**Patient Questionnaire Results March 2018**

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| **Question** | **Dissatisfied** | **Ranking** | **Satisfied** | **Ranking** | **Don’t know** |
| **Q3 How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?** | 5% | **↓** | 95% |  |  |
| **Q4. Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors?** |  |  |  |  |  |
| **a) The cleanliness of the pharmacy -** | 5% | **↓** | 95% |  |  |
| **b) The comfort and convenience of the waiting areas (e.g. seating or standing room)** | 9% | **↓** | 91% |  |  |
| **c) Having in stock the medicines/appliances you need -** | 7% | **↓** | 85% |  | 8% |
| **d) Offering a clear and well organised layout -** | 8% | **↓** | 87% |  | 5% |
| **e) How long you have to wait to be served -** | 13% | **↓** | 87% |  |  |
| **f) Having somewhere available where you could speak without being overheard, if you wanted to** | 4% | ↑ | 68% |  | 28% |
| **Q5 Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there?** |  |  |  |  |  |
| **a) Being polite and taking the time to listen to what you want -** | 8% | **↓** | 90% |  | 2% |
| **b) Answering any queries you may have -** | 5% | ↑ | 95% |  |  |
| **c) The service you received from the pharmacist -** | 5% | **↓** | 92% |  | 3% |
| **d) The service you received from the other pharmacy staff** | 2% | **↓** | 92% |  | 6% |
| **e) Providing an efficient service** | 5% | **↓** | 95% |  |  |
| **f) The staff overall** | 2% | **↓** | 95% |  | 3% |
| **Q6 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 term health condition -** | 3% | ↑ | 55% |  | 42% |
| **b) Providing general advice on leading a more healthy lifestyle -**  | 3% | **↓** | 37% |  | 60% |
| **c) Disposing of medicines you no longer need -**  | 3% | ↑ | 52% |  | 45% |
| **d) Providing advice on health services or information available elsewhere -** | 2% | **↓** | 40% |  | 58% |
| **Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?** | **No** |  | **YES** |  |  |
| **Stopping smoking -** | 86% | ↑ | 14% |  |  |
| **Healthy eating -** | 89% | ↑ | 11% |  |  |
| **Physical exercise -** | 85% | ↑ | 15% |  |  |
| **Q9 Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire? -** | 3% | **↓** | 97% |  |  |

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| **Q10 If you have any comments about how the service from this pharmacy could be improved, please write them in here: (list comments)**  |
| Internal – areas of concern that pharmacy should be able to address | External - areas of concern that are outside the pharmacy’s control |
| It is depend on the staff, how busy the pharmacy is, etc.Last month my prescriptions was lost altogether and I had to wait for my tablets to be delivered Uncertain if there is a private area if patients need to discuss personal/private situation with pharmacist?Would like counter staff to do more than take prescriptions ie. Say: ‘Take a seat, it will be 5-10 minutes) |  |

**Pharmacy response to respondent’s additional comments**

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| It is depend on the staff, how busy the pharmacy is, etc.Last month my prescriptions was lost altogether and I had to wait for my tablets to be delivered Uncertain if there is a private area if patients need to discuss personal/private situation with pharmacist?Would like counter staff to do more than take prescriptions ie. Say: ‘Take a seat, it will be 5-10 minutes) | Manager will mention in the pharmacy meeting we have to provide the same service at all timesRefer to the consultation room every time someone needs to have a private consultation with the pharmacistImprove customer service to our patints |

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| **Age range of respondents** |
| 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ |
| %: 0% | %: 3.2% | %: 3.2% | %: 16.1% | %: 19.4% | %: 19.4 | %: 38.7% |

**Top areas of performance**

|  |  |
| --- | --- |
| **Question** | **% of respondents satisfied with service** |
| The cleanliness of the pharmacy  | 95% |
| Answering any queries you may have | 95% |
| Providing an efficient service | 95% |
| The staff overall | 95% |

**Areas in greatest need for improvement**

|  |  |  |
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| **Question** | **% dissatisfied with service** | **Action taken or planned (including timescale)** |
| How long you have to wait to be served | 13% | Staff should be going out to the counter more often to help the counter assistant when they are busy helping a patient and there are some other queuing to be served |
| Providing advice on a current health problem or a longer term health condition  | 42% (Don’t know) | Advertise services in the pharmacy website and the pharmacy leaflet, also counter assistants will be informing patients about our services |
| Providing general advice on leading a more healthy lifestyle  | 60% (Don’t know) | Advertise services in the pharmacy website and the pharmacy leaflet, also counter assistants will be informing patients about our services |
| Disposing of medicines you no longer need  | 45% (Don’t know) | Advertise services in the pharmacy website and the pharmacy leaflet, also counter assistants will be informing patients about our services |
| Providing advice on health services or information available elsewhere  | 58% (Don’t know) | Advertise services in the pharmacy website and the pharmacy leaflet, also counter assistants will be informing patients about our services |

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| **Profile of respondents** |
| This is the pharmacy that the respondent chooses to visit if possible | This is one of several pharmacies that the respondent uses | This pharmacy was just convenient on the day for the respondent |
| %: 78% | %: 16% | %: 7% |