**Community Pharmacy Patient Questionnaire 2022 – Wanstead Pharmacy**

**1. Why did you visit this pharmacy today?**

|  |
| --- |
| To collect a prescription for: |
| Yourself | Someone else | Both | For some other reason |
| 82 | 36 | 12 | 20 |

**2. Are you aware that the pharmacy has a consultation room where you can discuss health matters privately?**

|  |  |
| --- | --- |
| Yes | No |
| 126 | 24 |

**3. Do you know how to arrange to speak with pharmacy staff privately?**

|  |  |
| --- | --- |
| Yes | No |
| 138 | 12 |

**4. Do you know how we protect your privacy if we conduct consultations with you over the phone?**

|  |  |
| --- | --- |
| Yes | No |
| 111 | 39 |

**5. Are you able to easily access health advice from pharmacy staff?**

|  |  |
| --- | --- |
| Yes | No |
| 142 | 8 |

**6. How do you prefer to receive healthy living advice?**

|  |  |  |  |
| --- | --- | --- | --- |
| Leaflet | Discussion | Website | Other |
| 76 | 40 | 34 | 0 |

**7. Do you feel comfortable approaching pharmacy staff about your health problems?**

|  |  |
| --- | --- |
| Yes | No |
| 150 | 0 |

**8. Are you happy with how quickly you receive your prescriptions?**

|  |  |
| --- | --- |
| Yes | No |
| 148 | 2 |

**9. Are there some services you think we should prioritise over others in the pharmacy?**

|  |  |
| --- | --- |
| Yes | No |
| 35 | 115 |

**Specifically:**

* Covid vaccinations
* Delivery of medicines to patients who are unable to come and collect
* Providing advice on minor health problems and where to access more care

**10. 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 happy with our procedures?**

|  |  |
| --- | --- |
| Yes | No |
| 150 | 0 |

**11a. 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 permission. Has the pharmacy ever asked for your consent like this?**

|  |  |
| --- | --- |
| Yes | No |
| 32 | 118 |

**11b. If yes, do you feel your wishes were respected?**

|  |  |
| --- | --- |
| Yes | No |
| 32 | 0 |

**12. Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very poor | Fairly poor | Fairly good | Very good | Don’t know |
| The cleanliness of the pharmacy | 0 | 0 | 2 | 145 | 3 |
| The comfort and convenience of the waiting areas | 0 | 0 | 8 | 137 | 5 |
| Having in stock the medicines/appliances you need | 0 | 0 | 0 | 144 | 6 |
| Offering a clear and well organised layout | 0 | 0 | 6 | 139 | 5 |
| How long you have to wait to be served | 0 | 0 | 0 | 148 | 2 |
| Having somewhere available where you could speak without being overheard, if you wanted to | 0 | 0 | 9 | 136 | 5 |

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very poor | Fairly poor | Fairly good | Very good | Don’t know |
| Being polite and taking the time to listen to what you want | 0 | 0 | 0 | 148 | 2 |
| Answering any queries you may have | 0 | 0 | 1 | 146 | 3 |
| The service you received from the pharmacist | 0 | 0 | 0 | 149 | 1 |
| The service you received from the other pharmacy staff | 0 | 0 | 1 | 148 | 1 |
| Providing an efficient service | 0 | 0 | 1 | 149 | 0 |
| The staff overall | 0 | 0 | 2 | 147 | 1 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Not at all well | Not very well | Fairly well | Very well | Never used |
| Providing advice on a current health problem or a longer term health condition | 0 | 0 | 2 | 122 | 26 |
| Providing general advice on leading a more healthy lifestyle | 0 | 0 | 2 | 82 | 66 |
| Disposing of medicines you no longer need | 0 | 0 | 3 | 119 | 28 |
| Providing advice on health services or information available elsewhere | 0 | 0 | 3 | 87 | 60 |

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

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

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Stopping smoking | 9 | 141 |
| Healthy eating | 19 | 131 |
| Physical exercise | 16 | 134 |

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

|  |  |  |
| --- | --- | --- |
| This is the pharmacy that you choose to visit if possible | This is one of several pharmacies that you use when you need to | This pharmacy was just convenient for you today |
| 121 | 11 | 18 |

**17. 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 | 0 | 3 | 25 | 122 |

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

N/a

**19. How old are you?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Under 16 | 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ |
| 2 | 3 | 3 | 6 | 39 | 36 | 39 | 22 |

**20. Are you…**

|  |  |  |  |
| --- | --- | --- | --- |
| Male | Female | Other | Prefer not to say |
| 61 | 88 | 0 | 1 |

**21. Which of the following apply to you:**

|  |  |  |
| --- | --- | --- |
| You have, or care for, children under 16 | You are a carer for someone with a longstanding illness or infirmity | Neither |
| 15 | 41 | 95 |

**Conclusions:**

This demonstrates some very good results for Wanstead Pharmacy.

Customers particularly appreciated the provision of delivery services, healthcare advice, Covid vaccinations and referrals to other services and felt that these should be prioritized.

Over 50% of customers preferred to receive advice by a leaflet, so more of these could be supplied. There were a significant proportion who preferred other methods (discussion, website) so a variety should remain available.

Particular strengths:

* Service provided by staff, including pharmacist (over 90% of respondees rated them ‘Very good’ in each area; 100% comfortable to approach staff with healthcare problems)
* Handling of confidential information
* Cleanliness, time taken to be served, having in stock necessary products

Areas for improvement:

* Improved comfort of waiting area
* Increase awareness of healthy living advice (diet, stopping smoking, physical activity)
* Increase awareness of confidentiality policies and areas (16% did not know about private consultation area)