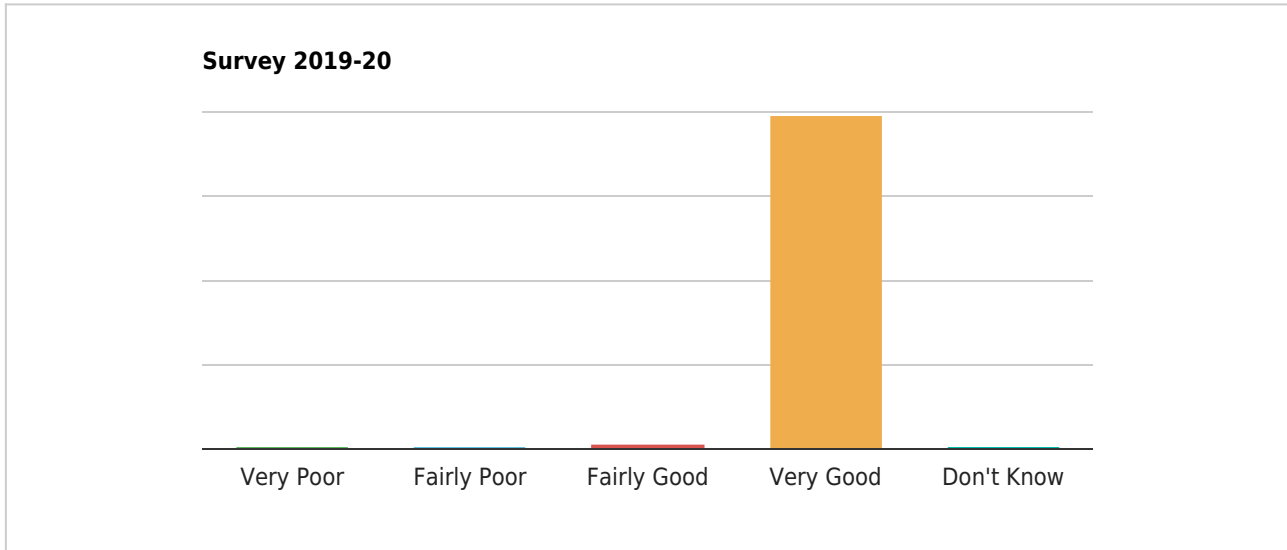
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	1%	99%	0%

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)



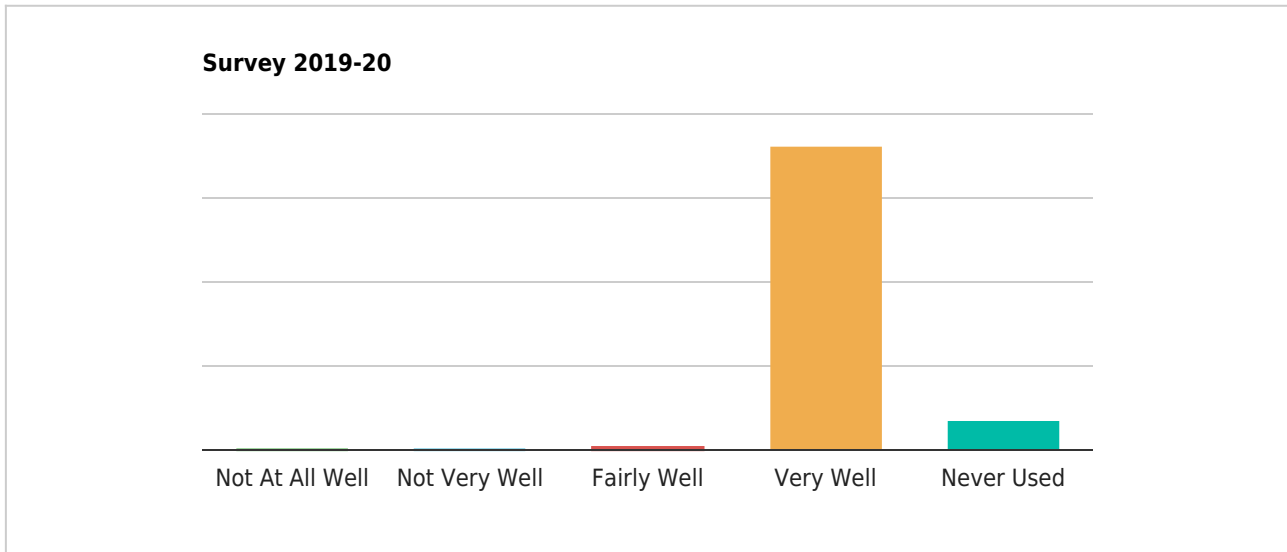
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
0%	0%	1%	99%	0%

