

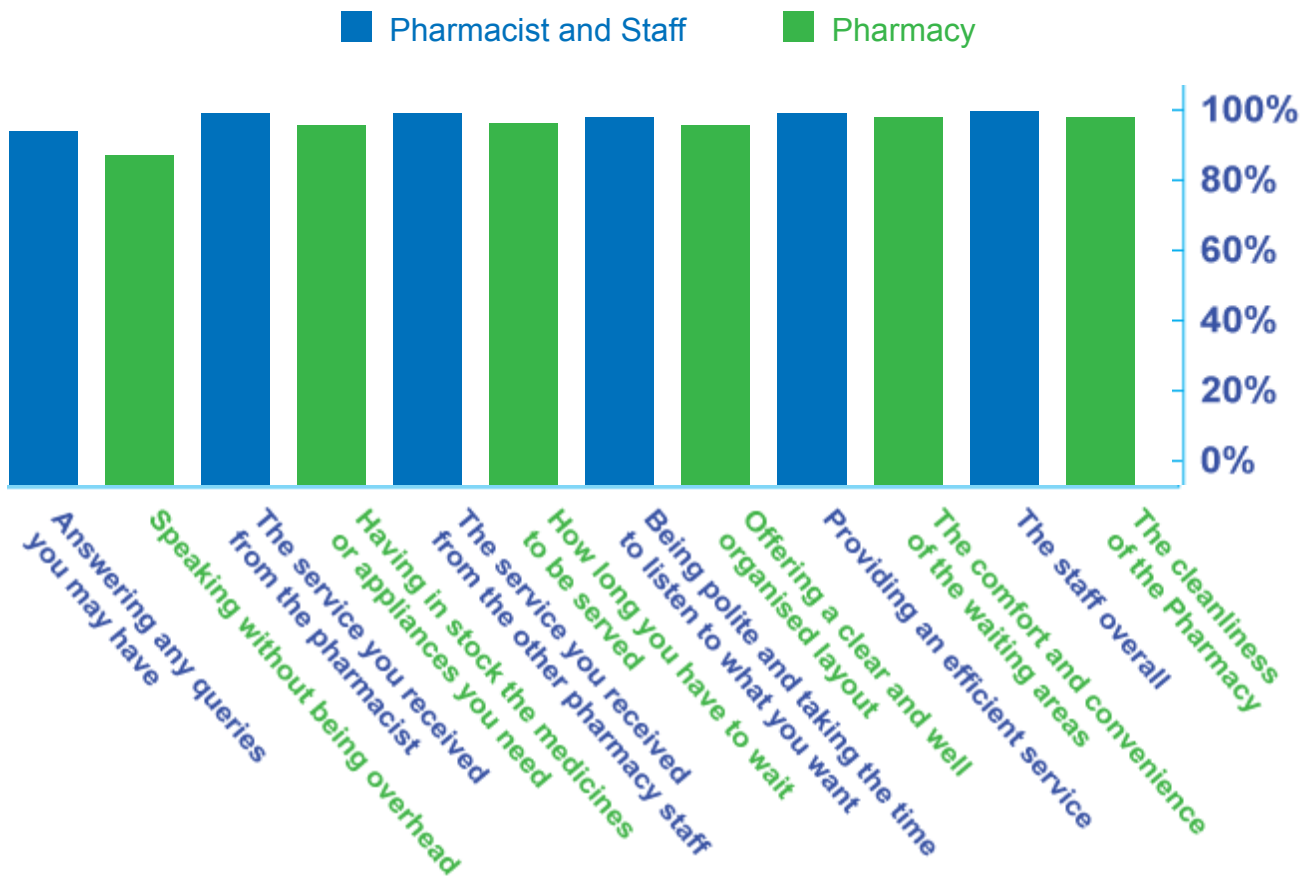
PATIENT SATISFACTION SURVEY

Thank you for your valuable opinion!

Here are the results of the Patient Satisfaction Survey conducted at **Sudbury Chemist** for the period covering from **01/04/2018 to 31/03/2019**, with a total of **116** responses and completed on **19/02/2019**

92% 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: 19/02/2019

Report for London Area Team

Regarding: Community Pharmacy Patient Questionnaire (CPPQ)

Total of 116 responses received and processed.

