

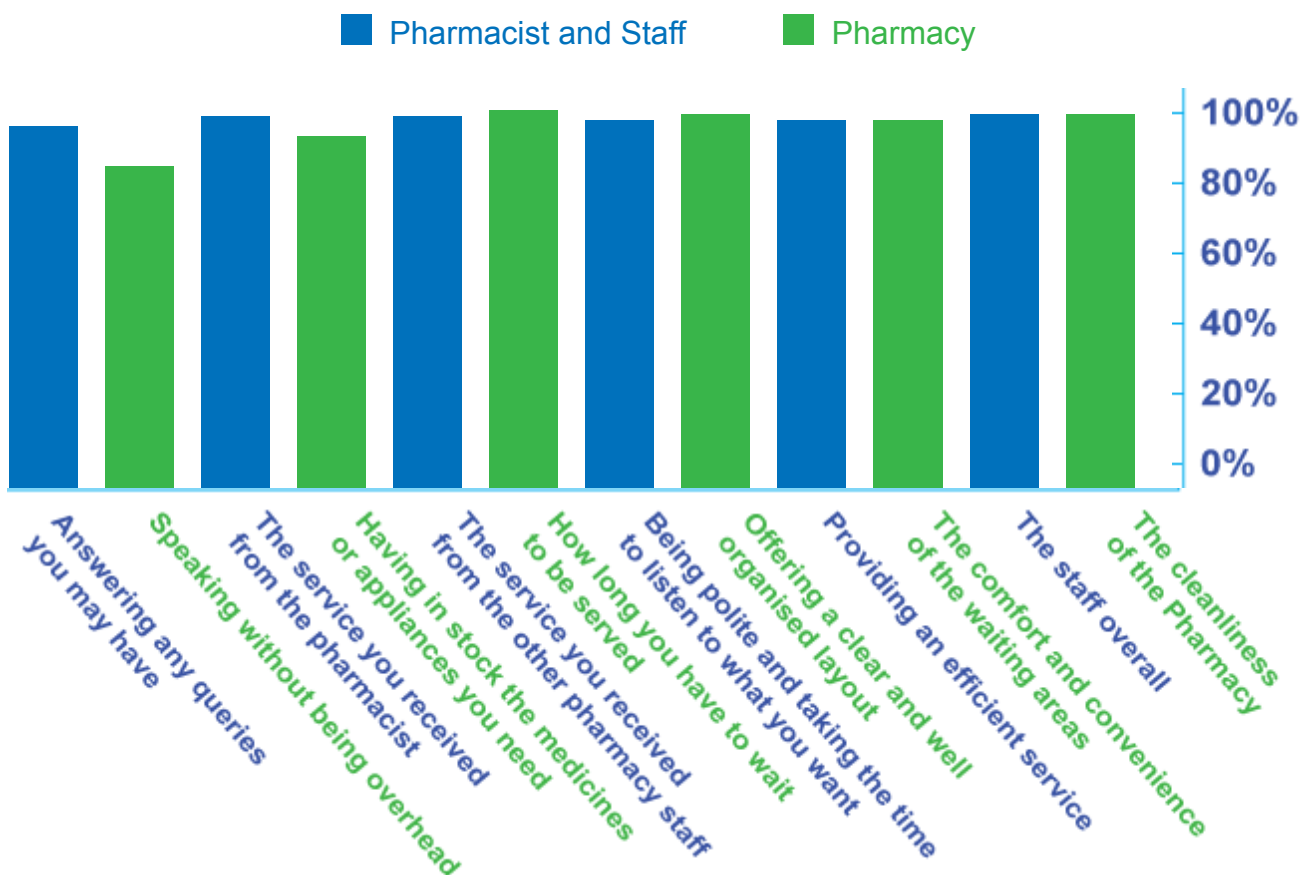
PATIENT SATISFACTION SURVEY

Thank you for your valuable opinion!

Here are the results of the Patient Satisfaction Survey conducted at **Sudbury Chemist** for the period covering from **01/04/2017 to 31/03/2018**, with a total of **112** responses and completed on **27/03/2018**

93% of surveyed patients
rated Sudbury Chemist
as Excellent or Very
Good

Patients rated our pharmacy and our staff as shown below:



Patient Survey completed on: **27/03/2018**

Report for **London Area Team**

Regarding: Community Pharmacy Patient Questionnaire (CPPQ)

Total of **112** responses received and processed.