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)

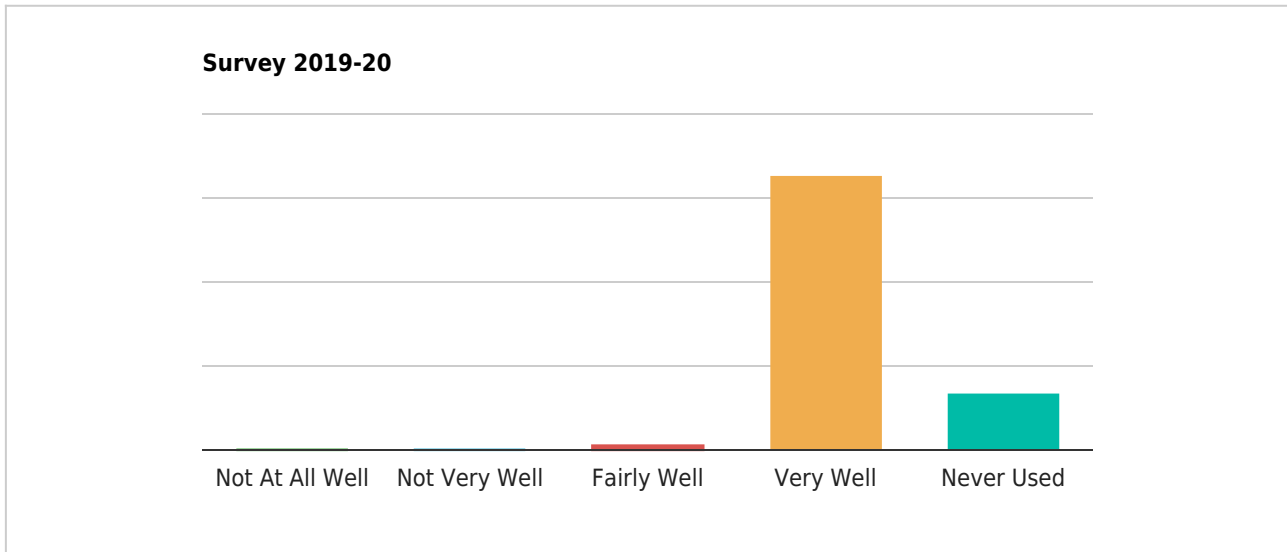


Not At All Well	Not Very Well	Fairly Well	Very Well	Never Used
0%	0%	1%	90%	9%

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)

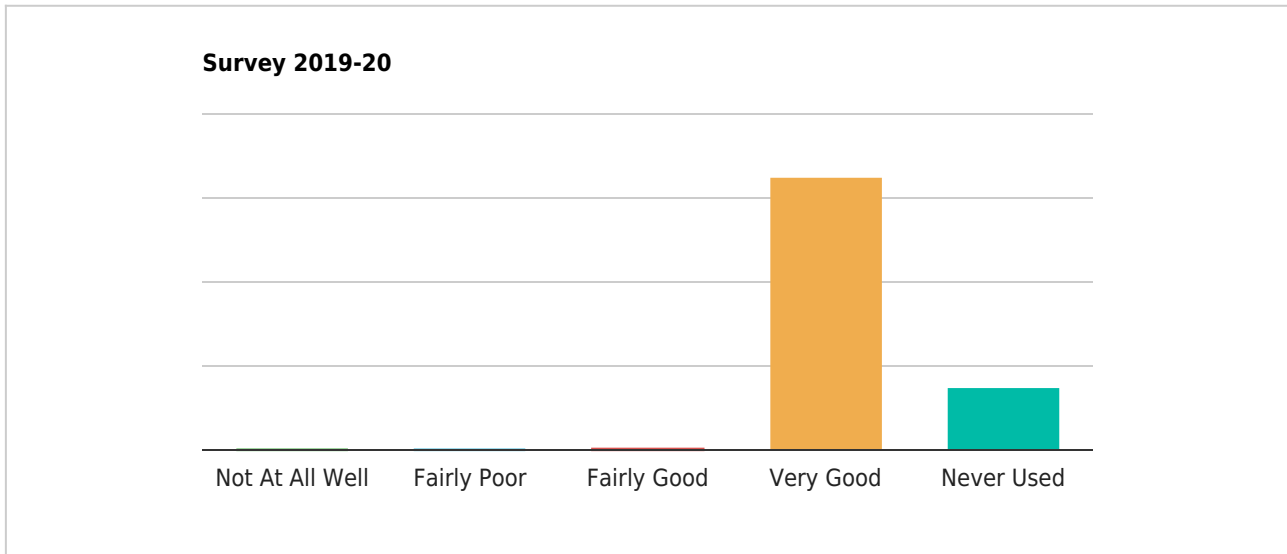


Not At All Well	Not Very Well	Fairly Well	Very Well	Never Used
0%	0%	2%	81%	17%

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*)