We have recently conducted the CPPQ for the period covering from 01/04/2018 to 31/03/2019, 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
Q5 a) 93% rated our pharmacist and staff as Very Good in terms of being polite and taking the time to listen to what they want	Thank you for your feedback. Every customer is at the center of our healthcare practice at Sudbury Chemist.
Q5 b) 91% 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
Q9) 92% rated our pharmacy as Excellent or Very Good, taking into account the staff, the shop and the service we provide	We are passionate and dedicated to offering the best service and care to every customer. Thank you for your valuable feedback

Area where the survey identified the greatest potential for improvement	Brief commentary and action being taken to improve performance
Q2) 53% indicated that they collected their prescription medicines straight away; in contrast with 37% who indicated that they had to wait in the pharmacy or come back later to collect it	This feedback 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.

Community Pharmacy Patient Questionnaire (CPPQ)

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

Period between 01/04/2018 and 31/03/2019---Total of completed questionnaires: 116

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

- To buy Gaviscon
- Vitamins and creams
- Xmas present
- Do not live locally, collecting my dads prescription
- Having a look around for cosmetics (present for friend)

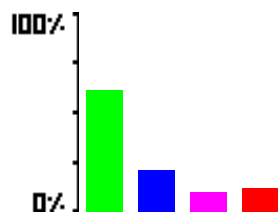
Full List of Comments received in this period (Q10). (Total of 5 comment(s) received)

- The staff couldn't be better
- The most kind and helpful people!
- Very good
- Top pharmacy
- Great service and kind pharmacist and staff in general.

Q1) Why did you visit the pharmacy today?

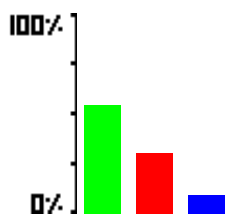
To collect a prescription for:

- Yourself - 70 out of 116 - 60.34%
- Someone else - 23 out of 116 - 19.83%
- Both - 10 out of 116 - 8.62%
- Not collecting prescription - 13 out of 116 - 11.21%



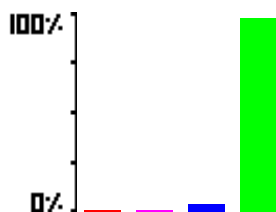
Q2) If you collected a prescription today, were you able to collect it straight away, did you have to wait in the pharmacy or did you come back later to collect it?

- Straight away - 61 out of 116 - 52.59%
- Waited in pharmacy - 34 out of 116 - 29.31%
- Came back later - 9 out of 116 - 7.76%



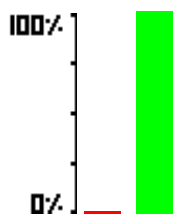
Q3) How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?

- Not at all satisfied - 0 out of 116 - 0%
- Not very satisfied - 0 out of 116 - 0%
- Fairly satisfied - 3 out of 116 - 2.59%
- Very satisfied - 111 out of 116 - 95.69%



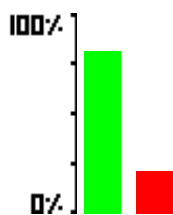
Q3 a) After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you unhappy with our procedures or do you have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

- Yes - 0 out of 116 - 0%
- No - 116 out of 116 - 100%



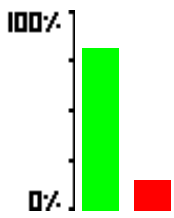
Q3 b) In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?

