

# **Community Pharmacy Patient Questionnaire (CPPQ) Report 2018-19**

**For**

**pharmacy warehouse**

**Unit 3, 2 Somerset Road, N179EJ**



## Summary of the information recorded in the report.

Summary of the information recorded below. The CCG or successor organisation may want to see this on monitoring visits or at other times (it can be paper based or electronic) (the ranking is the order from 1 to 21, of the percentage responses, as either satisfied or dissatisfied with 1 being the most satisfied or the most dissatisfied as appropriate)

Question	Dissatisfied	Ranking	Satisfied	Ranking
Question 3b: 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?	0	15	100	1
Question 5c: Again, including any previous visits to 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: <b>(Option: The service you received from the pharmacist)</b>	0	10	99	2
Question 5b: Again, including any previous visits to 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: <b>(Option: Answering any queries you may have)</b>	0	21	99	3
Question 4a: Thinking about any previous visits 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: <b>(Option: The cleanliness of the pharmacy)</b>	0	14	99	4
Question 5f: Again, including any previous visits to 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: <b>(Option: The staff overall)</b>	0	3	99	5
Question 4f: Thinking about any previous visits 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: <b>(Option: Having somewhere available where you could speak without being overheard, if you wanted to)</b>	0	19	99	6
Question 9: Finally, taking everything into account - the staff, the shop and the service provided - <i>How would you rate the pharmacy where you received this questionnaire?</i>	0	8	99	7
Question 5d: Again, including any previous visits to 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: <b>(Option: The service you received from the other pharmacy staff)</b>	0	5	99	8
Question 5a: Again, including any previous visits to 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: <b>(Option: Being polite and taking the time to listen to what you want)</b>	0	12	99	9
Question 4b: Thinking about any previous visits as well as	0	13	99	10

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: **(Option: The comfort and convenience of the waiting areas (e.g. seating or standing room))**

Question 4d: Thinking about any previous visits 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: <b>(Option: Offering a clear and well organised layout)</b>	0	17	99	11
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Question 5e: Again, including any previous visits to 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: <b>(Option: Providing an efficient service)</b>	0	4	97	12
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Question 3c: 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?	7	2	93	13
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Question 3d: Whenever the pharmacy has asked for your consent, do you feel that your wishes were respected?	7	1	93	14
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Question 6c: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? <b>(Option: Disposing of medicines you no longer need)</b>	0	7	92	15
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Question 4c: Thinking about any previous visits 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: <b>(Option: Having in stock the medicines/appliances you need)</b>	0	16	91	16
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Question 4e: Thinking about any previous visits 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: <b>(Option: How long you have to wait to be served)</b>	0	20	87	17
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Question 6d: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? <b>(Option: Providing advice on health services or information available elsewhere)</b>	0	9	73	18
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Question 6b: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? <b>(Option: Providing general advice on leading a more healthy lifestyle)</b>	0	11	72	19
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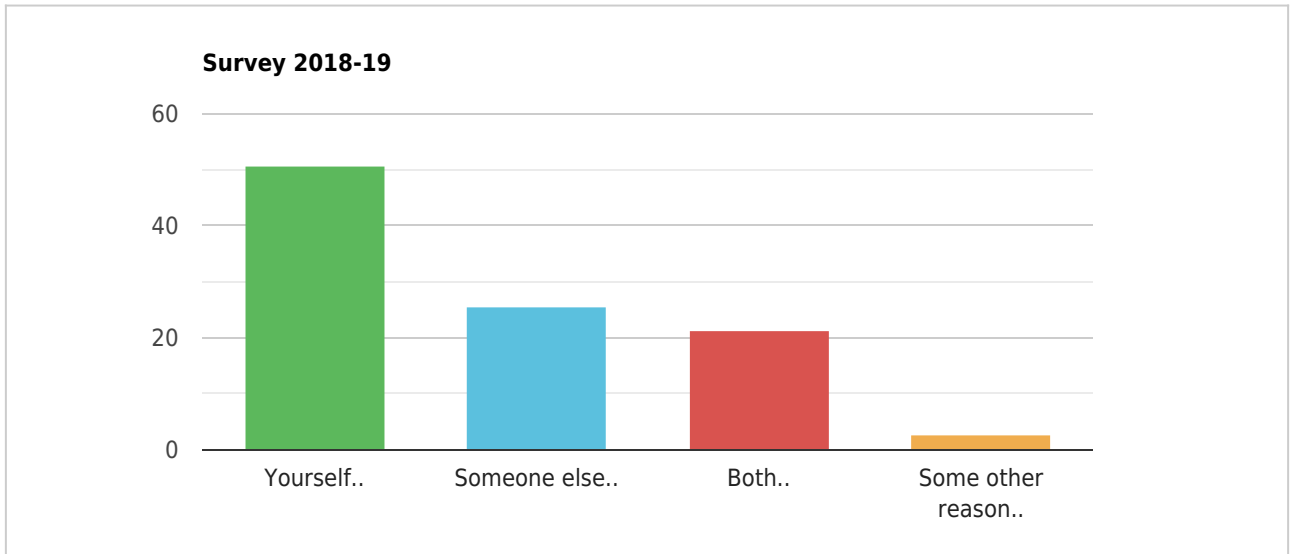
Question 6a: Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? <b>(Option: Providing advice on a current health problem or a longer term health condition)</b>	0	6	71	20
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Question 3a: How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?	0	18	67	21
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# Community Pharmacy Patient Questionnaire Survey

## Results for pharmacy warehouse

**Question 1: Why did you visit this pharmacy today? To collect a prescription for:**



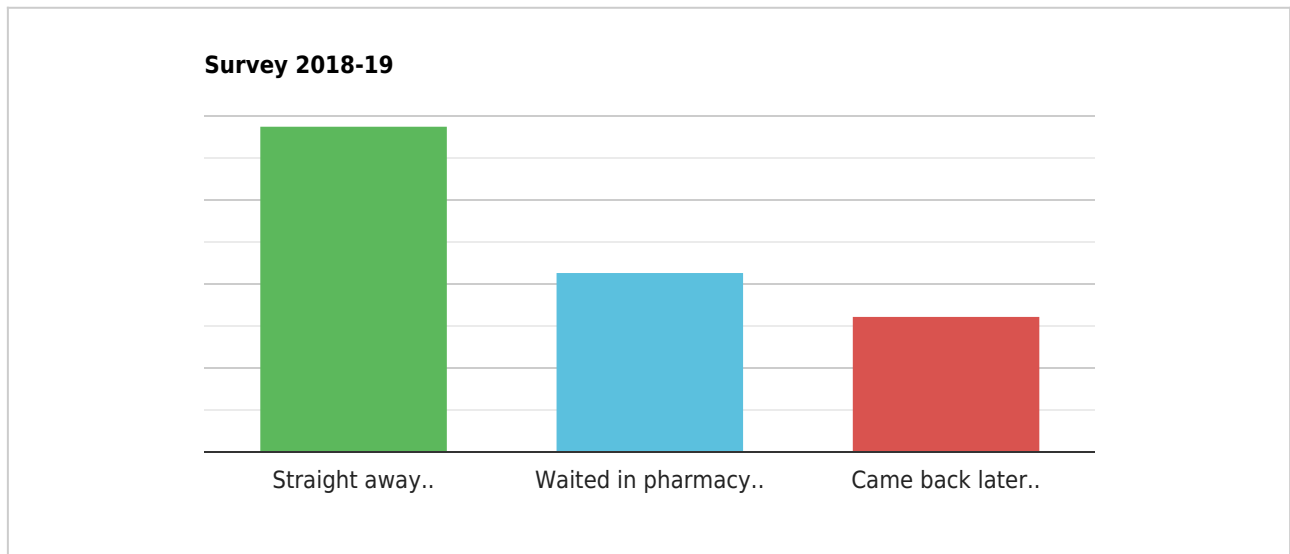
Yourself <b>51%</b>	Someone else <b>25%</b>	Both <b>21%</b>	Some other reason <b>3%</b>
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<b>No</b>	<b>Other Reasons</b>
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**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 2: 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? If you did not collect a prescription, please go to Q3.**



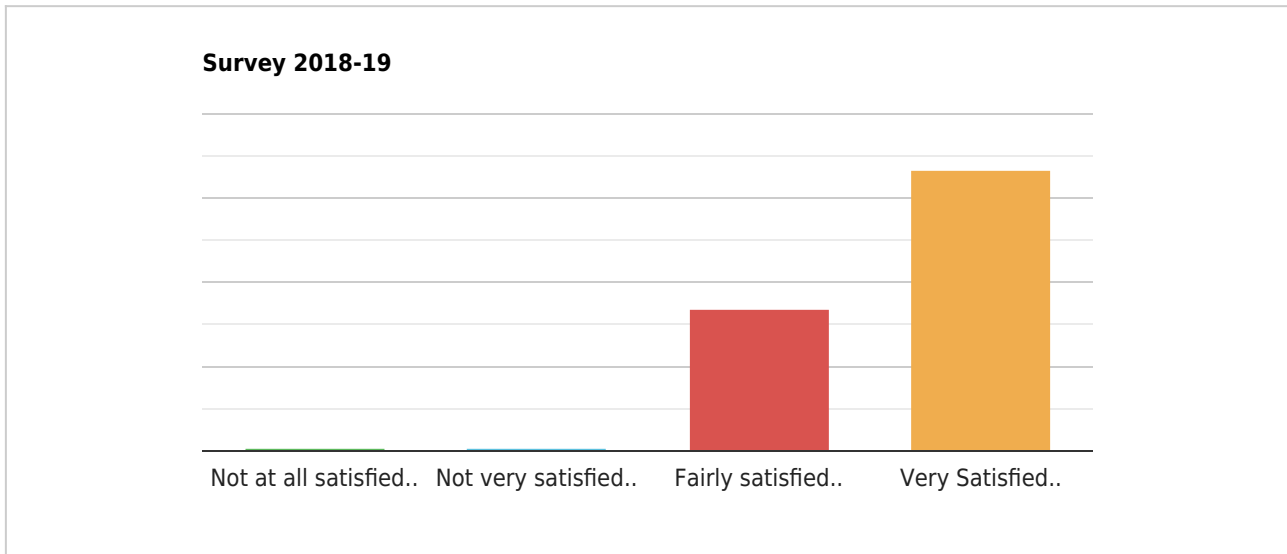
Straight away <b>39%</b>	Waited in pharmacy <b>21%</b>	Came back later <b>16%</b>
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**Comments:**