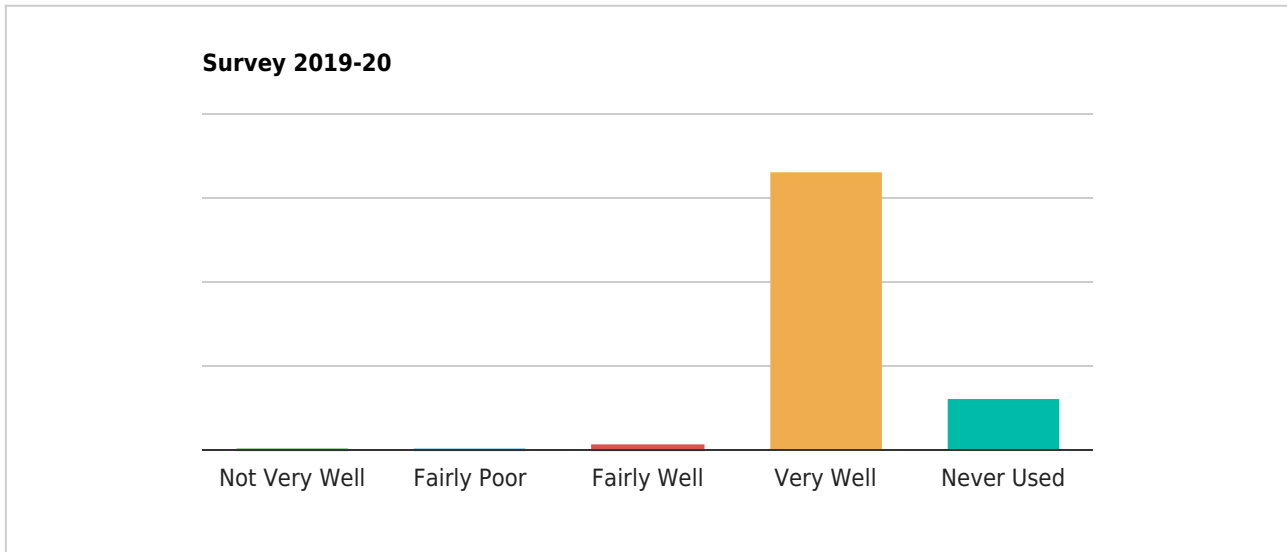
Not At All Well	Fairly Poor	Fairly Good	Very Good	Never Used
0%	0%	1%	81%	19%

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)

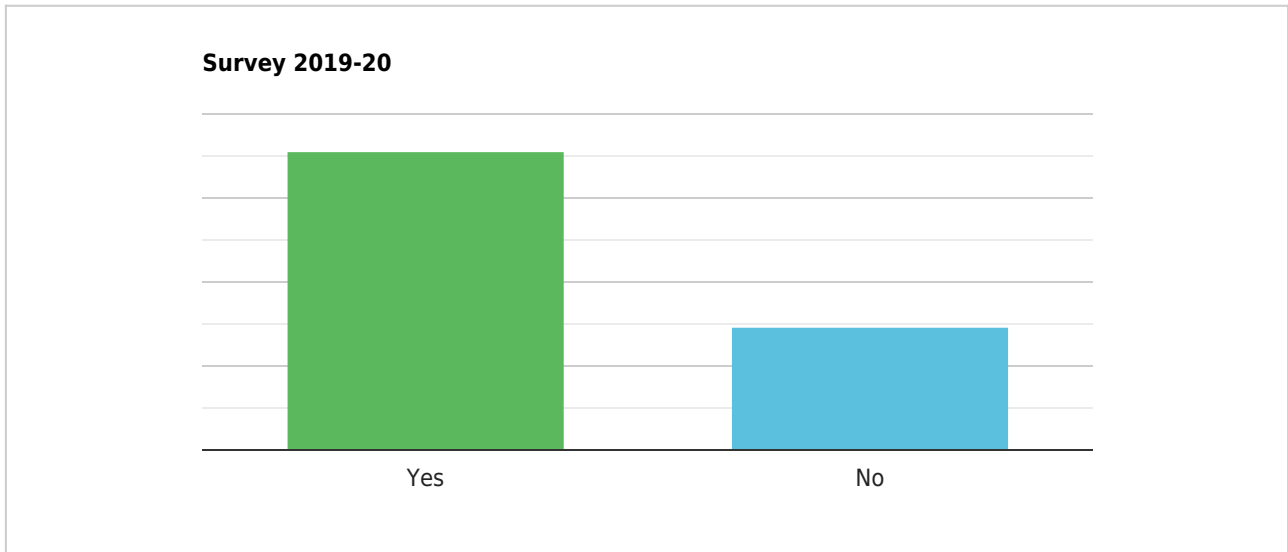


Not Very Well	Fairly Poor	Fairly Well	Very Well	Never Used
0%	0%	2%	83%	15%

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)