- Yes - 93 out of 116 - 80.17%
- No - 23 out of 116 - 19.83%



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

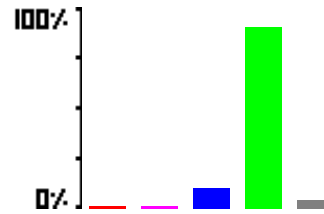
- Yes - 93 out of 116 - 80.17%
- No - 16 out of 116 - 13.79%



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

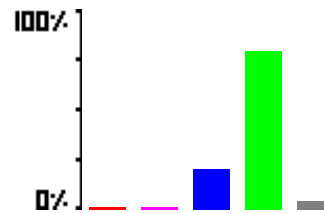
a) The Cleanliness of the pharmacy

- Very Poor - 0 out of 116 - 0%
- Fairly Poor - 0 out of 116 - 0%
- Fairly Good - 10 out of 116 - 8.62%
- Very Good - 103 out of 116 - 88.79%
- Don't Know - 3 out of 116 - 2.59%



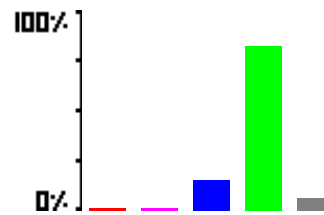
b) The Comfort and convenience of the waiting areas (e.g. seating or standing room)

- Very Poor - 0 out of 116 - 0%
- Fairly Poor - 0 out of 116 - 0%
- Fairly Good - 22 out of 116 - 18.97%
- Very Good - 91 out of 116 - 78.45%
- Don't Know - 3 out of 116 - 2.59%



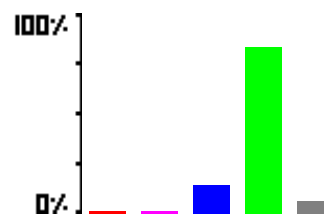
c) Having in stock the medicines/appliances you need

- Very Poor - 0 out of 116 - 0%
- Fairly Poor - 0 out of 116 - 0%
- Fairly Good - 16 out of 116 - 13.79%
- Very Good - 94 out of 116 - 81.03%
- Don't Know - 6 out of 116 - 5.17%



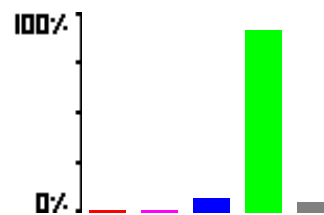
d) Offering a clear and well organised layout

- Very Poor - 0 out of 116 - 0%
- Fairly Poor - 0 out of 116 - 0%
- Fairly Good - 15 out of 116 - 12.93%
- Very Good - 95 out of 116 - 81.90%
- Don't Know - 6 out of 116 - 5.17%



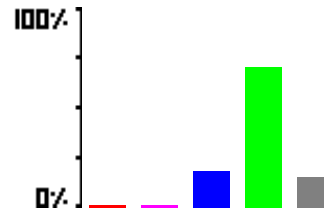
e) How long you have to wait to be served

- Very Poor - 0 out of 116 - 0%
- Fairly Poor - 0 out of 116 - 0%
- Fairly Good - 7 out of 116 - 6.03%
- Very Good - 104 out of 116 - 89.66%
- Don't Know - 5 out of 116 - 4.31%



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

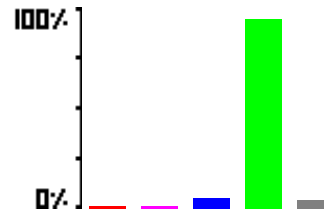
- Very Poor - 0 out of 116 - 0%
- Fairly Poor - 0 out of 116 - 0%
- Fairly Good - 20 out of 116 - 17.24%
- Very Good - 80 out of 116 - 68.97%
- Don't Know - 16 out of 116 - 13.79%



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

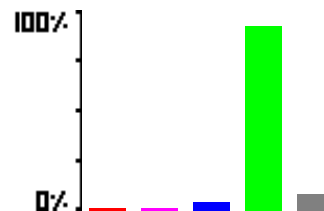
a) *Being polite and taking the time to listen to what you want*

- Very Poor - 0 out of 116 - 0%
- Fairly Poor - 0 out of 116 - 0%
- Fairly Good - 5 out of 116 - 4.31%
- Very Good - 108 out of 116 - 93.10%
- Don't Know - 3 out of 116 - 2.59%



