

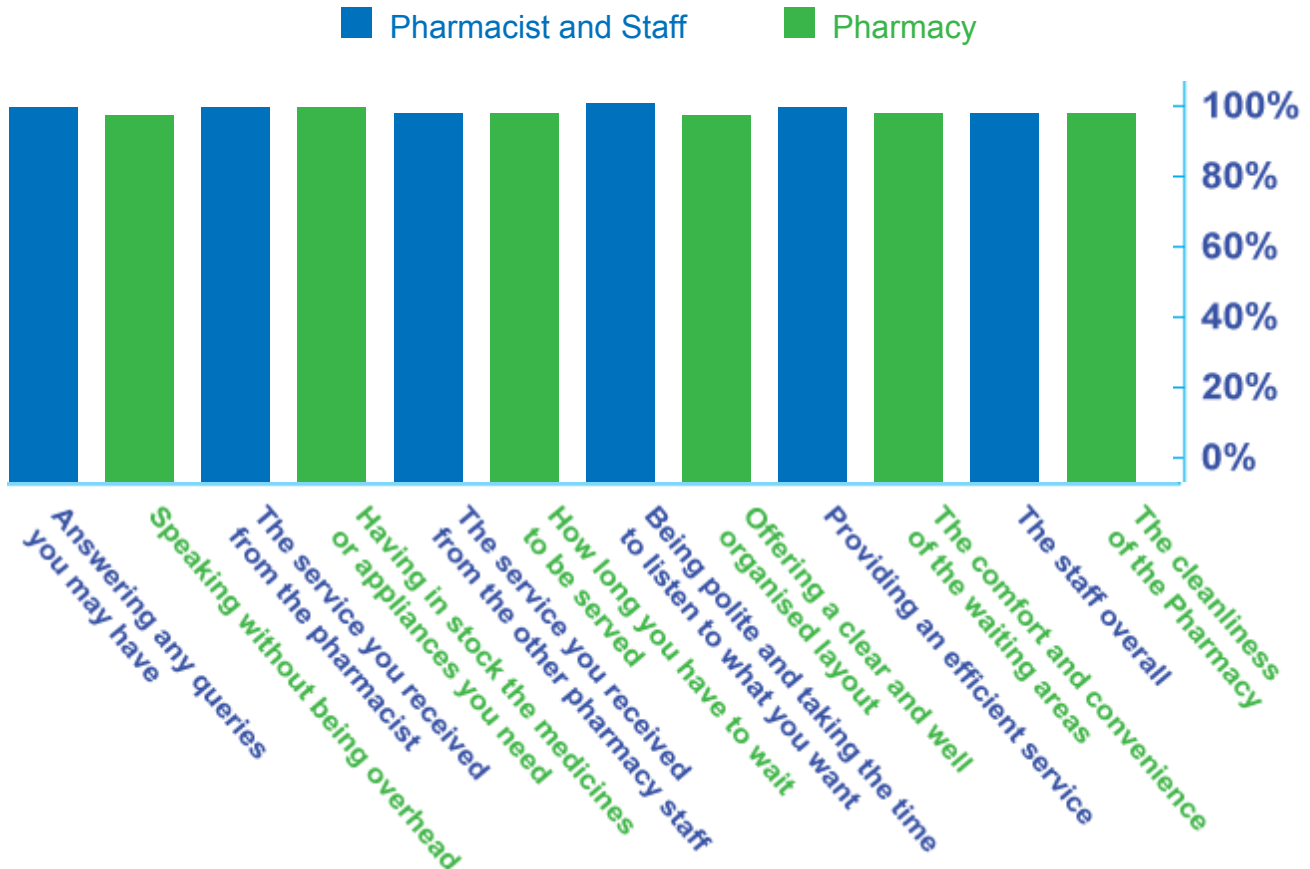
# PATIENT SATISFACTION SURVEY

Thank you for your valuable opinion!