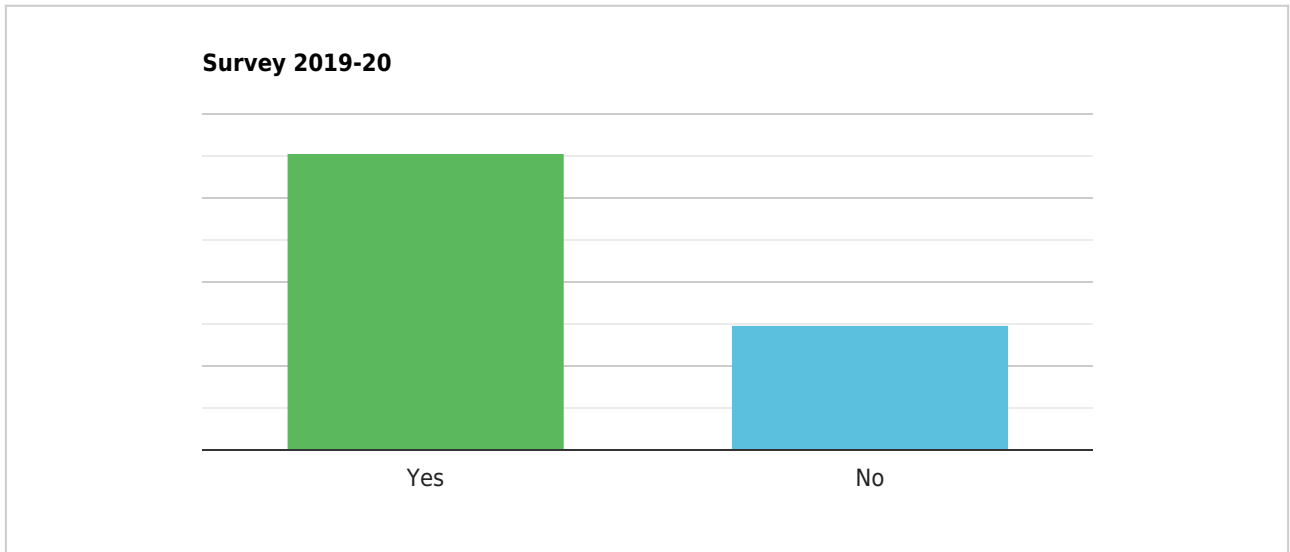


Yes 71%	No 29%
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Comments:

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)