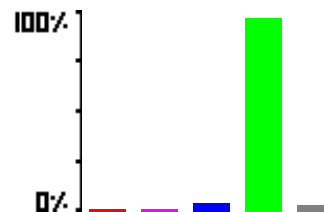
b) *Answering any queries you may have*

- Very Poor - 0 out of 116 - 0%
- Fairly Poor - 0 out of 116 - 0%
- Fairly Good - 3 out of 116 - 2.59%
- Very Good - 105 out of 116 - 90.52%
- Don't Know - 8 out of 116 - 6.90%



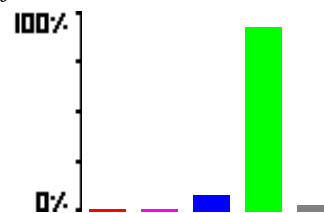
c) *The service you received from the pharmacist*

- Very Poor - 0 out of 116 - 0%
- Fairly Poor - 0 out of 116 - 0%
- Fairly Good - 4 out of 116 - 3.45%
- Very Good - 110 out of 116 - 94.83%
- Don't Know - 2 out of 116 - 1.72%



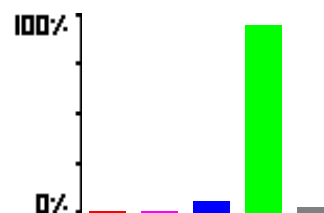
d) *The service you received from the other pharmacy staff*

- Very Poor - 0 out of 116 - 0%
- Fairly Poor - 0 out of 116 - 0%
- Fairly Good - 8 out of 116 - 6.90%
- Very Good - 106 out of 116 - 91.38%
- Don't Know - 2 out of 116 - 1.72%



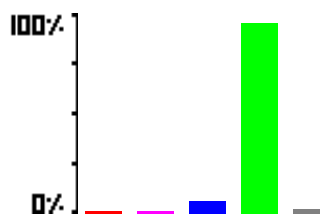
e) *Providing an efficient service*

- Very Poor - 0 out of 116 - 0%
- Fairly Poor - 0 out of 116 - 0%
- Fairly Good - 6 out of 116 - 5.17%
- Very Good - 108 out of 116 - 93.10%
- Don't Know - 2 out of 116 - 1.72%



f) The staff overall

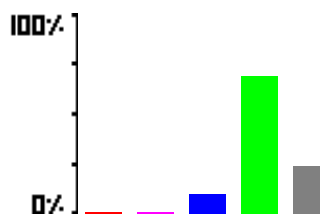
- Very Poor - 0 out of 116 - 0%
- Fairly Poor - 0 out of 116 - 0%
- Fairly Good - 6 out of 116 - 5.17%
- Very Good - 109 out of 116 - 93.97%
- Don't Know - 1 out of 116 - 0.86%



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

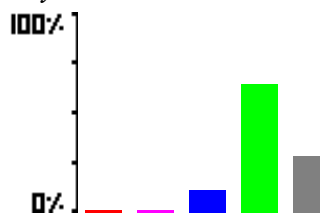
a) Providing advice on current health problem or a longer term health condition

- Very Poor - 0 out of 116 - 0%
- Fairly Poor - 0 out of 116 - 0%
- Fairly Good - 10 out of 116 - 8.62%
- Very Good - 79 out of 116 - 68.10%
- Don't Know - 27 out of 116 - 23.28%



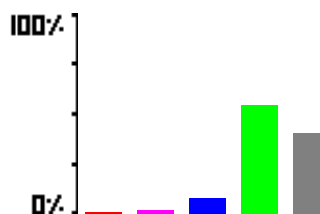
b) Providing general advice on leading a more healthy lifestyle

- Very Poor - 0 out of 116 - 0%
- Fairly Poor - 0 out of 116 - 0%
- Fairly Good - 12 out of 116 - 10.34%
- Very Good - 73 out of 116 - 62.93%
- Don't Know - 31 out of 116 - 26.72%



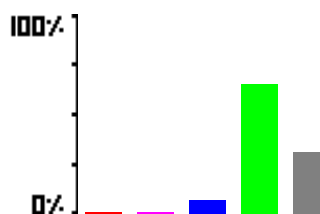
c) Disposing of medicines you no longer need