We have recently conducted the CPPQ for the period covering from **01/04/2017 to 31/03/2018**, as required by the terms of the NHS community pharmacy contractual framework.

As a matter of good practice we would like to share with you the areas where the survey identified the greatest potential for improvement and the action being taken to improve performance, along with the areas where the pharmacy is performing strongly.

Areas where the pharmacy is performing strongly	Brief commentary
Q10) Great and positive comments about our pharmacy, our staff and our service.	Thank you for your lovely comments and great feedback. Our constant aim is to improve in every area of our pharmacy practice to offer the best possible service to all our customers. Thank you.
Q5 b) 86% rated our staff as Very Good in terms of answering any queries that they might have.	Our staff undergoes regular training to make sure that they can assist patients and customers with general health related and minor ailments queries. Thank you for valuable feedback
Q3) 81% stated that they were Very Satisfied with the time it took us to provide them with prescription and/or any other NHS services that they required	Another good feedback which gives us an indication of how effective is our service in terms of prompt attention to our customers. We will continue to work towards reducing waiting times for all our services.

Area where the survey identified the greatest potential for improvement	Brief commentary and action being taken to improve performance
Q2) 63% indicated that they collected their prescription medicines straight away; in contrast with 35% who indicated that they had to wait in the pharmacy or come back later to collect it	Although 81% indicated that they were satisfied with the waiting times to receive their prescription and/or any other NHS services required; this 35% shows that there is still room for improvement. We will focus on reducing waiting times as we understand how important it is to provide the correct service at the correct time required.

Signed on behalf of **Sudbury Chemist:** 

Print Name: C.K. Shal

Date: 24/3/18

Community Pharmacy Patient Questionnaire (CPPQ)

Sudbury Chemist. 879 Harrow Road, Sudbury Middlesex, HA0 2RH.
London Area Team.

Period between 01/04/2017 and 31/03/2018---Total of completed questionnaires: 112

Full List of Reasons given for visiting the Pharmacy in this period (Q1). (Total of 5 Reasons given)

- Collecting my prescription meds
- New supply of incontinence pads
- Advice on migraine and over the counter solutions
- Baby nappies
- Gift set

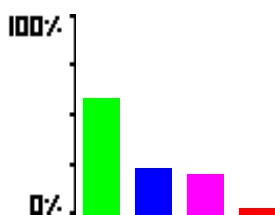
Full List of Comments received in this period (Q10). (Total of 5 comment(s) received)

- The pharmacist is well trained and competent
- Pleased with the service, couldn't ask for more
- Very good service
- Very reliable service
- Nice and friendly environment

Q1) Why did you visit the pharmacy today?

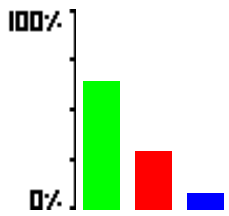
To collect a prescription for:

- Yourself - 64 out of 112 - 57.14%
- Someone else - 25 out of 112 - 22.32%
- Both - 21 out of 112 - 18.75%
- Not collecting prescription - 2 out of 112 - 1.79%



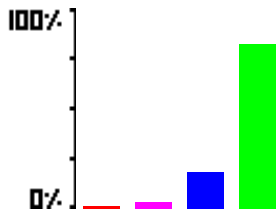
Q2) If you collected a prescription today, were you able to collect it straight away, did you have to wait in the pharmacy or did you come back later to collect it?

- Straight away - 71 out of 112 - 63.39%
- Waited in pharmacy - 31 out of 112 - 27.68%
- Came back later - 8 out of 112 - 7.14%



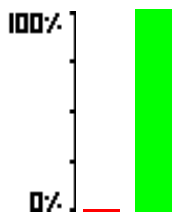
Q3) How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?

- Not at all satisfied - 0 out of 112 - 0%
- Not very satisfied - 2 out of 112 - 1.79%
- Fairly satisfied - 19 out of 112 - 16.96%
- Very satisfied - 91 out of 112 - 81.25%



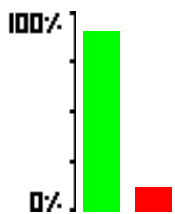
Q3 a) After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you unhappy with our procedures or do you have any concerns?

- Yes - 0 out of 112 - 0%
- No - 112 out of 112 - 100%



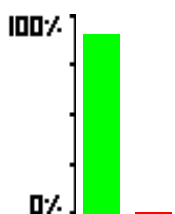
Q3 b) In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?

