

Community Pharmacy Patient Questionnaire Results 2016-2017

Geepharm Chemist Greenwich

1. Why did you visit this pharmacy today?
 - A. To collect a prescription for yourself 60%
 - B. To collect a prescription for someone else 25%
 - C. To collect a prescription for both 13%
 - D. For something else 2%

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?
 - A. Straight away 75%
 - B. Waited in pharmacy 23%
 - C. Came back later 2%

3. How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?
 - A. Not at all satisfied 0%
 - B. Not very satisfied 0%
 - C. Fairly satisfied 3%
 - D. Very satisfied 97%

4. Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following:
 - A. The cleanliness of the pharmacy
 - i. Very poor 0%
 - ii. Fairly poor 0%
 - iii. Fairly good 6%
 - iv. Very good 94%
 - B. The comfort and convenience of the waiting areas
 - i. Very poor 0%
 - ii. Fairly poor 0%
 - iii. Fairly good 5%
 - iv. Very good 95%
 - C. Having in stock the medicines/appliances you need
 - i. Very poor 1%
 - ii. Fairly poor 1%
 - iii. Fairly good 3%
 - iv. Very good 90%
 - v. Don't know 5%
 - D. Offering a clear and well organised layout
 - i. Very poor 0%
 - ii. Fairly poor 0%
 - iii. Fairly good 6%
 - iv. Very good 90%

- | | | |
|--|-------------|------|
| v. | Don't know | 4% |
| E. How long you have to wait to be served ? | | |
| i. | Very poor | 0% |
| ii. | Fairly poor | 0% |
| iii. | Fairly good | 8% |
| iv. | Very good | 82% |
| v. | Don't know | 10% |
| F. Having somewhere available where you could speak without being overheard, if you wanted to. | | |
| i. | Very poor | 0% |
| ii. | Fairly poor | 0% |
| iii. | Fairly good | 0% |
| iv. | Very good | 100% |
| v. | Don't know | 0% |

5. Again, including any previous visits to the pharmacy, how would rate the pharmacist and other staff who work there?

A. Being polite and taking the time to listen to what you want to say

- | | | |
|------|-------------|-----|
| i. | Very poor | 0% |
| ii. | Fairly poor | 0% |
| iii. | Fairly good | 2% |
| iv. | Very good | 95% |
| v. | Don't know | 3% |

B. Answering any queries you may have.

- | | | |
|------|-------------|-----|
| i. | Very poor | 0% |
| ii. | Fairly poor | 0% |
| iii. | Fairly good | 3% |
| iv. | Very good | 94% |
| v. | Don't know | 3% |

C. The service you received from the pharmacy staff

- | | | |
|------|-------------|-----|
| i. | Very poor | 0% |
| ii. | Fairly poor | 0% |
| iii. | Fairly good | 2% |
| iv. | Very good | 98% |
| v. | Don't know | 0% |

D. The service you received from the other pharmacy staff

- | | | |
|----|-----------|----|
| i. | Very poor | 0% |
|----|-----------|----|

ii.	Fairly poor	0%
iii.	Fairly good	3%
iv.	Very good	97%
v.	Don't know	0%

E. Providing an efficient service.

i.	Very poor	0%
ii.	Fairly poor	0%
iii.	Fairly good	8%
iv.	Very good	92%
v.	Don't know	0%

F. The staff overall.

i.	Very poor	0%
ii.	Fairly poor	0%
iii.	Fairly good	4%
iv.	Very good	96%
v.	Don't know	0%

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

A. Providing advice on a current health problem or a longer health condition.

i.	Very poor	0%
ii.	Fairly poor	0%
iii.	Fairly good	4%
iv.	Very good	96%
v.	Don't know	0%

B. Providing general advice on living a more healthy lifestyle.

i.	Very poor	0%
ii.	Fairly poor	0%
iii.	Fairly good	10%
iv.	Very good	90%
v.	Don't know	0%

C. Disposing of medicines you no longer need

i.	Very poor	0%
ii.	Fairly poor	0%
iii.	Fairly good	0%
iv.	Very good	100%
v.	Don't know	0%

D. Providing advice on health services or information available elsewhere

i.	Very poor	0%
ii.	Fairly poor	0%
iii.	Fairly good	7%
iv.	Very good	93%
v.	Don't know	0%

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

A. Stopping smoking

i.	Yes	45%
ii.	No	50%

B. Healthy eating

i.	Yes	40%
ii.	No	60%

C. Physical exercise

i.	Yes	65%
ii.	No	35%

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

A.	This is the pharmacy that you choose to visit if possible	94%
B.	This is one of several pharmacies that you use when you need to	4%
C.	This pharmacy was just convenient for you today	2%

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?

A.	Poor	0%
B.	Fair	0%
C.	Good	3%
D.	Very good	4%
E.	Excellent	93%

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

Comments received include but to mention a few:

1. Excellent service
2. Very friendly
3. None that I know
4. Staff very good

5. Would like pharmacy to improve on the communication between the surgery and the pharmacy
6. Very helpful
7. Lovely staff
8. Great service

Areas where the pharmacy has done well

1. Friendly , efficient and knowledgeable staff
2. Excellent overall service to patients
3. Clean and tidy environment
4. Medications and appliances well stocked
5. Upholding customer's privacy and confidentiality at all times

Areas where the survey identified greatest potential for improvement

1. Giving advice on Healthy Eating
2. Giving advice on Stopping Smoking
3. Giving advice on Physical Exercise

Action taken to improve performance

1. Staff training on minor ailments and promotion of healthy lifestyle
2. Leaflets on healthy lifestyle ordered and displayed in the pharmacy