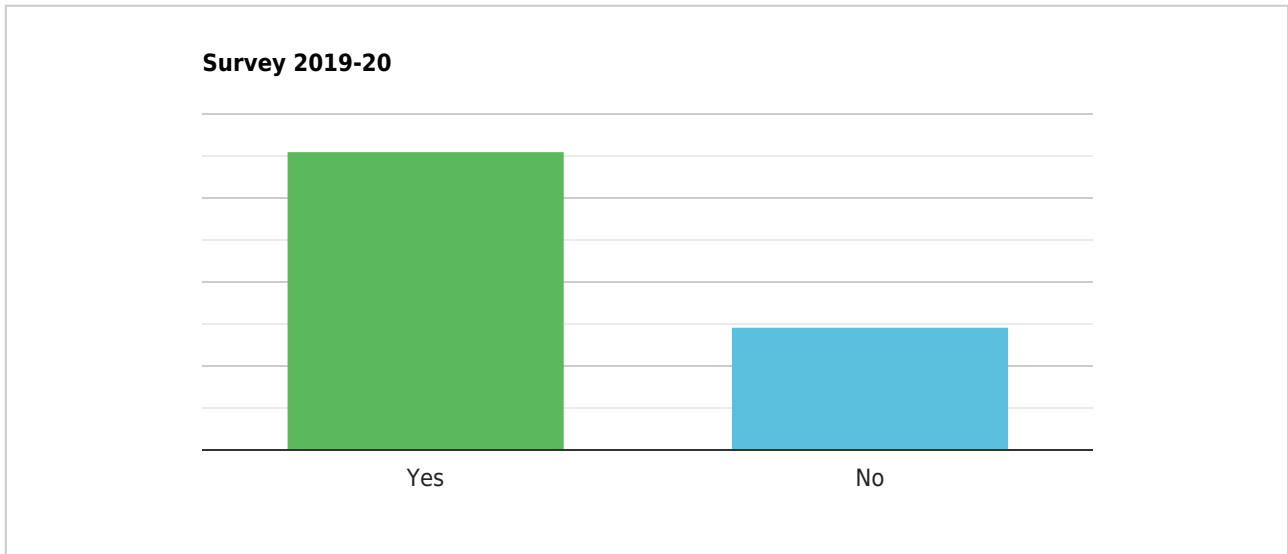


Yes 70%	No 30%
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Comments:

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)

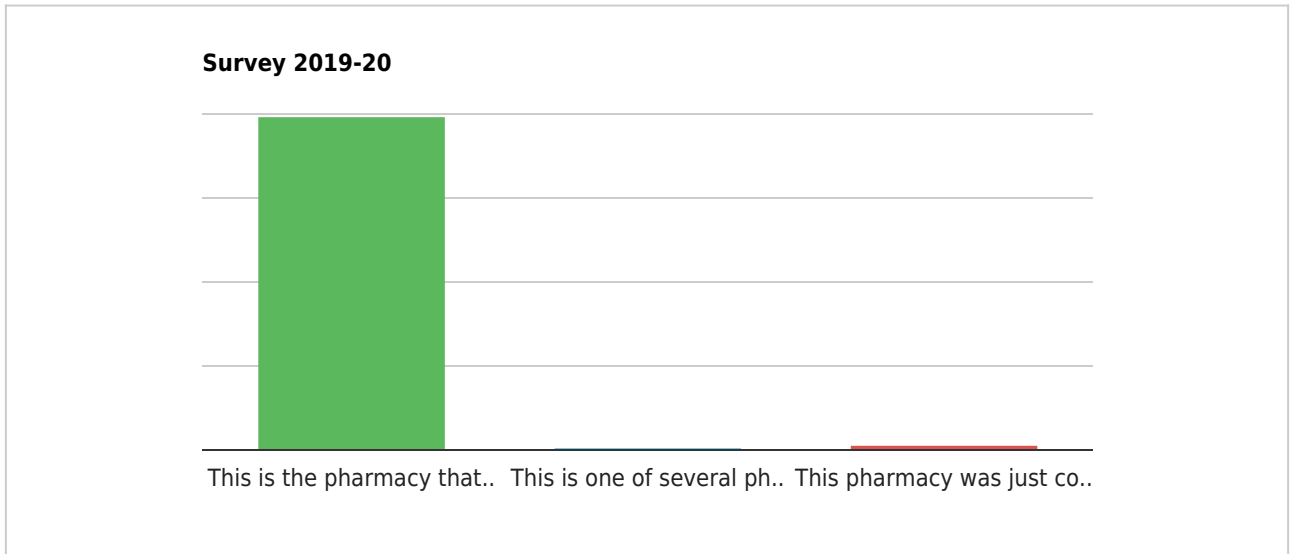


Yes 71%	No 29%
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Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