# Community Pharmacy Patient Questionnaire Survey

## Results for pharmacy warehouse

**Question 3a: How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?**

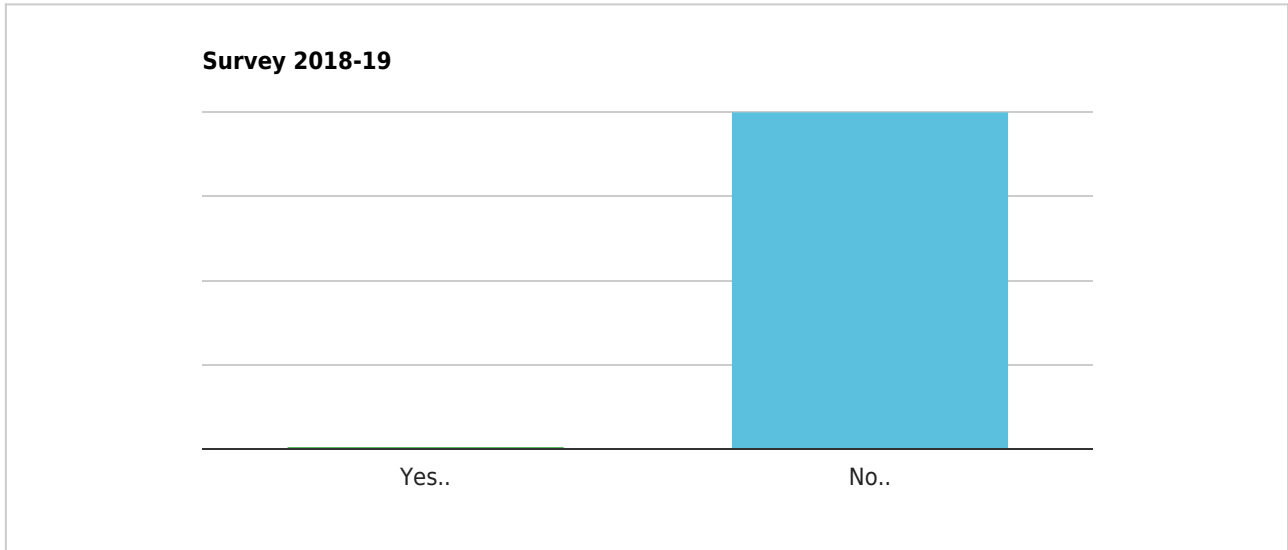


Not at all satisfied <b>0%</b>	Not very satisfied <b>0%</b>	Fairly satisfied <b>33%</b>	Very Satisfied <b>67%</b>
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**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 3b: 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?**

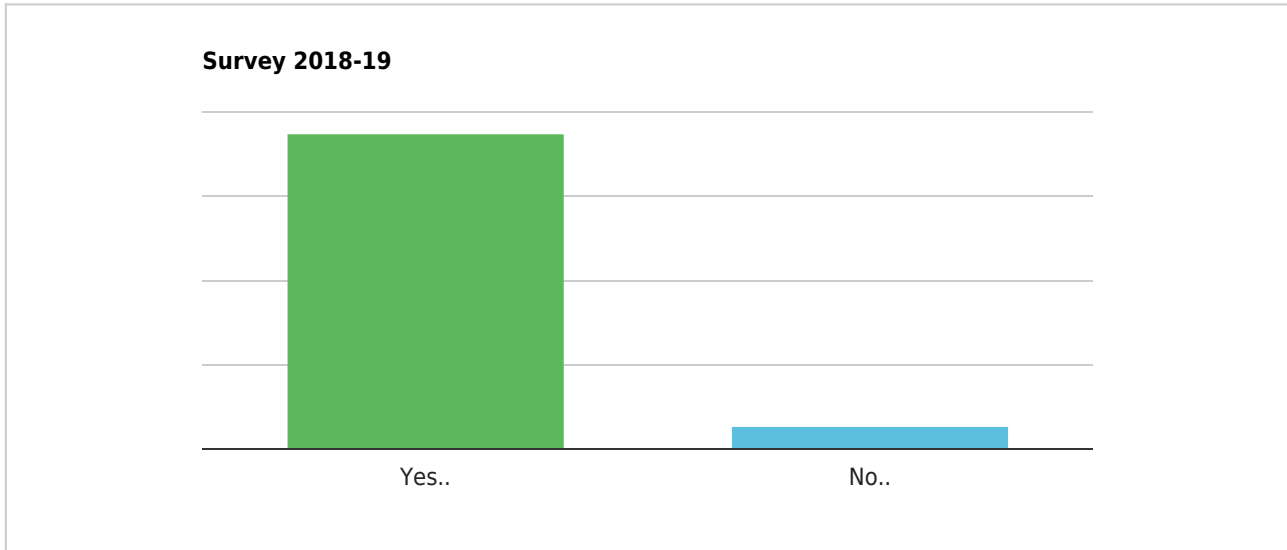


Yes <b>0%</b>	No <b>100%</b>
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**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 3c: 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?**



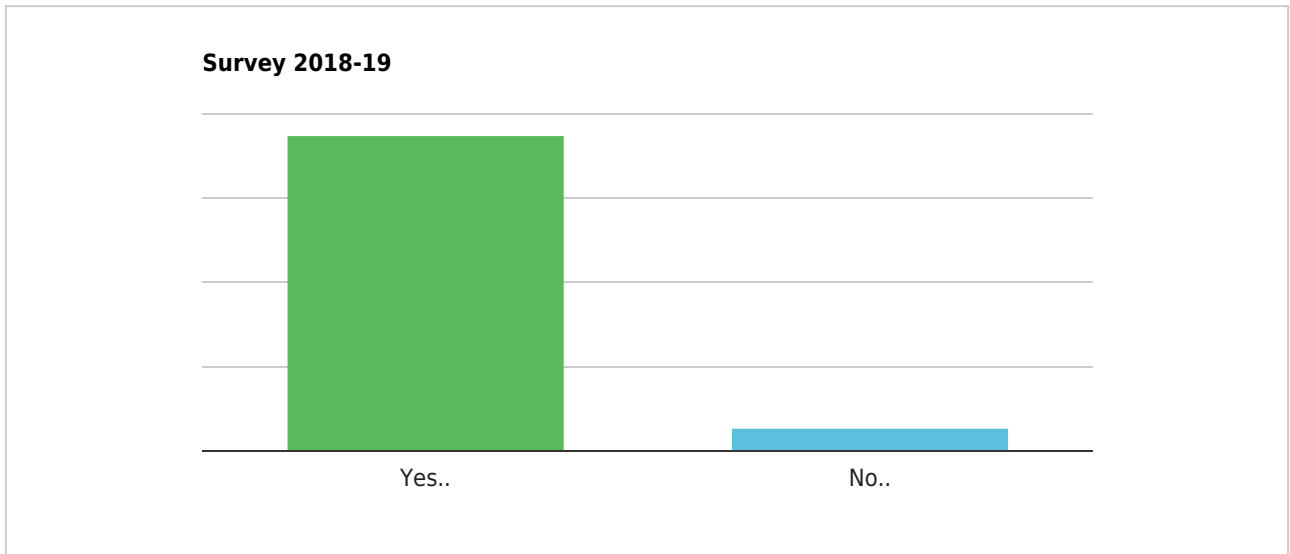
Yes <b>93%</b>	No <b>7%</b>
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**Comments:**

# Community Pharmacy Patient Questionnaire Survey

## Results for pharmacy warehouse

Question 3d: Whenever the pharmacy has asked for your consent, do you feel that your wishes were respected?



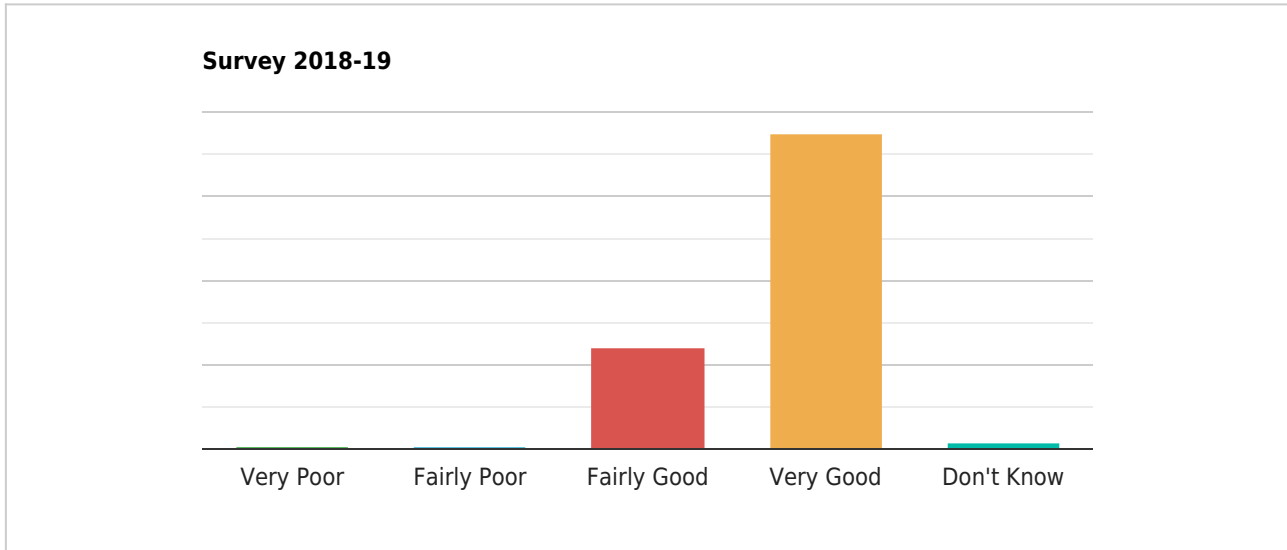
Yes <b>93%</b>	No <b>7%</b>
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Comments:

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 4a:** Thinking about any previous visits 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:

**(Option: The cleanliness of the pharmacy)**



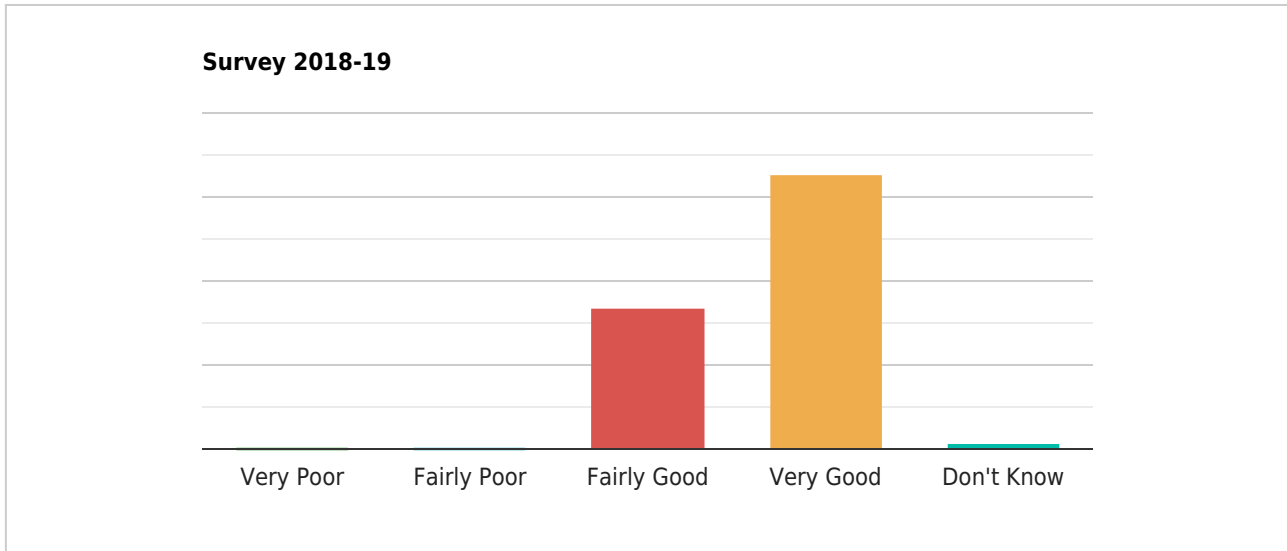
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
<b>0%</b>	<b>0%</b>	<b>24%</b>	<b>75%</b>	<b>1%</b>

**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 4b:** Thinking about any previous visits 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:

**(Option: The comfort and convenience of the waiting areas (e.g. seating or standing room))**



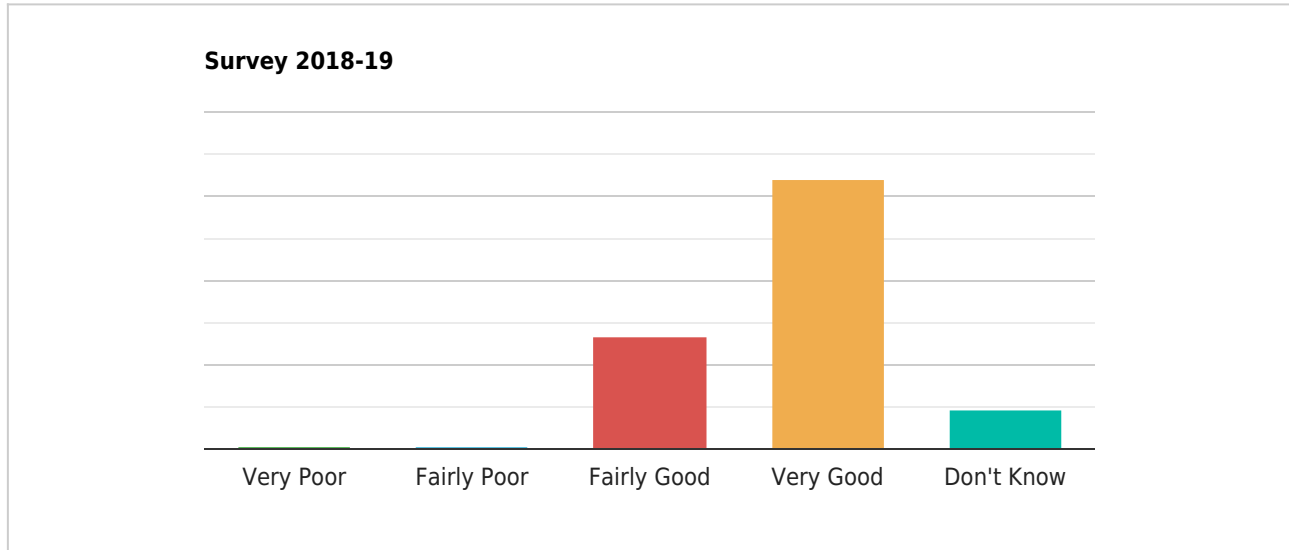
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
<b>0%</b>	<b>0%</b>	<b>33%</b>	<b>65%</b>	<b>1%</b>

**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 4c:** Thinking about any previous visits 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:

**(Option: Having in stock the medicines/appliances you need)**



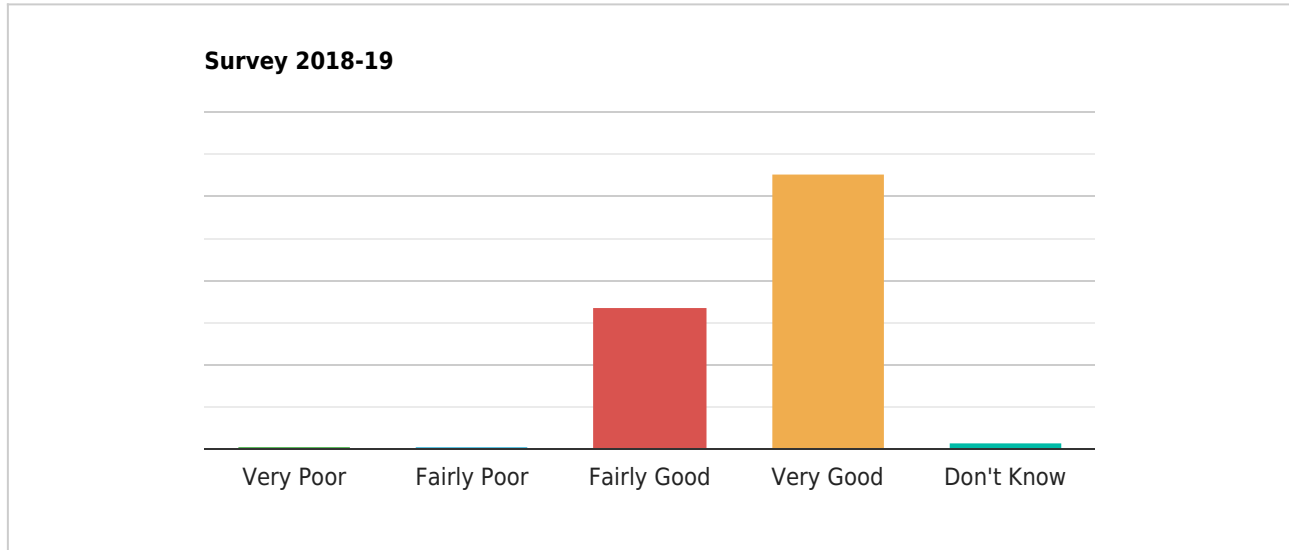
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
<b>0%</b>	<b>0%</b>	<b>27%</b>	<b>64%</b>	<b>9%</b>

**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 4d:** Thinking about any previous visits 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:

**(Option: Offering a clear and well organised layout)**



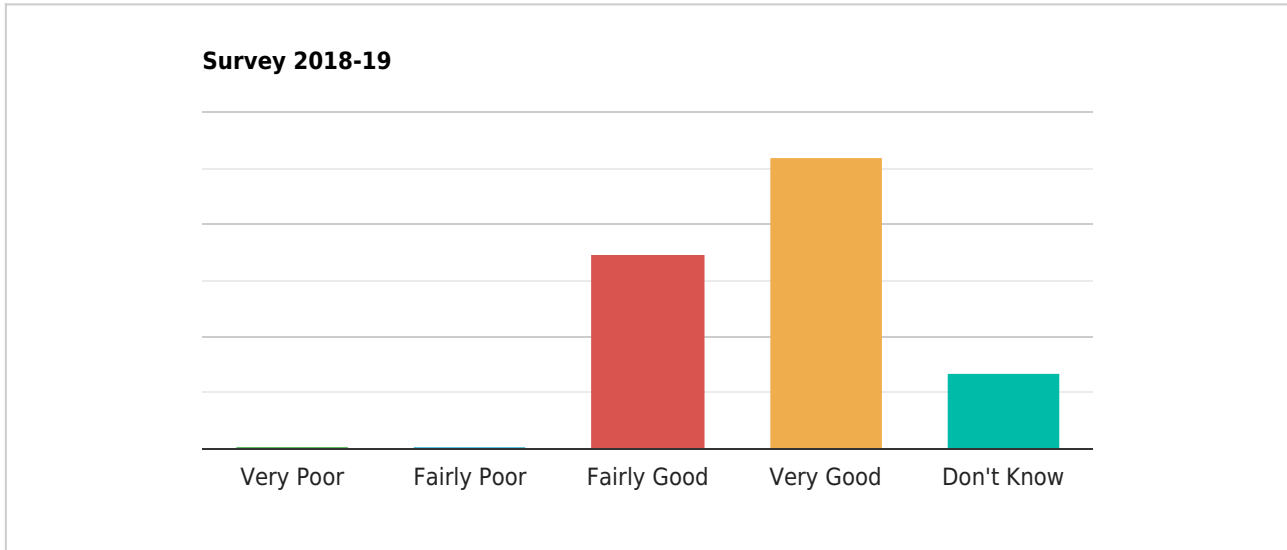
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
<b>0%</b>	<b>0%</b>	<b>33%</b>	<b>65%</b>	<b>1%</b>

**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 4e:** Thinking about any previous visits 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:

**(Option: How long you have to wait to be served)**



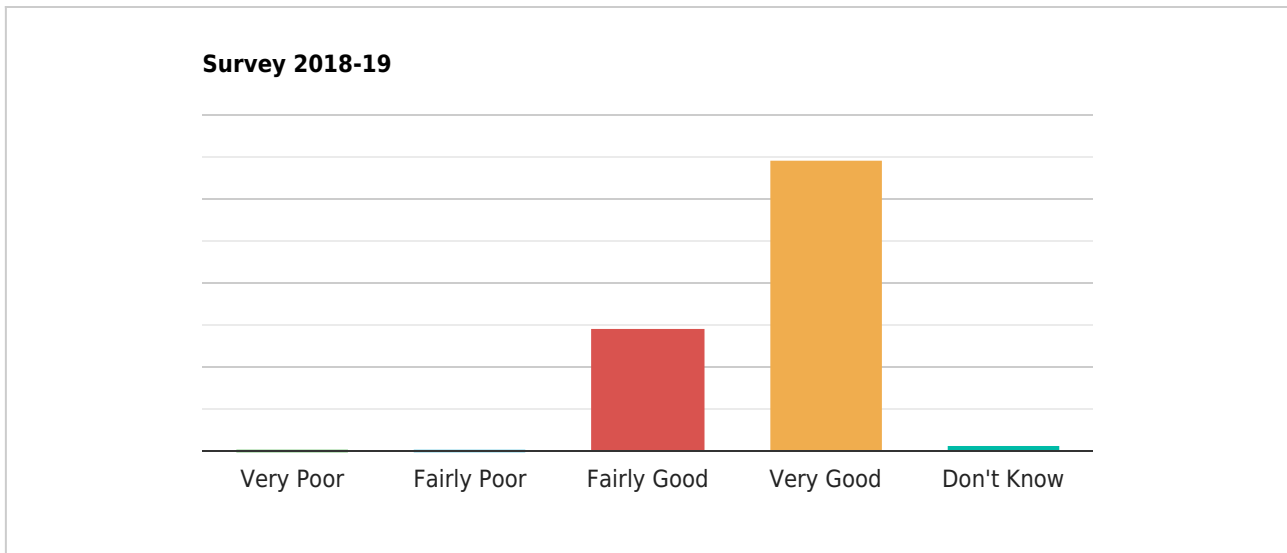
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
<b>0%</b>	<b>0%</b>	<b>35%</b>	<b>52%</b>	<b>13%</b>

**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 4f:** Thinking about any previous visits 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:

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



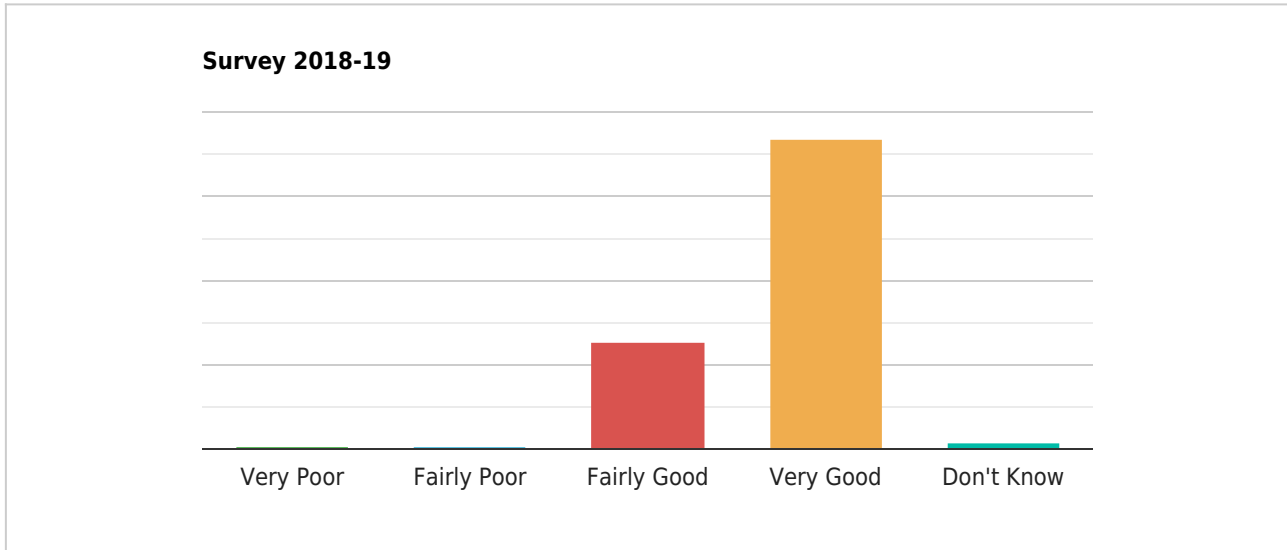
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
<b>0%</b>	<b>0%</b>	<b>29%</b>	<b>69%</b>	<b>1%</b>

**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 5a:** Again, including any previous visits to 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:

**(Option: Being polite and taking the time to listen to what you want)**



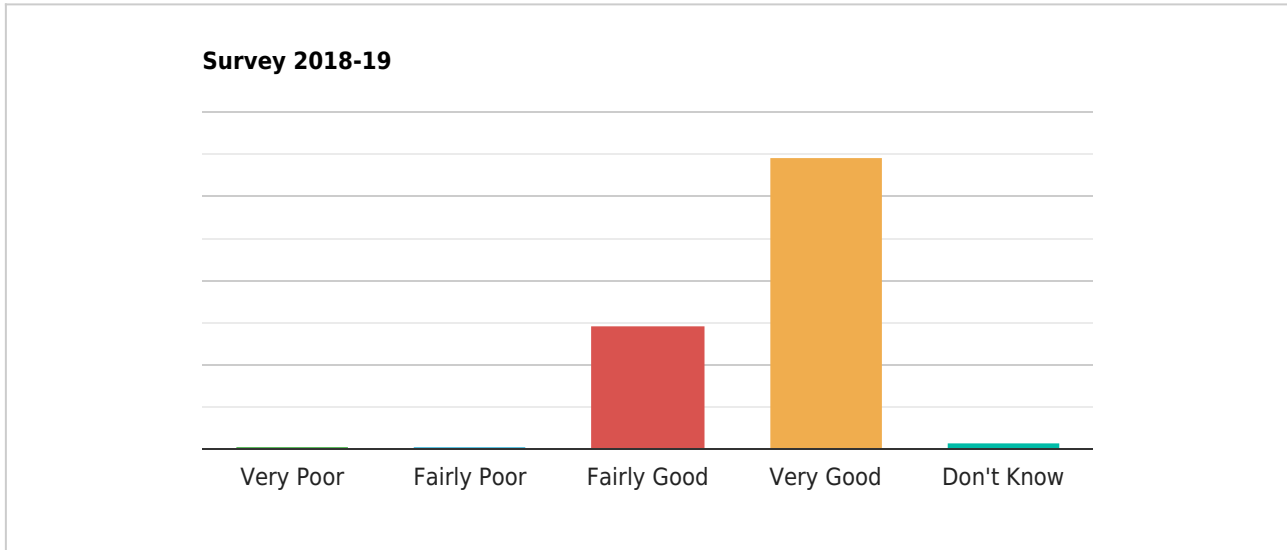
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
<b>0%</b>	<b>0%</b>	<b>25%</b>	<b>73%</b>	<b>1%</b>

**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 5b:** Again, including any previous visits to 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:

**(Option: Answering any queries you may have)**



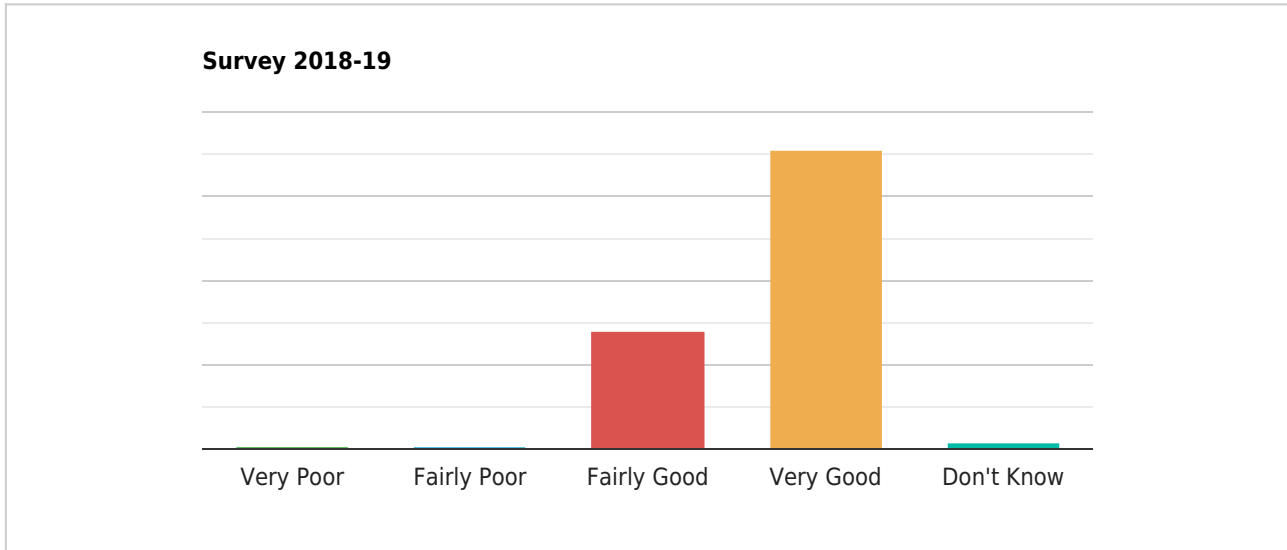
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
<b>0%</b>	<b>0%</b>	<b>29%</b>	<b>69%</b>	<b>1%</b>

**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 5c:** Again, including any previous visits to 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:

**(Option: The service you received from the pharmacist)**



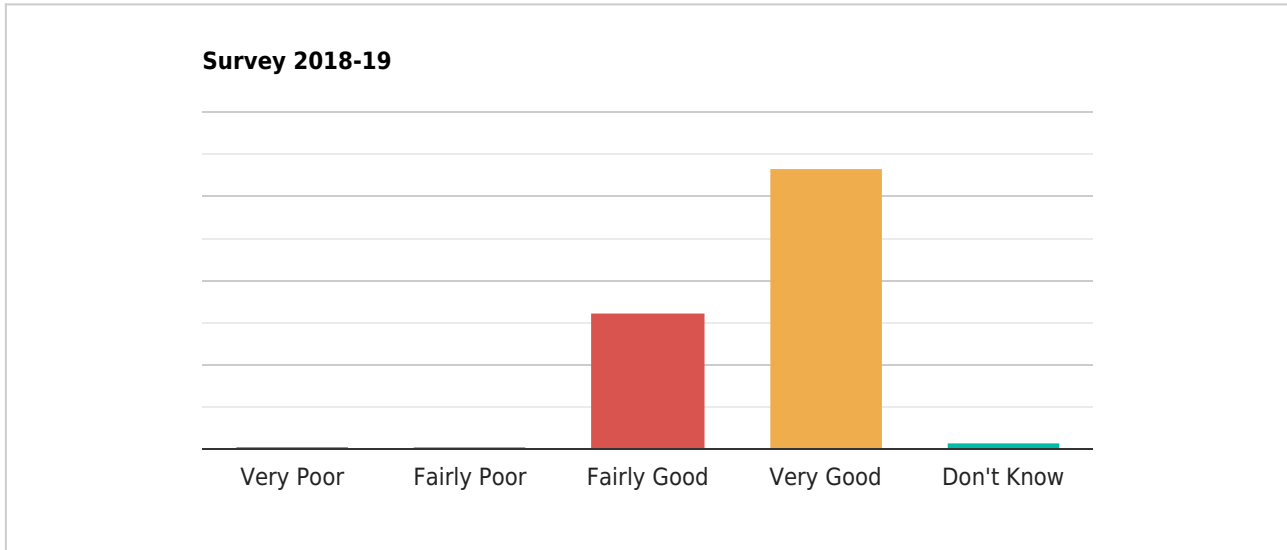
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
<b>0%</b>	<b>0%</b>	<b>28%</b>	<b>71%</b>	<b>1%</b>

**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 5d:** Again, including any previous visits to 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:

**(Option: The service you received from the other pharmacy staff)**



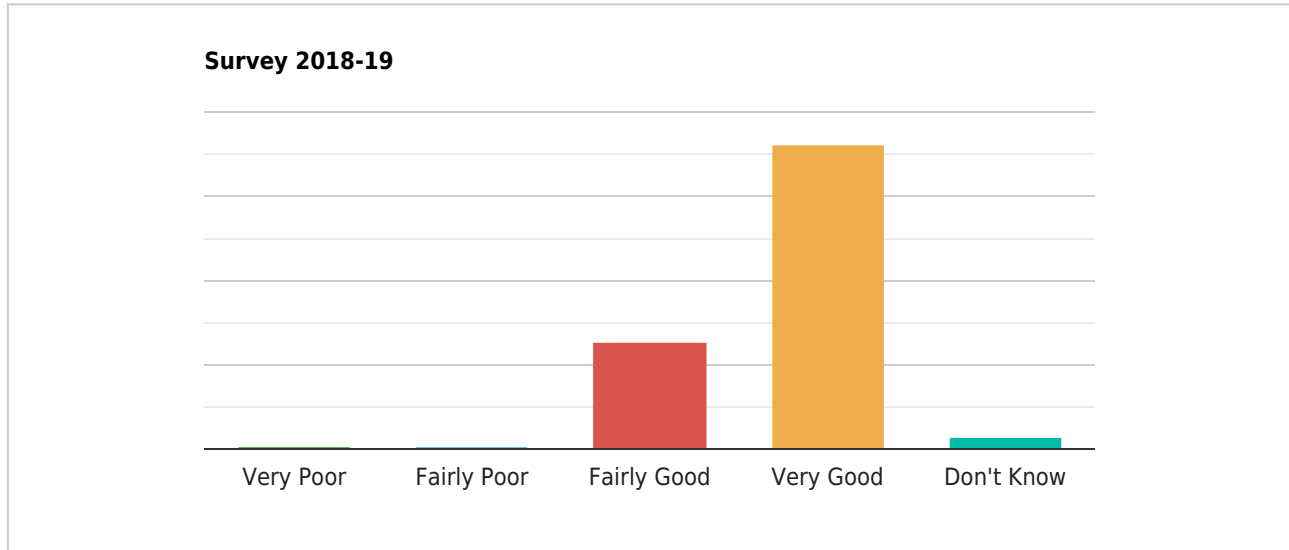
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
<b>0%</b>	<b>0%</b>	<b>32%</b>	<b>67%</b>	<b>1%</b>

**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 5e:** Again, including any previous visits to 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:

**(Option: Providing an efficient service)**



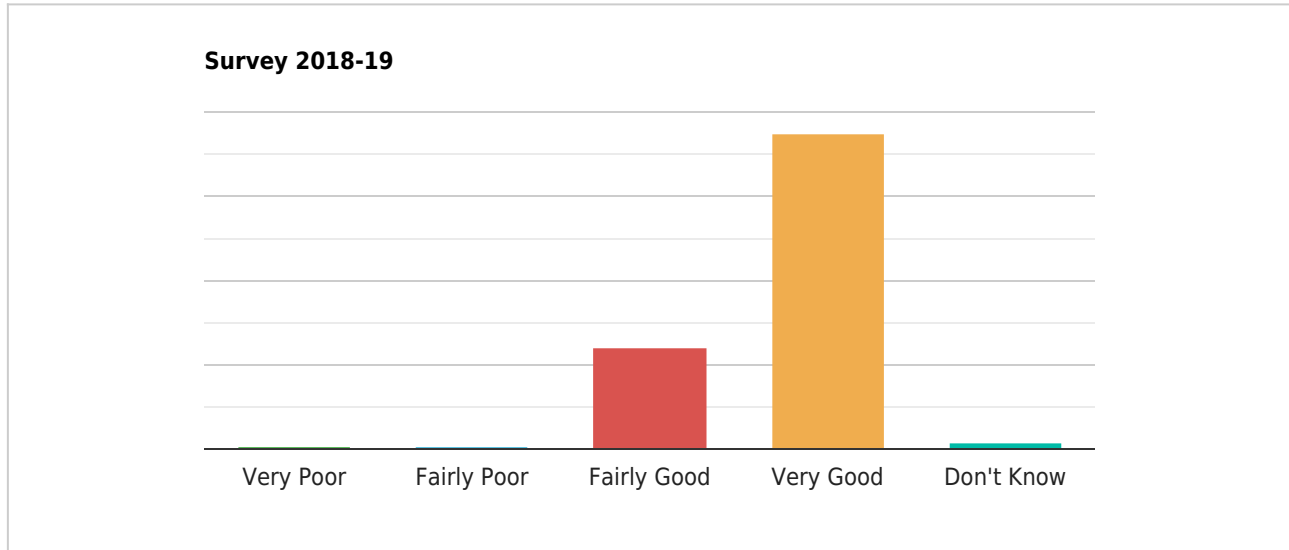
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
<b>0%</b>	<b>0%</b>	<b>25%</b>	<b>72%</b>	<b>3%</b>

**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 5f:** Again, including any previous visits to 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:

**(Option: The staff overall)**



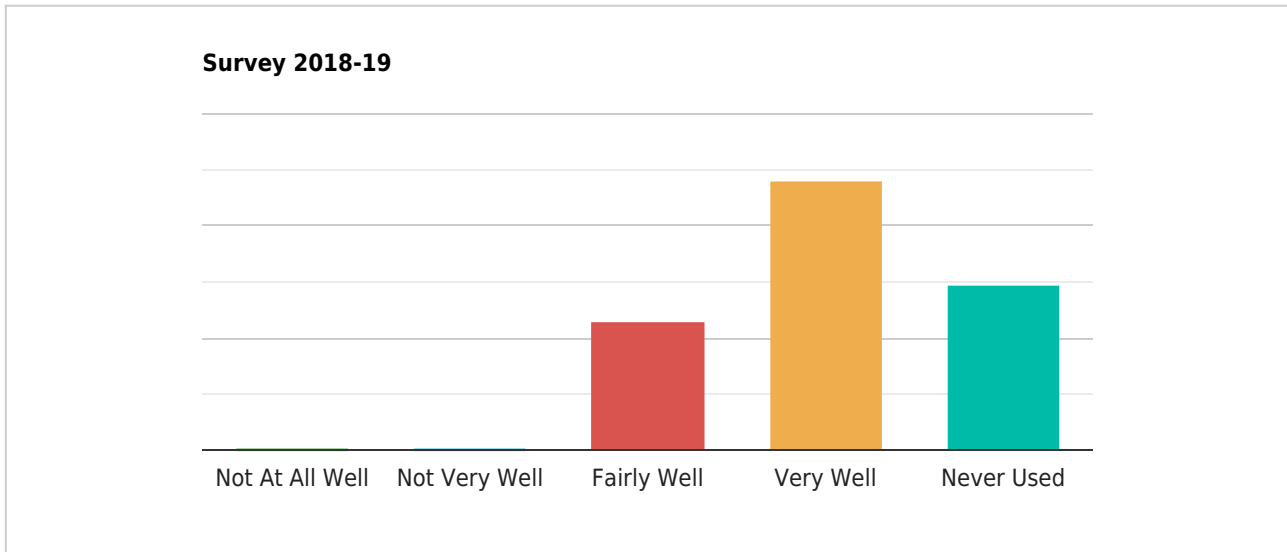
Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
<b>0%</b>	<b>0%</b>	<b>24%</b>	<b>75%</b>	<b>1%</b>

