

# Community Pharmacy Patient Questionnaire

*This section is about why you visited the pharmacy today*

## Q1 Why did you use this pharmacy?

To obtain a prescription for: Yourself  Someone else  Both  **OR**

For some other reason (please write in the reason):

*If you did not require prescription medication, please go to Q3.*

## Q2 If you required a prescription today, did you receive the medication when you expected to?

As advised  There was a delay

## 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  Not very satisfied  Fairly satisfied  Very Satisfied

*This section is about the pharmacy and the staff who work there more generally, not just for today's visit*

## Q4 Thinking about any previous use 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>ANSWERS:</b>	Very poor	Fairly poor	Fairly good	Very good	Don't good know
a) The website layout.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The information provided on the website .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Having in stock the medicines/appliances you need .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) How long you have to wait for your medicines ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Being able to contact someone, if you wanted to.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Q5 Again, including any previous use of 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>ANSWERS:</b>	Very poor	Fairly poor	Fairly good	Very good	Don't good know
a) Being polite and taking the time to listen to what you want .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Answering any queries you may have.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The service you received from the pharmacist .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The service you received from the other pharmacy staff .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Providing an efficient service .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The staff overall .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