Here are the results of the Patient Satisfaction Survey conducted at **Sudbury Chemist** for the period covering from **01/04/2019 to 31/03/2020**, with a total of **111** responses and completed on **27/01/2020**

**98%** of surveyed patients rated Sudbury Chemist as Excellent or Very Good

Patients rated our pharmacy and our staff as shown below:



# Community Pharmacy Patient Questionnaire (CPPQ)

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

**Period between 01/04/2019 and 31/03/2020---Total of completed questionnaires: 111**

**Full List of Reasons given for visiting the Pharmacy in this period (Q1).** (Total of 3 Reasons given)

- Change of medication
- Collecting our medications (my husband's and mine)
- Prescription and to get other bits for home

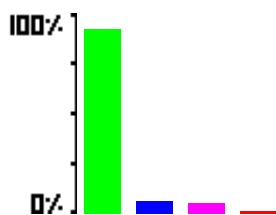
**Full List of Comments received in this period (Q10).** (Total of 3 comment(s) received)

- The pharmacist is very helpful. The Doctor changed one of my prescription medicines and the pharmacist clarified my questions.
- Thank you for your help and understanding. My husband and I rely on your care and you have never let us down. Thank you all for your brilliant care!
- I come in regularly for my medicines and shopping. The service is excellent from everyone.

## Q1) Why did you visit the pharmacy today?

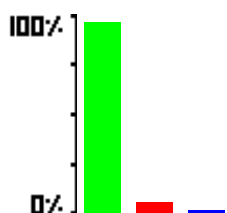
To collect a prescription for:

- Yourself - 101 out of 111 - 90.99%
- Someone else - 6 out of 111 - 5.41%
- Both - 4 out of 111 - 3.60%
- Not collecting prescription - 0 out of 111 - 0%



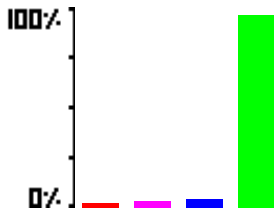
## Q2) If you collected a prescription today, were you able to collect it straight away, did you have to wait in the pharmacy or did you come back later to collect it?

- Straight away - 105 out of 111 - 94.59%
- Waited in pharmacy - 5 out of 111 - 4.50%
- Came back later - 1 out of 111 - 0.90%



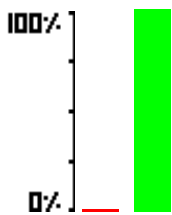
## Q3) How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?

- Not at all satisfied - 1 out of 111 - 0.90%
- Not very satisfied - 2 out of 111 - 1.80%
- Fairly satisfied - 3 out of 111 - 2.70%
- Very satisfied - 105 out of 111 - 94.59%



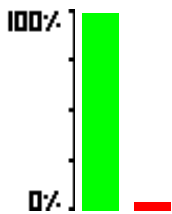
**Q3 a) After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you unhappy with our procedures or do you have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

- Yes - 0 out of 111 - 0%
- No - 111 out of 111 - 100%



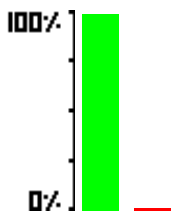
**Q3 b) In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?**

- Yes - 108 out of 111 - 97.30%
- No - 3 out of 111 - 2.70%



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

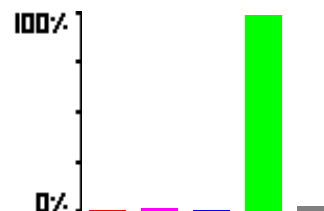
- Yes - 108 out of 111 - 97.30%
- No - 0 out of 111 - 0%



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

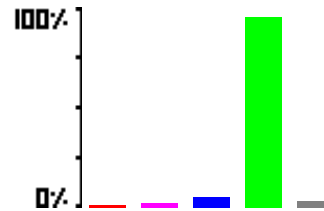
*a) The Cleanliness of the pharmacy*

- ...Very Poor - 0 out of 111 - 0%
- ...Fairly Poor - 1 out of 111 - 0.90%
- ...Fairly Good - 0 out of 111 - 0%
- ...Very Good - 108 out of 111 - 97.30%
- ...Don't Know - 2 out of 111 - 1.80%



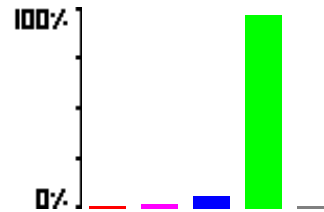
b) *The Comfort and convenience of the waiting areas (e.g. seating or standing room)*