- Very Poor - 0 out of 116 - 0%
- Fairly Poor - 1 out of 116 - 0.86%
- Fairly Good - 8 out of 116 - 6.90%
- Very Good - 62 out of 116 - 53.45%
- Don't Know - 45 out of 116 - 38.79%



d) Providing advice on health services or information available elsewhere

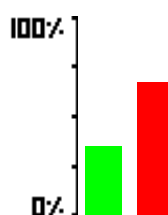
- Very Poor - 0 out of 116 - 0%
- Fairly Poor - 0 out of 116 - 0%
- Fairly Good - 7 out of 116 - 6.03%
- Very Good - 74 out of 116 - 63.79%
- Don't Know - 35 out of 116 - 30.17%



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

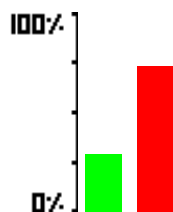
a) Stopping smoking

- Yes - 40 out of 116 - 34.48%
- No - 76 out of 116 - 65.52%



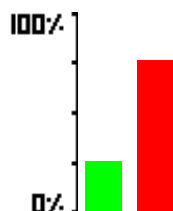
b) Healthy eating

■Yes - 32 out of 116 - 27.59%
■No - 84 out of 116 - 72.41%



c) Physical exercise

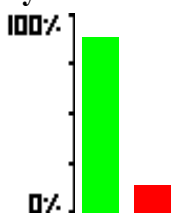
■Yes - 29 out of 116 - 25%
■No - 87 out of 116 - 75%



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

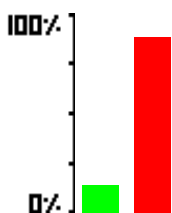
a) This is the pharmacy that you choose to visit if possible

■Yes - 101 out of 116 - 87.07%
■No - 15 out of 116 - 12.93%



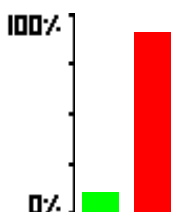
b) This is one of several pharmacies that you use when you need to

■Yes - 15 out of 116 - 12.93%
■No - 101 out of 116 - 87.07%



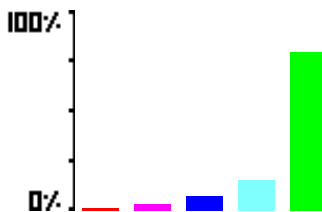
c) This pharmacy was just convenient for you today

■Yes - 12 out of 116 - 10.34%
■No - 104 out of 116 - 89.66%



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 116 - 0%
■Fair - 2 out of 116 - 1.72%
■Good - 7 out of 116 - 6.03%
■Very Good - 16 out of 116 - 13.79%
■Excellent - 91 out of 116 - 78.45%



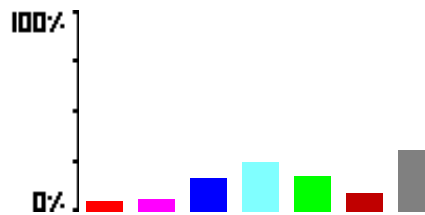
Q10) If you have any comments about how the service from this pharmacy could be improved, please write them in here:

■Total number of comments given - 5 out of 116 - 4.31%



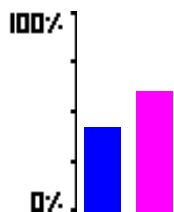
Q11) How old are you?

-16-19 - 5 out of 116 - 4.31%
-20-24 - 6 out of 116 - 5.17%
-25-34 - 17 out of 116 - 14.66%
-35-44 - 27 out of 116 - 23.28%
-45-54 - 18 out of 116 - 15.52%
-55-64 - 9 out of 116 - 7.76%
-65+ - 34 out of 116 - 29.31%



Q12) Are you?

-Male - 48 out of 116 - 41.38%
-Female - 68 out of 116 - 58.62%



Q13) Which of the following applies to you?

-You have, or care for, children under 16 - 24 out of 116 - 20.69%
-You are a carer for someone with a longstanding illness or infirmity - 14 out of 116 - 12.07%
-Neither - 78 out of 116 - 67.24%
-(BOTH)You have, or care for, children under 16 & You are a carer for someone with a longstanding illness or infirmity - 0 out of 116 - 0%