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

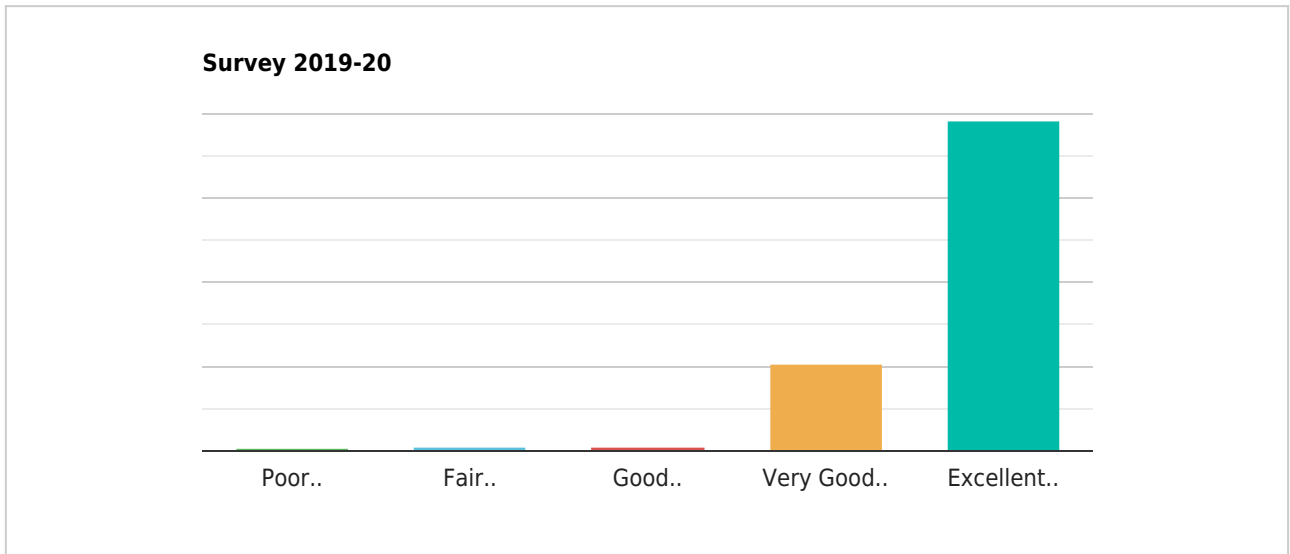


This is the pharmacy that you choose to visit if possible 99%	This is one of several pharmacies that you use when you need to 0%	This pharmacy was just convenient for you today 1%
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Comments:

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?