**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 6a:** Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?

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



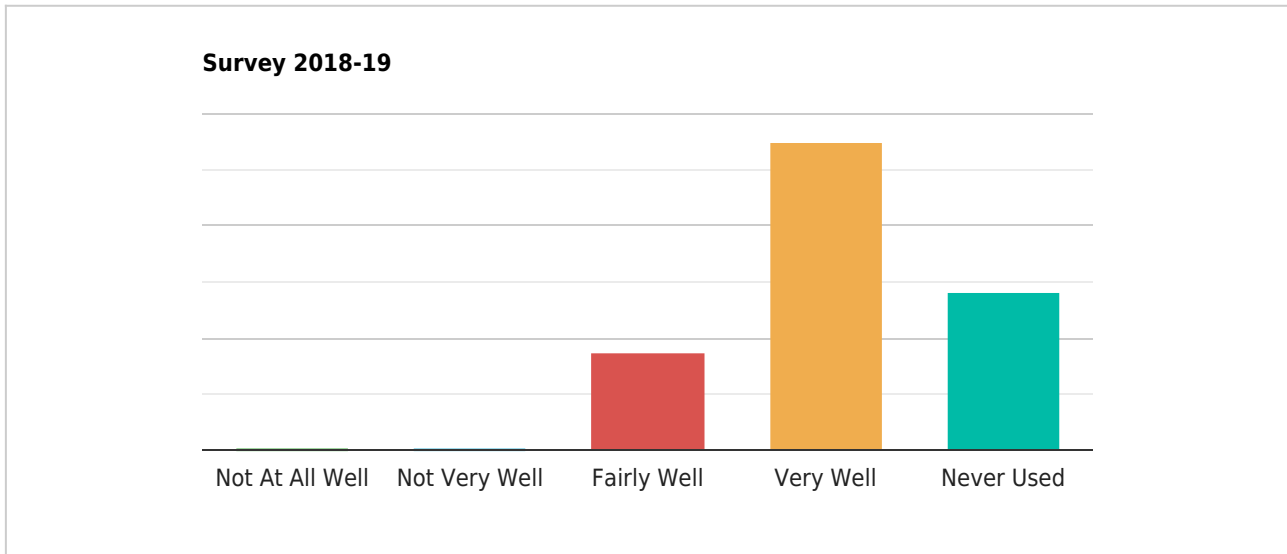
Not At All Well	Not Very Well	Fairly Well	Very Well	Never Used
<b>0%</b>	<b>0%</b>	<b>23%</b>	<b>48%</b>	<b>29%</b>

**Comments:**

# Community Pharmacy Patient Questionnaire Survey

## Results for pharmacy warehouse

**Question 6b:** Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?  
*(Option: Providing general advice on leading a more healthy lifestyle)*

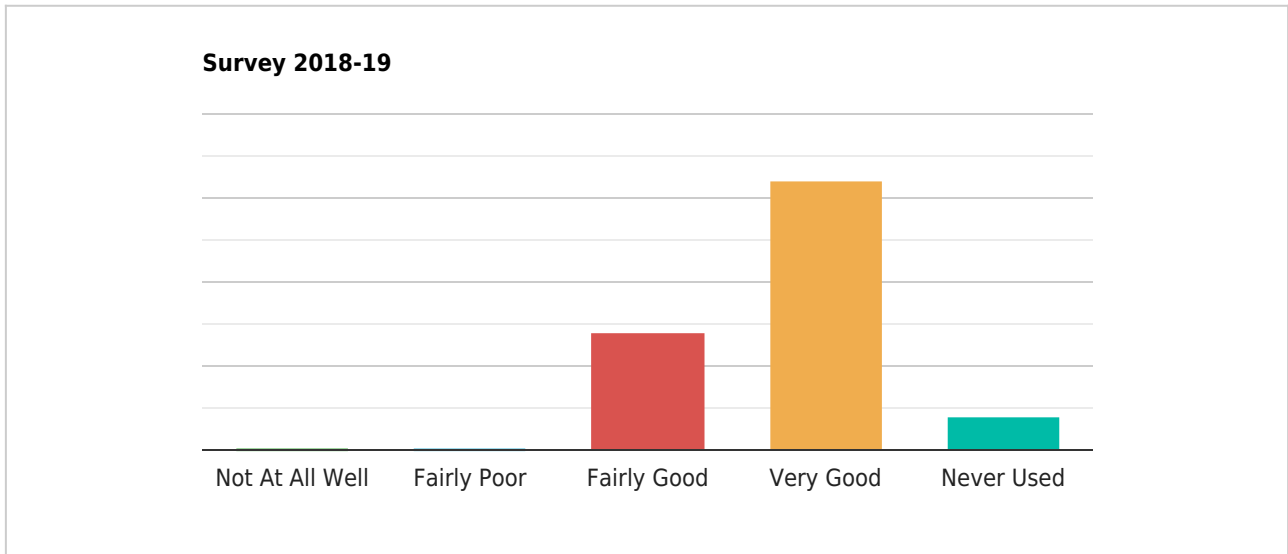


Not At All Well	Not Very Well	Fairly Well	Very Well	Never Used
<b>0%</b>	<b>0%</b>	<b>17%</b>	<b>55%</b>	<b>28%</b>

**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 6c:** Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?  
*(Option: Disposing of medicines you no longer need)*



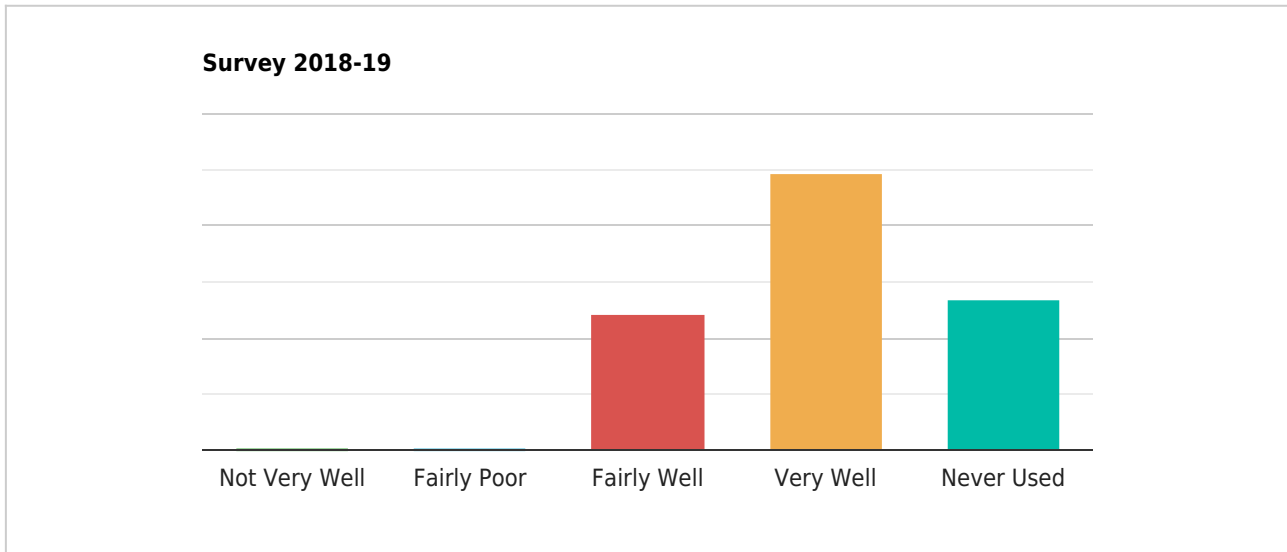
Not At All Well	Fairly Poor	Fairly Good	Very Good	Never Used
<b>0%</b>	<b>0%</b>	<b>28%</b>	<b>64%</b>	<b>8%</b>

**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 6d:** Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?

**(Option: Providing advice on health services or information available elsewhere)**



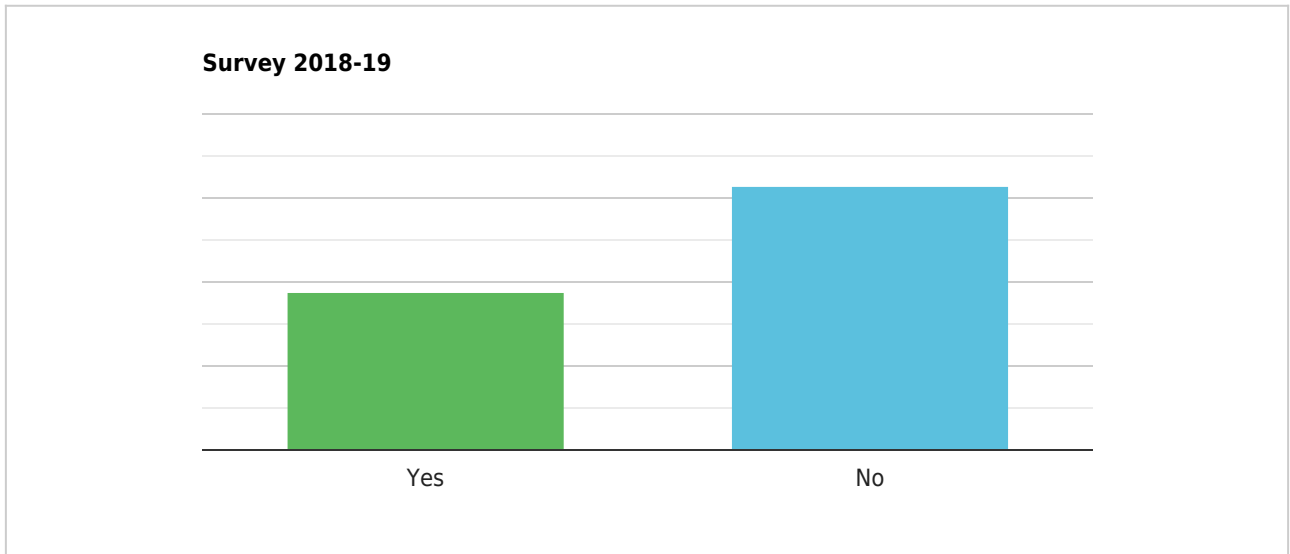
Not Very Well	Fairly Poor	Fairly Well	Very Well	Never Used
<b>0%</b>	<b>0%</b>	<b>24%</b>	<b>49%</b>	<b>27%</b>

