

Community Pharmacy Lead

January 22, 2019

Re: Community Pharmacy Patient Questionnaire (CPPQ)

Dear Sir/ Madam

I am writing to you with regards to our CPPQ results for the year 2018-19, as required by the terms of the NHS community pharmacy contractual framework. For the year 2018-19, we collected a total of 75 surveys based on our monthly prescription volume of 2001 - 4000 items.

From the CPPQ results, we have identified areas of pharmacy where we performed strongly and also area where we can make improvements and how we plan to achieve this. According to the contractual terms, we are required to share this information with you.

Areas where the pharmacy is performing strongly

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 0%	Not very satisfied 0%	Fairly satisfied 33%	Very Satisfied 67%
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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 0%	No 100%
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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 0%	Fairly Poor 0%	Fairly Good 35%	Very Good 52%	Don't Know 13%
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Comments: most our patients happy with waiting time

Area identified that needs improvement

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 93%	No 7%
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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 0%	Not Very Well 0%	Fairly Well 23%	Very Well 48%	Never Used 29%
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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 37%	No 63%
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Comments: put all effort to give right advice to patient

If you require any further information regarding the survey results, we will be happy to assist you.

Yours sincerely

pharmacy warehouse