- .... Very Poor - 0 out of 111 - 0%
- .... Fairly Poor - 1 out of 111 - 0.90%
- .... Fairly Good - 4 out of 111 - 3.60%
- .... Very Good - 104 out of 111 - 93.69%
- .... Don't Know - 2 out of 111 - 1.80%



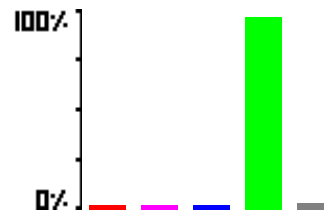
c) *Having in stock the medicines/appliances you need*

- .... Very Poor - 0 out of 111 - 0%
- .... Fairly Poor - 1 out of 111 - 0.90%
- .... Fairly Good - 5 out of 111 - 4.50%
- .... Very Good - 105 out of 111 - 94.59%
- .... Don't Know - 0 out of 111 - 0%



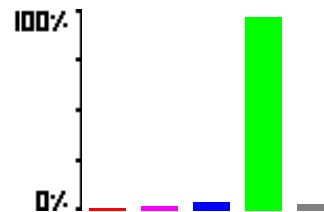
d) *Offering a clear and well organised layout*

- .... Very Poor - 1 out of 111 - 0.90%
- .... Fairly Poor - 1 out of 111 - 0.90%
- .... Fairly Good - 1 out of 111 - 0.90%
- .... Very Good - 106 out of 111 - 95.50%
- .... Don't Know - 2 out of 111 - 1.80%



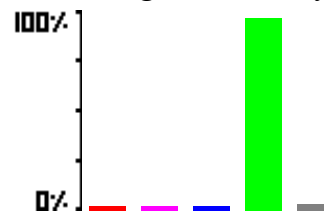
e) *How long you have to wait to be served*

- .... Very Poor - 0 out of 111 - 0%
- .... Fairly Poor - 1 out of 111 - 0.90%
- .... Fairly Good - 3 out of 111 - 2.70%
- .... Very Good - 105 out of 111 - 94.59%
- .... Don't Know - 2 out of 111 - 1.80%



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

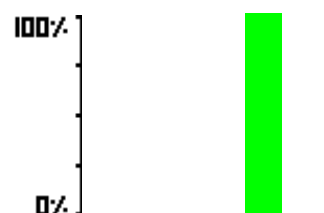
- .... Very Poor - 1 out of 111 - 0.90%
- .... Fairly Poor - 1 out of 111 - 0.90%
- .... Fairly Good - 1 out of 111 - 0.90%
- .... Very Good - 106 out of 111 - 95.50%
- .... Don't Know - 2 out of 111 - 1.80%



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

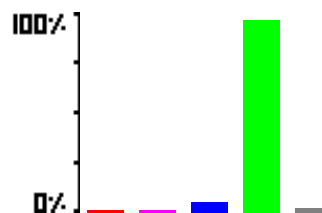
a) *Being polite and taking the time to listen to what you want*

- .... Very Poor - 0 out of 111 - 0%
- .... Fairly Poor - 0 out of 111 - 0%
- .... Fairly Good - 0 out of 111 - 0%
- .... Very Good - 111 out of 111 - 100%
- .... Don't Know - 0 out of 111 - 0%



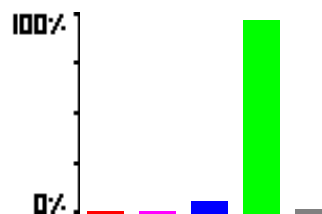
b) *Answering any queries you may have*

- ....Very Poor - 0 out of 111 - 0%
- ....Fairly Poor - 0 out of 111 - 0%
- ....Fairly Good - 4 out of 111 - 3.60%
- ....Very Good - 106 out of 111 - 95.50%
- ....Don't Know - 1 out of 111 - 0.90%



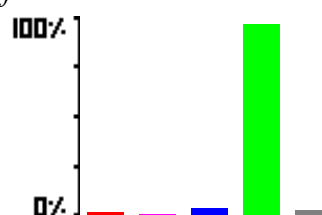
*c) The service you received from the pharmacist*