- Yes - 100 out of 112 - 89.29%
- No - 12 out of 112 - 10.71%



Q3 c) If yes, do you feel your wishes were respected?

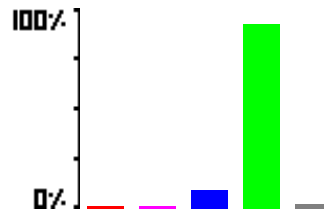
- Yes - 100 out of 112 - 89.29%
- No - 0 out of 112 - 0%



Q4) Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors?

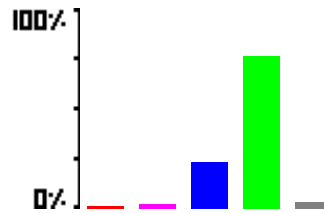
a) The Cleanliness of the pharmacy

-Very Poor - 0 out of 112 - 0%
-Fairly Poor - 0 out of 112 - 0%
-Fairly Good - 9 out of 112 - 8.04%
-Very Good - 102 out of 112 - 91.07%
-Don't Know - 1 out of 112 - 0.89%



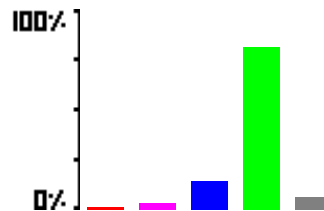
b) The Comfort and convenience of the waiting areas (e.g. seating or standing room)

-Very Poor - 0 out of 112 - 0%
-Fairly Poor - 1 out of 112 - 0.89%
-Fairly Good - 25 out of 112 - 22.32%
-Very Good - 84 out of 112 - 75%
-Don't Know - 2 out of 112 - 1.79%



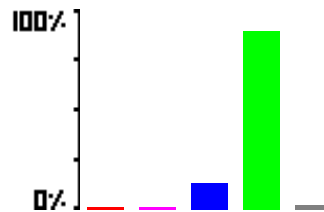
c) Having in stock the medicines/appliances you need

-Very Poor - 0 out of 112 - 0%
-Fairly Poor - 2 out of 112 - 1.79%
-Fairly Good - 14 out of 112 - 12.5%
-Very Good - 90 out of 112 - 80.36%
-Don't Know - 6 out of 112 - 5.36%



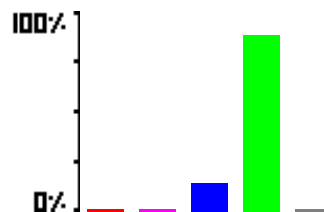
d) Offering a clear and well organised layout

-Very Poor - 0 out of 112 - 0%
-Fairly Poor - 0 out of 112 - 0%
-Fairly Good - 13 out of 112 - 11.61%
-Very Good - 98 out of 112 - 87.5%
-Don't Know - 1 out of 112 - 0.89%



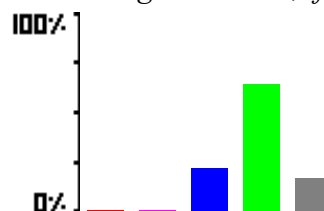
e) How long you have to wait to be served

-Very Poor - 0 out of 112 - 0%
-Fairly Poor - 0 out of 112 - 0%
-Fairly Good - 15 out of 112 - 13.39%
-Very Good - 97 out of 112 - 86.61%
-Don't Know - 0 out of 112 - 0%



f) Having somewhere available where you could speak without being overheard, if you wanted to

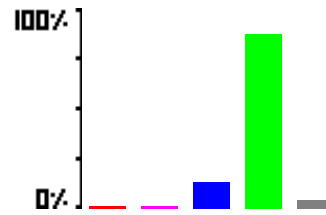
-Very Poor - 0 out of 112 - 0%
-Fairly Poor - 0 out of 112 - 0%
-Fairly Good - 24 out of 112 - 21.43%
-Very Good - 70 out of 112 - 62.5%
-Don't Know - 18 out of 112 - 16.07%



Q5) Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there?