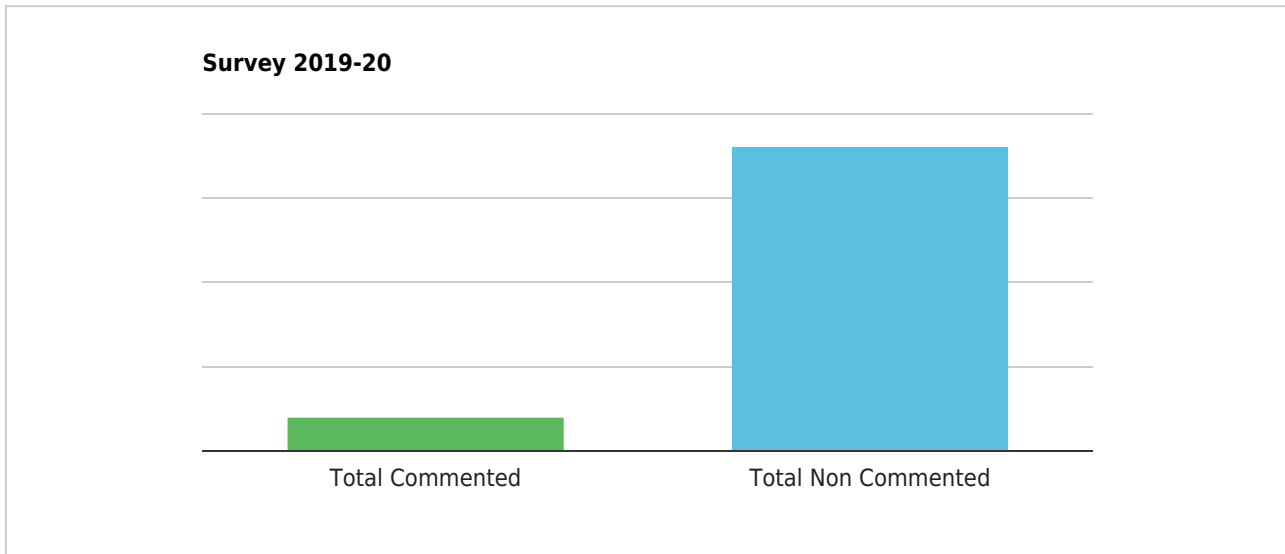


Poor	Fair	Good	Very Good	Excellent
0%	1%	1%	20%	78%

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 10%	Total Non Commented 90%
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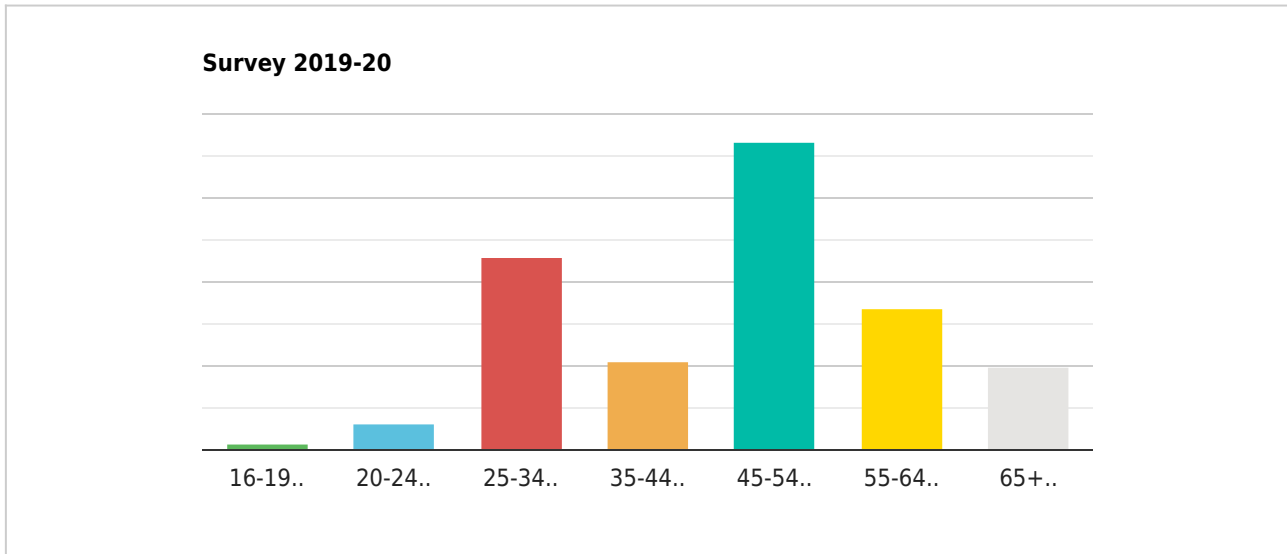
No	Comments
1	N/A
2	Brilliant service nothing is to much trouble they go out of their way to help .
3	The staff and pharmacist here couldn't be nicer or more helpful. It is hands down the best pharmacy I have ever used in terms of service. Nothing is too much trouble and they are always polite, professional and overall just lovely people.
4	im happy with there service and the pharmacy is very convenient for us in getting our medicine.
5	Over the years I have visited my pharmacys as I do require repeat prescription on a regular basis. I would say MPS pharmacy has been one of the best customer experience myself and family have received. Rahul and his team are doing a wonderful job!Tha
6	I have been with this pharmacy for some years. The staff are friendly and very helpful. The shop is clean and bright.
7	AlwYs very helpful and efficient
8	AlwYs very helpful and efficient
9	The Staff are very helpful, friendly and polite. They look after you with regard to any issues and advice. I lost my son not long ago and them to be very understanding and considerate, you do not find compassion easily these days.
10	The Staff are very helpful, friendly and polite. They look after you with regard to any issues and advice. I lost my son not long ago and them to be very understanding and considerate, you do not find compassion easily these days.
11	excellent and very polite staff always ready to help. dont go anywhere else top stars
12	None as I have always had a good experience here.

13	Excellent staff and amazing pharmacist. All I have is keep up the good work
14	Perhaps an online prescription service so that you can pre-request dispensing of e-prescriptions and that way stock can be ordered if not in stock.
15	Perhaps an online prescription service so that you can pre-request dispensing of e-prescriptions and that way stock can be ordered if not in stock.
16	Perhaps an online prescription service so that you can pre-request dispensing of e-prescriptions and that way stock can be ordered if not in stock.
17	I think this pharmacy is brilliant; each customer that walks in, is treated with love and affection. The knowledge of the Pharmacist is second to none and the staff are all polite, understanding and helpful. A truly excellent community pharmacy.

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 11: How old are you?