- ....Very Poor - 0 out of 111 - 0%
- ....Fairly Poor - 0 out of 111 - 0%
- ....Fairly Good - 5 out of 111 - 4.50%
- ....Very Good - 105 out of 111 - 94.59%
- ....Don't Know - 1 out of 111 - 0.90%



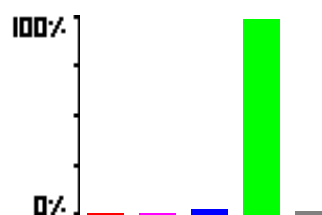
*d) The service you received from the other pharmacy staff*

- ....Very Poor - 1 out of 111 - 0.90%
- ....Fairly Poor - 0 out of 111 - 0%
- ....Fairly Good - 3 out of 111 - 2.70%
- ....Very Good - 105 out of 111 - 94.59%
- ....Don't Know - 2 out of 111 - 1.80%



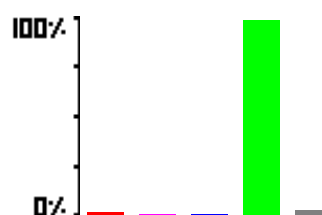
*e) Providing an efficient service*

- ....Very Poor - 0 out of 111 - 0%
- ....Fairly Poor - 0 out of 111 - 0%
- ....Fairly Good - 2 out of 111 - 1.80%
- ....Very Good - 108 out of 111 - 97.30%
- ....Don't Know - 1 out of 111 - 0.90%



*f) The staff overall*

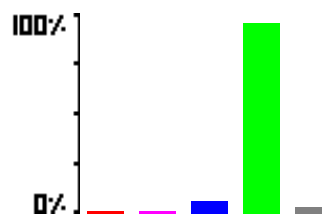
- ....Very Poor - 1 out of 111 - 0.90%
- ....Fairly Poor - 0 out of 111 - 0%
- ....Fairly Good - 0 out of 111 - 0%
- ....Very Good - 108 out of 111 - 97.30%
- ....Don't Know - 2 out of 111 - 1.80%



**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*

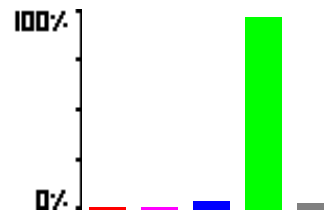
- ....Very Poor - 0 out of 111 - 0%
- ....Fairly Poor - 0 out of 111 - 0%
- ....Fairly Good - 5 out of 111 - 4.50%
- ....Very Good - 104 out of 111 - 93.69%
- ....Don't Know - 2 out of 111 - 1.80%



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

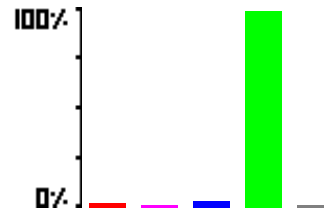
- ....Very Poor - 0 out of 111 - 0%
- ....Fairly Poor - 0 out of 111 - 0%

- ....Fairly Good - 3 out of 111 - 2.70%
- ....Very Good - 106 out of 111 - 95.50%
- ....Don't Know - 2 out of 111 - 1.80%



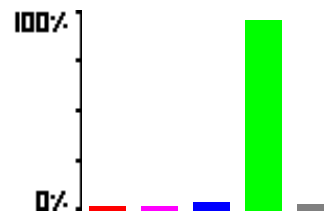
*c) Disposing of medicines you no longer need*

- ....Very Poor - 1 out of 111 - 0.90%
- ....Fairly Poor - 0 out of 111 - 0%
- ....Fairly Good - 2 out of 111 - 1.80%
- ....Very Good - 108 out of 111 - 97.30%
- ....Don't Know - 0 out of 111 - 0%



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

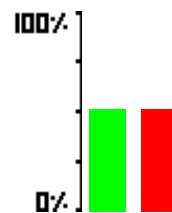
- ....Very Poor - 1 out of 111 - 0.90%
- ....Fairly Poor - 1 out of 111 - 0.90%
- ....Fairly Good - 3 out of 111 - 2.70%
- ....Very Good - 104 out of 111 - 93.69%
- ....Don't Know - 2 out of 111 - 1.80%