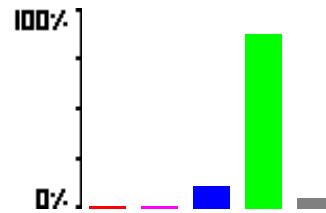
a) Being polite and taking the time to listen to what you want

-Very Poor - 0 out of 112 - 0%
-Fairly Poor - 0 out of 112 - 0%
-Fairly Good - 13 out of 112 - 11.61%
-Very Good - 96 out of 112 - 85.71%
-Don't Know - 3 out of 112 - 2.68%



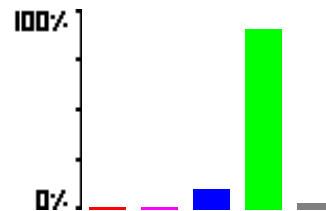
b) Answering any queries you may have

-Very Poor - 0 out of 112 - 0%
-Fairly Poor - 0 out of 112 - 0%
-Fairly Good - 11 out of 112 - 9.82%
-Very Good - 96 out of 112 - 85.71%
-Don't Know - 5 out of 112 - 4.46%



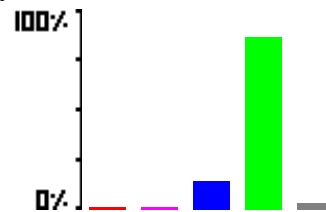
c) The service you received from the pharmacist

-Very Poor - 0 out of 112 - 0%
-Fairly Poor - 0 out of 112 - 0%
-Fairly Good - 10 out of 112 - 8.93%
-Very Good - 100 out of 112 - 89.29%
-Don't Know - 2 out of 112 - 1.79%



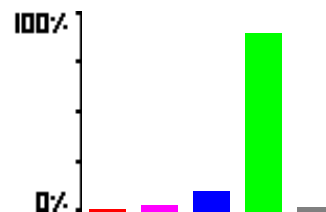
d) The service you received from the other pharmacy staff

-Very Poor - 0 out of 112 - 0%
-Fairly Poor - 0 out of 112 - 0%
-Fairly Good - 15 out of 112 - 13.39%
-Very Good - 95 out of 112 - 84.82%
-Don't Know - 2 out of 112 - 1.79%



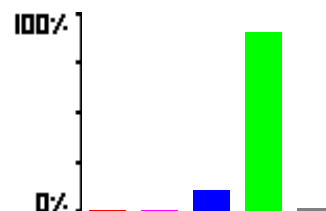
e) Providing an efficient service

-Very Poor - 0 out of 112 - 0%
-Fairly Poor - 2 out of 112 - 1.79%
-Fairly Good - 10 out of 112 - 8.93%
-Very Good - 99 out of 112 - 88.39%
-Don't Know - 1 out of 112 - 0.89%



f) The staff overall

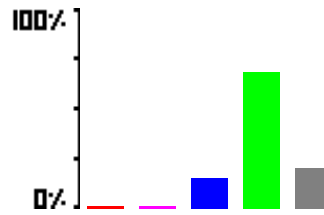
-Very Poor - 0 out of 112 - 0%
-Fairly Poor - 0 out of 112 - 0%
-Fairly Good - 11 out of 112 - 9.82%
-Very Good - 100 out of 112 - 89.29%
-Don't Know - 1 out of 112 - 0.89%



Q6) Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?

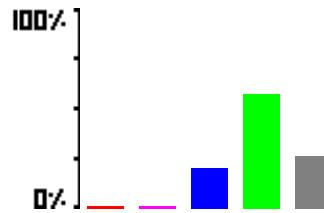
a) *Providing advice on current health problem or a longer term health condition*

-Very Poor - 0 out of 112 - 0%
-Fairly Poor - 0 out of 112 - 0%
-Fairly Good - 16 out of 112 - 14.29%
-Very Good - 75 out of 112 - 66.96%
-Don't Know - 21 out of 112 - 18.75%



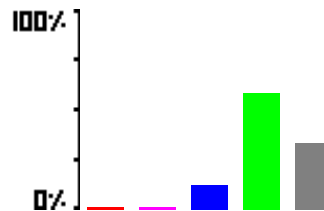
b) *Providing general advice on leading a more healthy lifestyle*

-Very Poor - 0 out of 112 - 0%
-Fairly Poor - 0 out of 112 - 0%
-Fairly Good - 21 out of 112 - 18.75%
-Very Good - 63 out of 112 - 56.25%
-Don't Know - 28 out of 112 - 25%



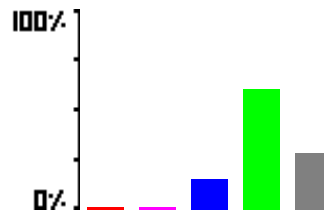
c) *Disposing of medicines you no longer need*