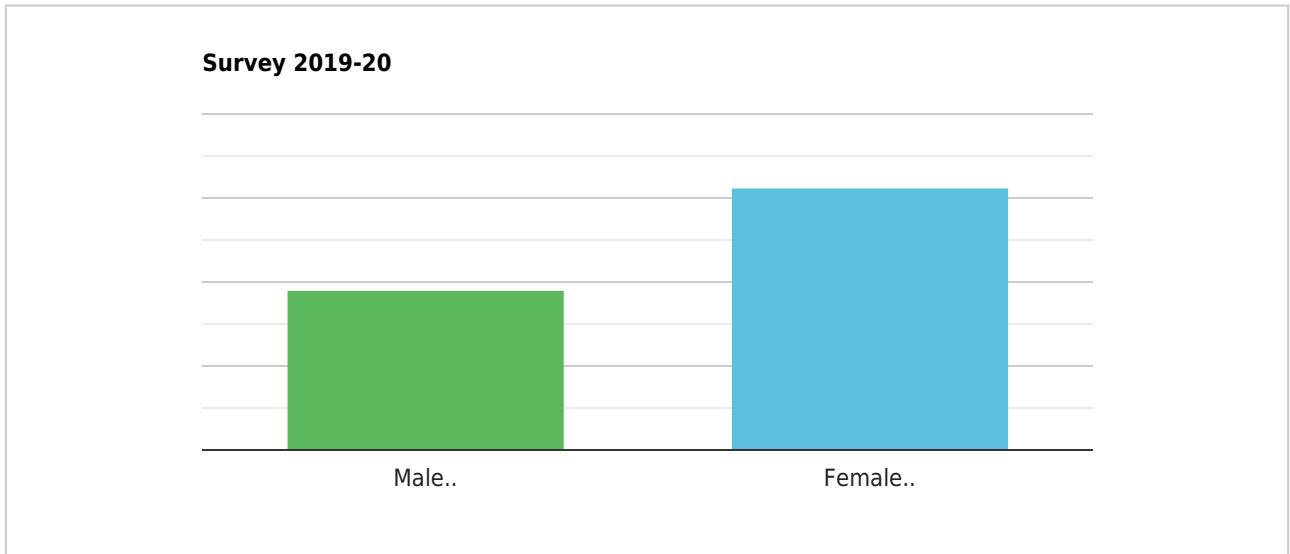


16-19	20-24	25-34	35-44	45-54	55-64	65+
1%	3%	23%	10%	36%	17%	10%

Comments:

Community Pharmacy Patient Questionnaire Survey Results for MPS Pharmacy

Question 12: Are you...

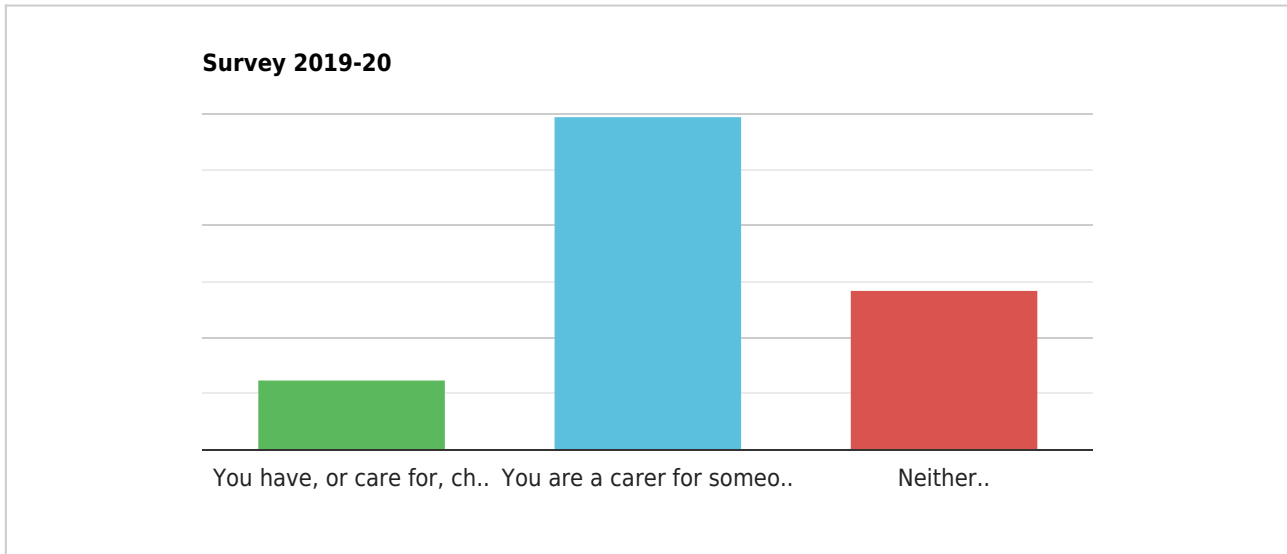


Male 38%	Female 62%
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Comments:

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 12%	You are a carer for someone with a longstanding illness or infirmity... 59%	Neither 28%
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Comments:

Areas where the pharmacy is performing strongly

First area in which the pharmacy performed well:

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 2%	Very Satisfied 98%
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Comments: We have increased our staffing to support waiting times

Second 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 8%	No 92%
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Comments: Every patient gets asked are they happy with our procedures and if they have any concerns they can let us know in confidence

Third area in which the pharmacy performed well:

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 75%	No 25%
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Comments: we ask all our patients for verbal consent for when we need to contact other healthcare professionals

Area identified that needs improvement

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

Very Poor 1%	Fairly Poor 0%	Fairly Good 10%	Very Good 89%	Don't Know 0%
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Comments: we are looking into our waiting areas to provide better comfort and experience

Second 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 71%	No 29%
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Comments: we are improving our smoking services within our pharmacy. our staff have started training for Healthy living pharmacy

Third area in which the pharmacy needs improvement:

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

(Healthy eating)

Yes 70%	No 30%
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Comments: we are improving our Health Eating advice within our pharmacy. our staff have started training for Healthy living pharmacy