

# Community Pharmacy Patient Questionnaire Worksheet

Use this worksheet to collate the raw data from the individual questionnaires. Use the five bar gate method to count the individual responses.

<b>Q1 Why did you visit this pharmacy today?</b>			
To collect a prescription for:			
Yourself	Someone else	Both	<b>OR</b> for some other reason: (count and list reasons)
Total:	Total:	Total:	Total:
Grand Total:			
%:	%:	%:	%:

<b>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?</b>		
Straight away	Waited in pharmacy	Came back later
Total:	Total:	Total:
Grand Total:		
%:	%:	%:

<b>Q3 How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?</b>			
Not at all satisfied	Not very satisfied	Fairly satisfied	Very Satisfied
Total:	Total:	Total:	Total:
Grand Total:			
%:	%:	%:	%:

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

<b>a) The cleanliness of the pharmacy</b>				
Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

b) 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
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

c) Having in stock the medicines/appliances you need				
Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

d) Offering a clear and well organised layout				
Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

e) How long you have to wait to be served				
Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

f) 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
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

**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	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

b) Answering any queries you may have				
Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

c) The service you received from the pharmacist				
Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

d) The service you received from the other pharmacy staff				
Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

e) Providing an efficient service				
Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

f) The staff overall				
Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

**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 a current health problem or a longer term health condition				
Not at all well	Not very well	Fairly well	Very well	Never used
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

b) Providing general advice on leading a more healthy lifestyle				
Not at all well	Not very well	Fairly well	Very well	Never used
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

c) Disposing of medicines you no longer need				
Not at all well	Not very well	Fairly well	Very well	Never used
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

d) Providing advice on health services or information available elsewhere				
Not at all well	Not very well	Fairly well	Very well	Never used
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

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

Stopping smoking	
Yes	No
Total:	Total:
Grand Total:	
%:	%:

Healthy eating	
Yes	No
Total:	Total:
Grand Total:	
%:	%:

Physical exercise	
Yes	No
Total:	Total:
Grand Total:	
%:	%:

<b>Q8 Which of the following best describes how you use this pharmacy?</b>		
This is the pharmacy that you choose to visit if possible	This is one of several pharmacies that you use when you need to	This pharmacy was just convenient for you today
Total:	Total:	Total:
Grand Total:		
%:	%:	%:

<b>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?</b>				
Poor	Fair	Good	Very Good	Excellent
Total:	Total:	Total:	Total:	Total:
Grand Total:				
%:	%:	%:	%:	%:

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

<b>Q11 How old are you?</b>						
16-19	20-24	25-34	35-44	45-54	55-64	65+
Total:	Total:	Total:	Total:	Total:	Total:	Total:
Grand Total:						
%:	%:	%:	%:	%:	%:	%:

<b>Q12 Are you...</b>	
Male	Female
Total:	Total:
Grand Total:	
%:	%:

<b>Q 13 Which of the following apply to you:</b>		
You have, or care for, children under 16	You are a carer for someone with a longstanding illness or infirmity	Neither
Total:	Total:	Total:
Grand Total:		
%:	%:	%:

Now you have completed the basic processing of the raw data, you are in a position to make an initial assessment of areas that need further consideration. The following template may assist you in organising this information and prioritising areas for action.

Issues highlighted by the raw data above	<i>Serious or urgent areas of concern</i>	<i>Small-scale problems</i>	<i>Problems requiring further information &amp; support from the Primary Care Organisation</i>
The pharmacy environment			
Staff at the pharmacy			
The pharmacy's services			