

Community Pharmacy Patient Questionnaire

This section is about why you visited the pharmacy today

Q1 Why did you use this pharmacy?

To obtain a prescription for: Yourself Someone else Both **OR**

For some other reason (please write in the reason):

If you did not require prescription medication, please go to Q3.

Q2 If you required a prescription today, did you receive the medication when you expected to?

As advised There was a delay

Q3 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

This section is about the pharmacy and the staff who work there more generally, not just for today's visit

Q4 Thinking about any previous use 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:

ANSWERS:	Very poor	Fairly poor	Fairly good	Very good	Don't good know
a) The website layout.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The information provided on the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Having in stock the medicines/appliances you need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) How long you have to wait for your medicines ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Being able to contact someone, if you wanted to.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 Again, including any previous use of 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:

ANSWERS:	Very poor	Fairly poor	Fairly good	Very good	Don't good know
a) Being polite and taking the time to listen to what you want	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Answering any queries you may have.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The service you received from the pharmacist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The service you received from the other pharmacy staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Providing an efficient service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The staff overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services either by email / videocall or on the website?

ANSWERS:

	Not at all well	Not very well	Fairly well	Very well	Never used
a) Providing advice on a current health problem or a longer term health condition.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Providing general advice on leading a more healthy lifestyle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Disposing of medicines you no longer need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Providing advice on health services or information available elsewhere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?

- Stopping smoking..... Yes No
- Healthy eating..... Yes No
- Physical exercise..... Yes No

Q8 Which of the following best describes how you use this pharmacy?

- This is the pharmacy that you choose to use if possible.....
- This is one of several pharmacies that you use when you need to.....
- This pharmacy was just convenient for you today

Q9 Finally, taking everything into account - the staff, the website and the service provided - how would you rate the pharmacy where you received this questionnaire?

- Poor
- Fair
- Good
- Very Good
- Excellent

Q10 If you have any comments about how the service from this pharmacy could be improved, please write them in here:

[Insert here, if required, additional questions relating to healthcare service provision]

These last few questions are just to help us categorise your answers

Q11 How old are you?

- 16-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

Q12 Are you...

- Male
- Female

Q 13 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

Thank you for completing this questionnaire