**Comments:**

# Community Pharmacy Patient Questionnaire Survey

## Results for pharmacy warehouse

**Question 7a:** Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?  
**(Option: Stopping smoking)**

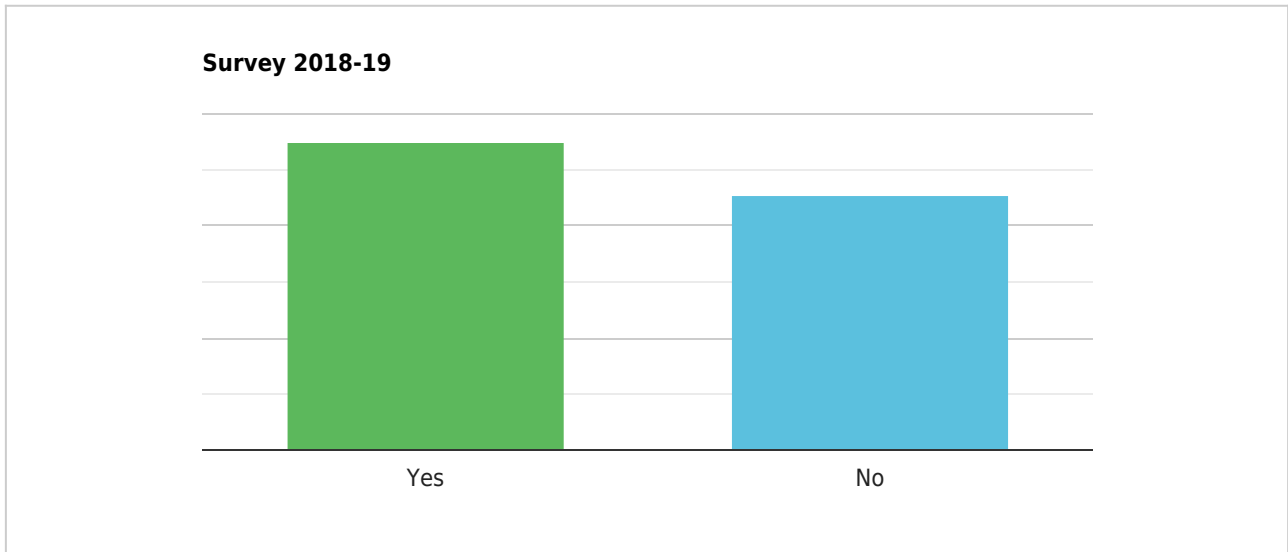


Yes <b>37%</b>	No <b>63%</b>
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**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 7b:** Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?  
**(Option: Healthy eating)**

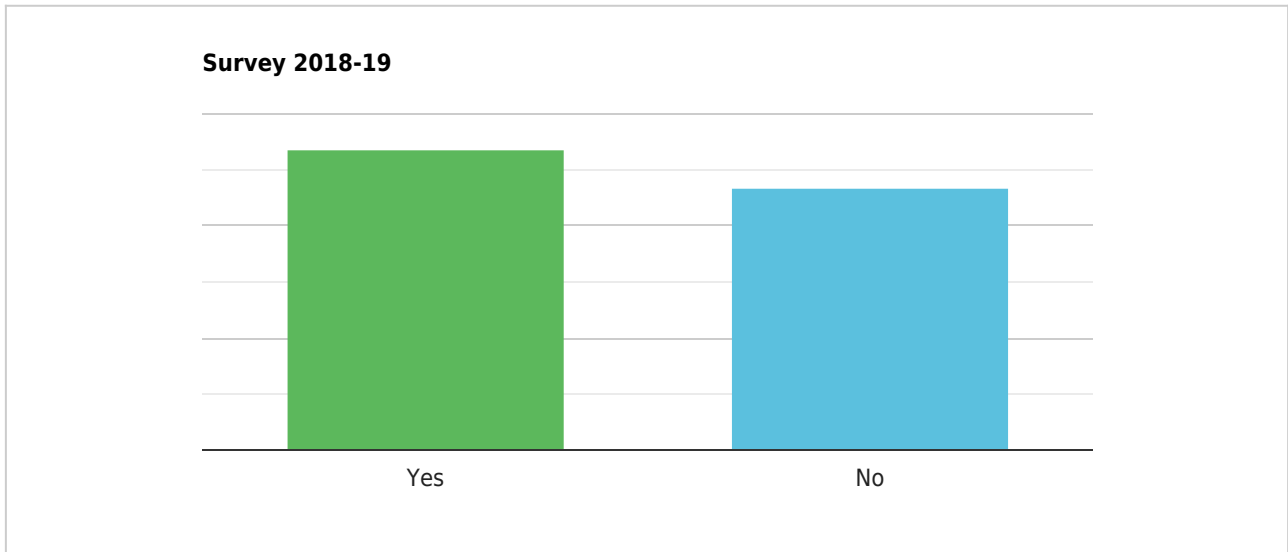


Yes <b>55%</b>	No <b>45%</b>
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**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 7c:** Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?  
**(Option: Physical exercise)**



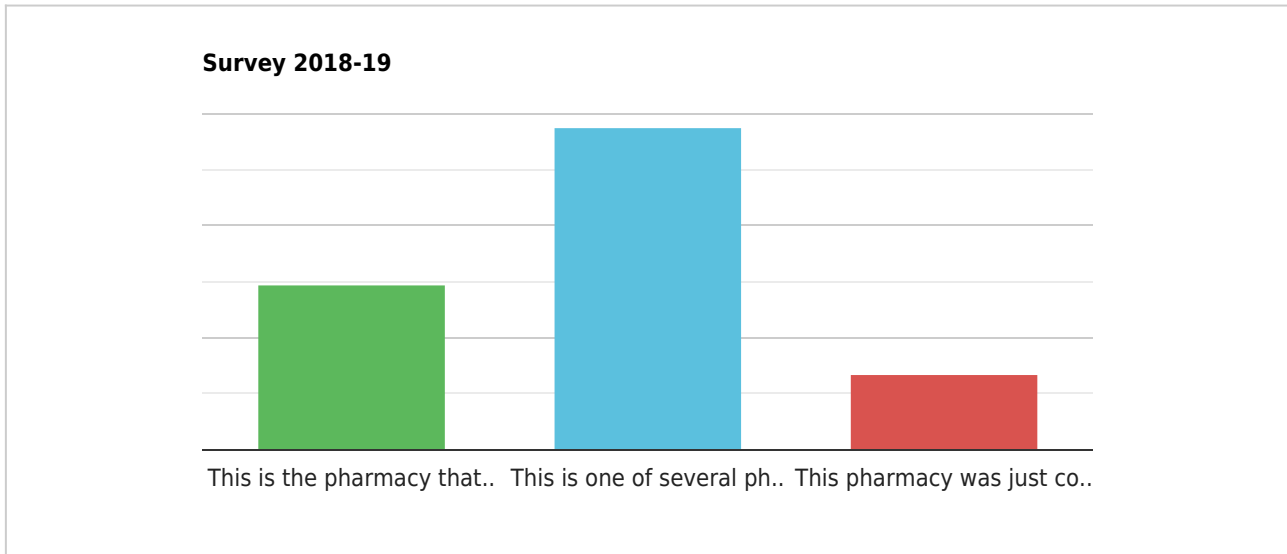
Yes <b>53%</b>	No <b>47%</b>
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**Comments:**

# Community Pharmacy Patient Questionnaire Survey

## Results for pharmacy warehouse

Question 8: Which of the following best describes how you use this pharmacy?



This is the pharmacy that you choose to visit if possible  
**29%**

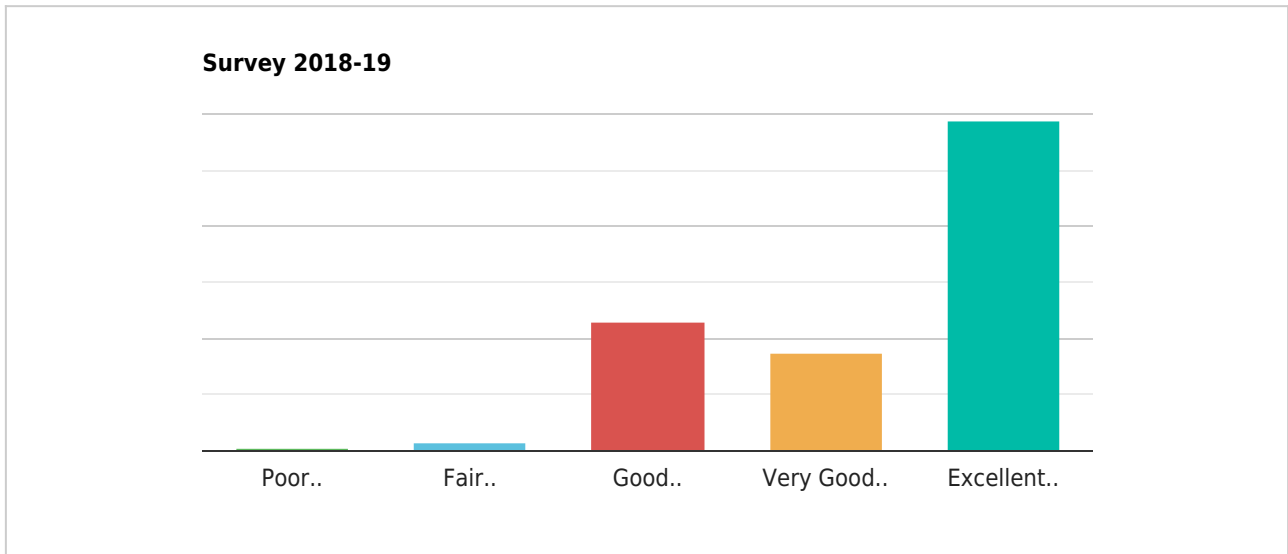
This is one of several pharmacies that you use when you need to  
**57%**

This pharmacy was just convenient for you today  
**13%**

Comments:

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 9: Finally, taking everything into account - the staff, the shop and the service provided - How would you rate the pharmacy where you received this questionnaire?**

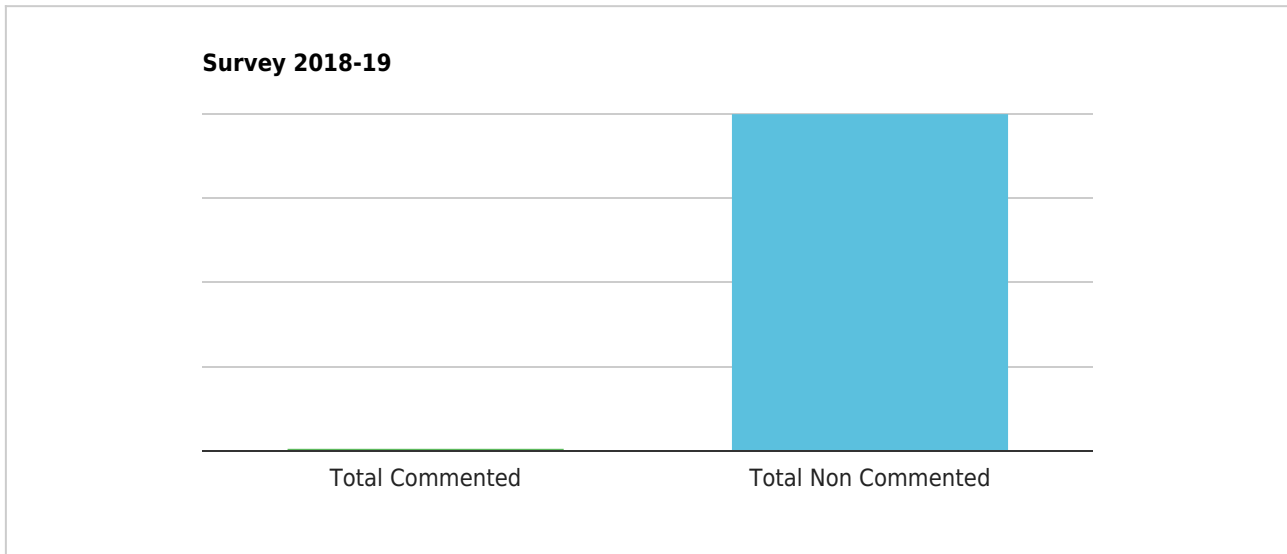


Poor <b>0%</b>	Fair <b>1%</b>	Good <b>23%</b>	Very Good <b>17%</b>	Excellent <b>59%</b>
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**Comments:**

## Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

**Question 10: If you have any comments about how the service from this pharmacy could be improved, please write them in here:**



Total Commented <b>0%</b>	Total Non Commented <b>100%</b>
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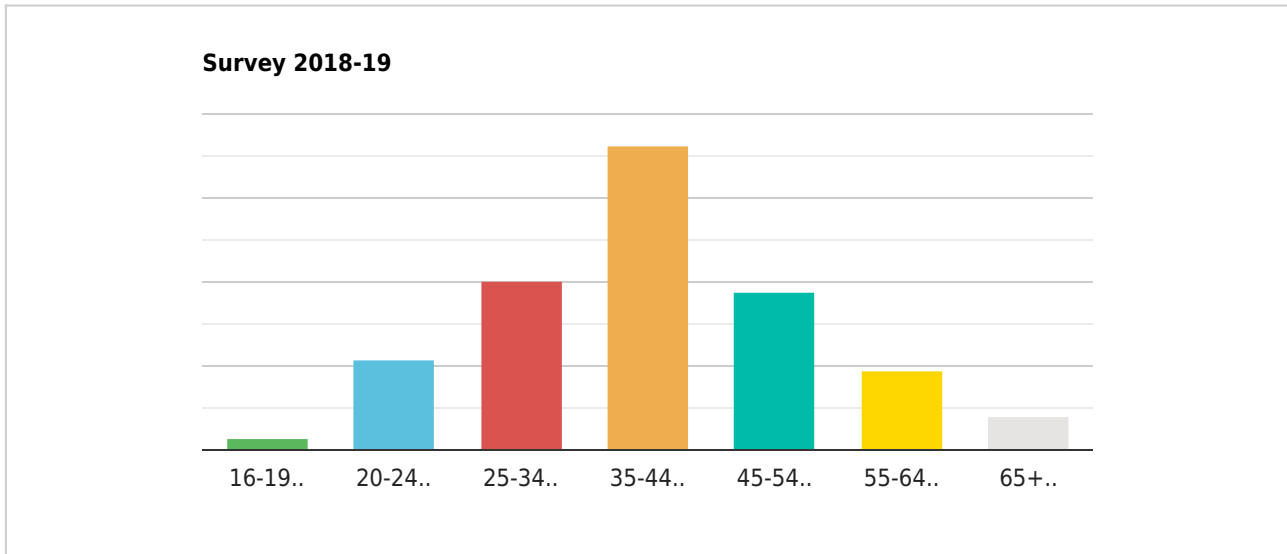
No	Comments
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**Comments:**

most our patients are not able to speak or write English well but we need to spend time with patient and ask their opinion and help them to write.

# Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

## Question 11: How old are you?

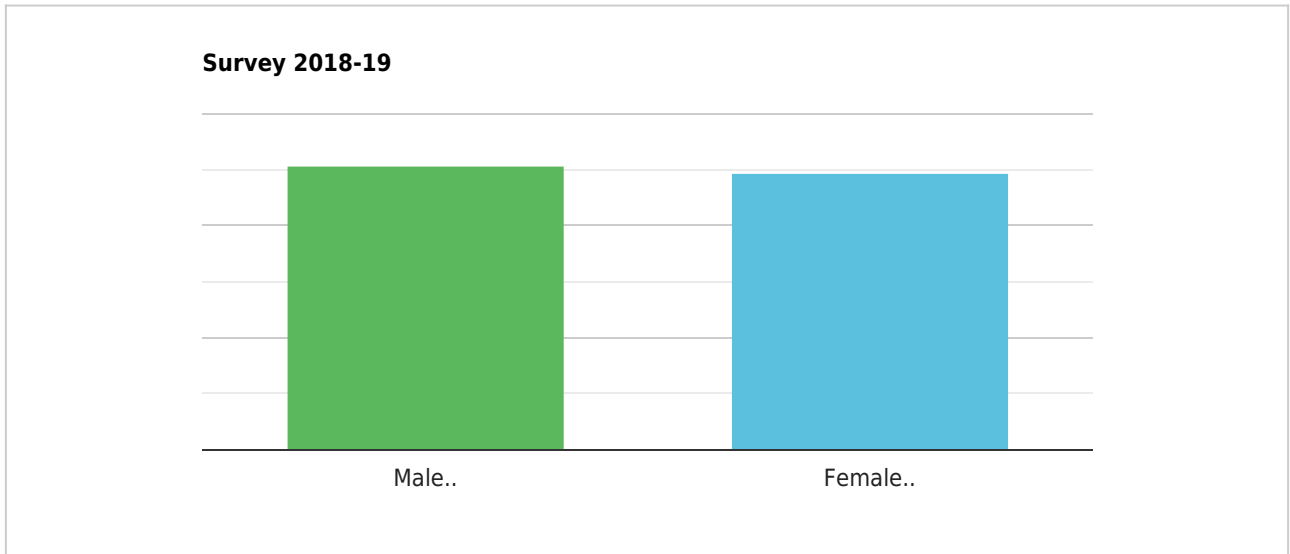


16-19	20-24	25-34	35-44	45-54	55-64	65+
<b>1%</b>	<b>11%</b>	<b>20%</b>	<b>36%</b>	<b>19%</b>	<b>9%</b>	<b>4%</b>

### Comments:

# Community Pharmacy Patient Questionnaire Survey Results for pharmacy warehouse

Question 12: Are you...



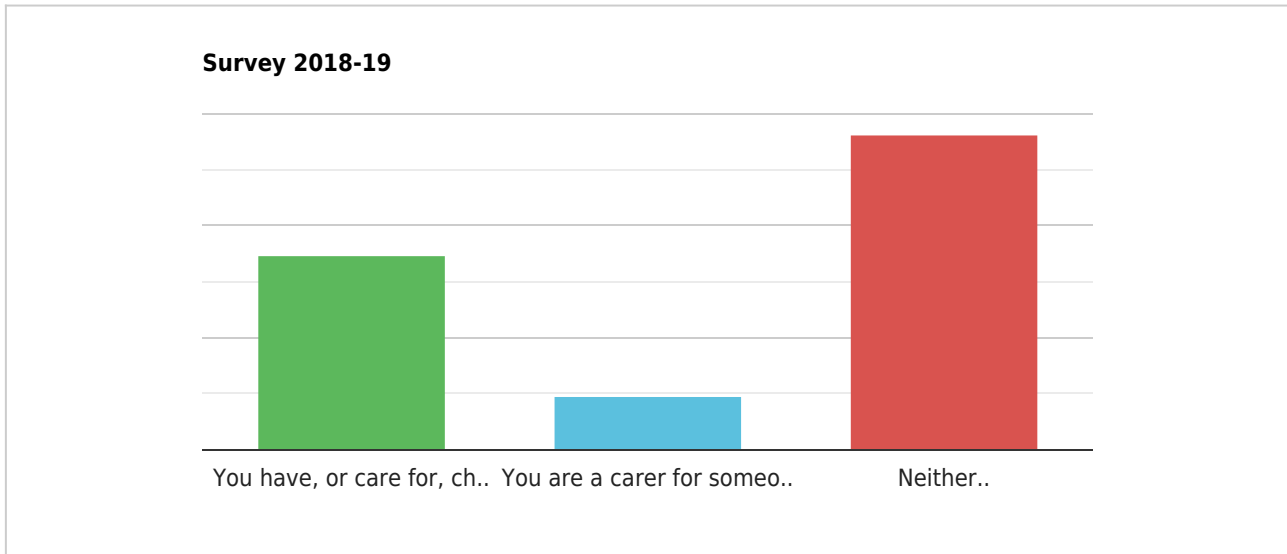
Male <b>51%</b>	Female <b>49%</b>
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Comments:

# Community Pharmacy Patient Questionnaire Survey

## Results for pharmacy warehouse

Question 13: Which of the following apply to you:



You have, or care for, children under 16 <b>35%</b>	You are a carer for someone with a longstanding illness or infirmity... <b>9%</b>	Neither <b>56%</b>
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Comments:

## Areas where the pharmacy is performing strongly

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### First area in which the pharmacy performed well:

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 <b>0%</b>	Not very satisfied <b>0%</b>	Fairly satisfied <b>33%</b>	Very Satisfied <b>67%</b>
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**Comments:** most our patients where happy with our nhs service

### Second area in which the pharmacy performed well:

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 <b>0%</b>	No <b>100%</b>
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**Comments:** overall all our patient were happy with our service

### Third area in which the pharmacy performed well:

Thinking about any previous visits 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:

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

Very Poor <b>0%</b>	Fairly Poor <b>0%</b>	Fairly Good <b>35%</b>	Very Good <b>52%</b>	Don't Know <b>13%</b>
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**Comments:** most our patients happy with waiting time

## Area identified that needs improvement

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### First area in which the pharmacy needs improvement:

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 <b>93%</b>	No <b>7%</b>
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**Comments:** explain well this question to patient and make sure that consent will take first before any activity

### Second area in which the pharmacy needs improvement:

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

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

Not At All Well <b>0%</b>	Not Very Well <b>0%</b>	Fairly Well <b>23%</b>	Very Well <b>48%</b>	Never Used <b>29%</b>
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**Comments:** we work the best to provide appropriate information about their current health condition

### Third area in which the pharmacy needs improvement:

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

#### (Stopping smoking)

Yes <b>37%</b>	No <b>63%</b>
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**Comments:** put all effort to give right advice to patient