-Very Poor - 0 out of 112 - 0%
-Fairly Poor - 0 out of 112 - 0%
-Fairly Good - 12 out of 112 - 10.71%
-Very Good - 64 out of 112 - 57.14%
-Don't Know - 36 out of 112 - 32.14%



d) *Providing advice on health services or information available elsewhere*

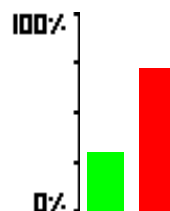
-Very Poor - 0 out of 112 - 0%
-Fairly Poor - 0 out of 112 - 0%
-Fairly Good - 16 out of 112 - 14.29%
-Very Good - 66 out of 112 - 58.93%
-Don't Know - 30 out of 112 - 26.79%



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

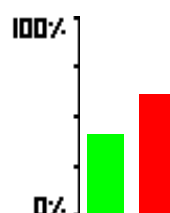
a) *Stopping smoking*

-Yes - 33 out of 112 - 29.46%
-No - 79 out of 112 - 70.54%



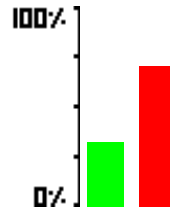
b) *Healthy eating*

-Yes - 45 out of 112 - 40.18%
-No - 67 out of 112 - 59.82%



c) *Physical exercise*

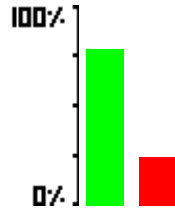
- Yes - 35 out of 112 - 31.25%
- No - 77 out of 112 - 68.75%



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

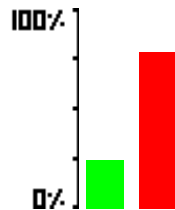
a) *This is the pharmacy that you choose to visit if possible*

- Yes - 86 out of 112 - 76.79%
- No - 26 out of 112 - 23.21%



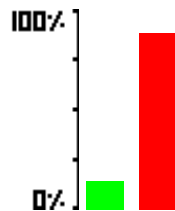
b) *This is one of several pharmacies that you use when you need to*

- Yes - 26 out of 112 - 23.21%
- No - 86 out of 112 - 76.79%



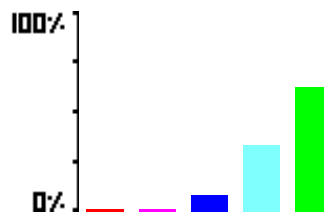
c) *This pharmacy was just convenient for you today*

- Yes - 15 out of 112 - 13.39%
- No - 97 out of 112 - 86.61%



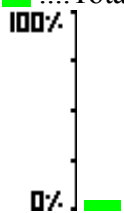
Q9) Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?

- Poor - 0 out of 112 - 0%
- Fair - 0 out of 112 - 0%
- Good - 8 out of 112 - 7.14%
- Very Good - 36 out of 112 - 32.14%
- Excellent - 68 out of 112 - 60.71%



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

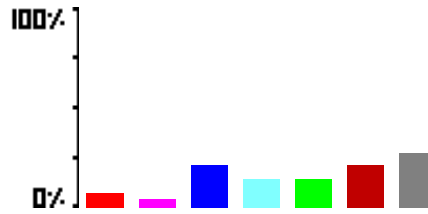
- Total number of comments given - 5 out of 112 - 4.46%



Q11) How old are you?

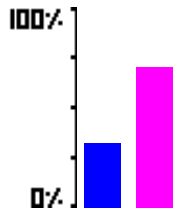
- 16-19 - 7 out of 112 - 6.25%
- 20-24 - 3 out of 112 - 2.68%
- 25-34 - 22 out of 112 - 19.64%

-35-44 - 15 out of 112 - 13.39%
-45-54 - 14 out of 112 - 12.5%
-55-64 - 22 out of 112 - 19.64%
-65+ - 29 out of 112 - 25.89%



Q12) Are you?

-Male - 35 out of 112 - 31.25%
-Female - 77 out of 112 - 68.75%



Q13) Which of the following applies to you?

-You have, or care for, children under 16 - 32 out of 112 - 28.57%
-You are a carer for someone with a longstanding illness or infirmity - 13 out of 112 - 11.61%
-Neither - 67 out of 112 - 59.82%
-(BOTH)You have, or care for, children under 16 & You are a carer for someone with a longstanding illness or infirmity - 0 out of 112 - 0%