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

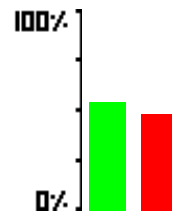
*a) Stopping smoking*

- ....Yes - 55 out of 111 - 49.55%
- ....No - 56 out of 111 - 50.45%



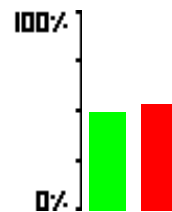
*b) Healthy eating*

- ....Yes - 59 out of 111 - 53.15%
- ....No - 52 out of 111 - 46.85%



*c) Physical exercise*

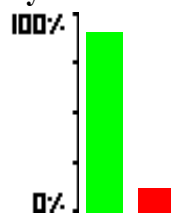
- ....Yes - 53 out of 111 - 47.75%
- ....No - 58 out of 111 - 52.25%



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

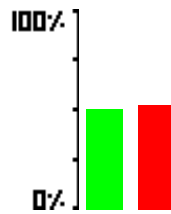
*a) This is the pharmacy that you choose to visit if possible*

- ....Yes - 99 out of 111 - 89.19%
- ....No - 12 out of 111 - 10.81%



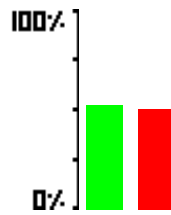
b) This is one of several pharmacies that you use when you need to

- ....Yes - 54 out of 111 - 48.65%
- ....No - 57 out of 111 - 51.35%



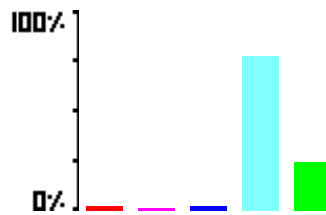
c) This pharmacy was just convenient for you today

- ....Yes - 57 out of 111 - 51.35%
- ....No - 54 out of 111 - 48.65%



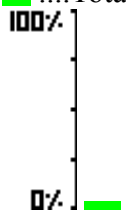
**Q9) Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?**

- ....Poor - 1 out of 111 - 0.90%
- ....Fair - 0 out of 111 - 0%
- ....Good - 1 out of 111 - 0.90%
- ....Very Good - 84 out of 111 - 75.68%
- ....Excellent - 25 out of 111 - 22.52%



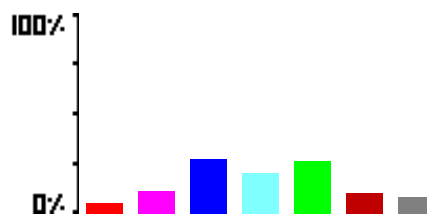
**Q10) If you have any comments about how the service from this pharmacy could be improved, please write them in here:**

- ....Total number of comments given - 3 out of 111 - 2.70%



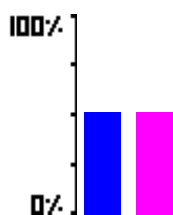
**Q11) How old are you?**

- ....16-19 - 4 out of 111 - 3.60%
- ....20-24 - 11 out of 111 - 9.91%
- ....25-34 - 29 out of 111 - 26.13%
- ....35-44 - 21 out of 111 - 18.92%
- ....45-54 - 28 out of 111 - 25.23%
- ....55-64 - 10 out of 111 - 9.01%
- ....65+ - 8 out of 111 - 7.21%



**Q12) Are you?**

- ....Male - 55 out of 111 - 49.55%
- ....Female - 56 out of 111 - 50.45%



**Q13) Which of the following applies to you?**

- ....You have, or care for, children under 16 - 24 out of 111 - 21.62%
- ....You are a carer for someone with a longstanding illness or infirmity - 11 out of 111 - 9.91%

■ ....Neither - 83 out of 111 - 74.77%

■ ....(BOTH)You have, or care for, children under 16 & You are a carer for someone with a longstanding illness or infirmity - 7 out of 111 - 6.31%

