Community Pharmacy Patient Questionnaire

This section is about why you visited the pharmacy today

1113 3	ection	is about wi	ly yc		lea in	e pila	imacy	louay	/	
Q1 Why did you use t	his ph	armacy?								
To obtain a prescription	n for:	Yourself	S	Someor	ne else	e 🗌	Both	ר 🗌	OR	
For some other reaso	n (plea	se write in th	e rea	son):						
If you did not require p	rescript	ion medicatio	on, pl	ease g	o to Q	3.				
Q2 If you required a p to?	orescri	otion today,	did y	ou rec	eive t	he me	dicatio	n whei	n you ex	cpected
As advised 🗌 🛛 T	here w	as a delay 🗌]							
Q3 How satisfied wer other NHS services y	-		e it to	ok to p	orovid	e your	r presc	ription	and/or	any
Not at all satisfied	Not v	ery satisfied		Fairly	satisfi	ed 🗌	Very	Satisfi	ed 🗌	
WO	rk the	on is about re more gei	nera	lly, no	t just :	for too	day's v	visit		
Q4 Thinking about an on the following factor show how good or poo	ors? P	lease tick one					-		-	-
ANSWERS:		١	/ery	poor	Fairly poo		Fairly good	v Very	Don't good	know
 a) The website layout b) The information provide the information provide the result of the re	vided o	n the website		· · · · · · ·						NHOW
you need										
d) How long you have tf) Being able to contact	t some	one, if you								
wanted to										
Q5 Again, including a pharmacist and the o service listed below, to	ther st	aff who worl	k the	re? Ple	ease tio	ck one				f the
ANSWERS:		١	/ery	poor	Fairly poo		Fairly good	Very	Don't good	know
a) Being polite and taking to what you want										
 b) Answering any quer c) The service you receptor pharmacist 	eived fr	om the								
d) The service you reco pharmacy staff	eived fr	om the other								
e) Providing an efficien										

Annex A

Q6 Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services either by email / videocall or on the website?

ANSWERS:	Not at all well	Not very well	Fairly well	Very well	Never used	ſ	
a) Providing advice on a current health pr or a longer term health conditionb) Providing general advice on leading a longer term health condition							
c) Disposing of medicines you no longer r							
d) Providing advice on health services or information available elsewhere							

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

Stopping smoking	🗌 Yes	🗌 No
Healthy eating	🗌 Yes	🗌 No
Physical exercise	🗌 Yes	🗌 No

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

This is the pharmacy that you choose to use if possible	
This is one of several pharmacies that you use when you need to	
This pharmacy was just convenient for you today	

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

Poor 🗌	Fair 🗌	Good 🗌	Very Good 🗌	Excellent	
		omments abo e them in her		from this pharmacy	could be

[Insert here, if required, additional questions relating to healthcare service provision]

These last few questions are just to help us categorise your answers

Q11 How old	l are you?							
16-19 🗌	20-24 🗌	25-34 🗌	35-44 🗌	45-54 🗌	55-64 🗌 65+[
Q12 Are you…		Male	Male 🗌 🛛 F]			
Q 13 Which of the following apply to you:								
You have, or care for, children under 16 You are a carer for someone with a longstanding illness or infirmity Neither								
Thank you for completing this questionnaire								