**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?** | 1.3% | ↑ | 98.7% |  | 0% |
| **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 -** | 0% | ↑ | 100% |  | 0% |
| **b) The comfort and convenience of the waiting areas (e.g. seating or standing room)** | 1% | ↑ | 97.5% |  | 1.5% |
| **c) Having in stock the medicines/appliances you need -** | 1.3% | ↑ | 90.9% |  | 7.8% |
| **d) Offering a clear and well organised layout -** | 0% | ↑ | 100% |  | 0% |
| **e) How long you have to wait to be served -** | 2.6% | ↑ | 96.1% |  | 1.3% |
| **f) Having somewhere available where you could speak without being overheard, if you wanted to** | 2.6% | ↑ | 76.6% | \* | 20.8% |
| **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 -** | 0% | ↑ | 98.7% |  | 1.3% |
| **b) Answering any queries you may have -** | 0% | **↓** | 92.3% | \* | 7.7% |
| **c) The service you received from the pharmacist -** | 0% | ↑ | 98.7% |  | 1.3% |
| **d) The service you received from the other pharmacy staff** | 1.3% | ↑ | 96.1% |  | 2.6% |
| **e) Providing an efficient service** | 1.3% | ↑ | 98.7% |  | 0% |
| **f) The staff overall** | 0% | ↑ | 100% |  | 0% |
| **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 -** | 1.4% | ↑ | 63% | \* | 35.6% |
| **b) Providing general advice on leading a more healthy lifestyle -** | 1.9% | ↑ | 47.2% | \* | 50.9% |
| **c) Disposing of medicines you no longer need -** | 0% | **↓** | 40.3% | \* | 59.7% |
| **d) Providing advice on health services or information available elsewhere -** | 0% | ↑ | 44% | \* | 56% |
| **Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?** | **No** |  | **YES** |  |  |
| **Stopping smoking -** | 91.25% | ↑ | 8.75% |  |  |
| **Healthy eating -** | 96.3% | ↑ | 3.7% |  |  |
| **Physical exercise -** | 94.6% | ↑ | 5.4% |  |  |
| **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? -** | 2.6% | **-** | 97.4% |  |  |

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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 |
| None, it’s always been good  Always so helpful and always obliging, thanks! |  |

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

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| **Age range of respondents** | | | | | | |
| 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ |
| %: 5.3 | %: 2.7 | %: 18.6 | %: 12 | %: 16.1 | %: 17.3 | %: 28 |

**Top areas of performance**

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| --- | --- |
| **Question** | **% of respondents satisfied with service** |
| The cleanliness of the pharmacy | 100% |
| Offering a clear and well organised layout | 100% |
| The service you received from the pharmacist | 98.7% |
| Providing an efficient service | 98.7% |

**Areas in greatest need for improvement**

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| --- | --- | --- |
| **Question** | **% dissatisfied with service** | **Action taken or planned (including timescale)** |
| Having somewhere available where you could speak without being overheard, if you wanted to | 2.6% | Staff training about confidentiality. Invite patients to the consultation room when pharmacy staff feel they are not comfortable talking about their issues in pharmacy |
| Providing advice on a current health problem or a longer term health condition | 35.6% (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 | 50.9% (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 | 59.7% (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 | 56% (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 |
| %: 68.9 | %: 16.2 | %: 14.9 |