Community Pharmacy Patient Questionnaire

This section is about why you visited the pharmacy today

Q1 Why did you use this p	harmacy?							
To obtain a prescription for:	Yourself [Someo	ne else	e 🗌	Both		OR	
For some other reason (ple	ease write in the r	eason):						
If you did not require prescr	iption medication,	please g	o to Q	3.				
Q2 If you required a preso	ription today, did	d you red	eive t	he me	dicatio	n wher	ı you ex	cpected
As advised There	was a delay 🗌							
Q3 How satisfied were you other NHS services you re		took to p	orovid	e your	prescr	iption	and/or	any
Not at all satisfied Not very satisfied Fairly satisfied			ed 🗌	☐ Very Satisfied ☐				
	tion is about the ere more gene	•	•					
Q4 Thinking about any proon the following factors? show how good or poor you	Please tick one b		•		•		•	-
ANSWERS:	Ver	y poor	Fairly poo		Fairly good	Very	Don't good	know
a) The website layoutb) The information providedc) Having in stock the medic	on the website cines/appliances							KIIOW
you needd) How long you have to wa		 ies						
f) Being able to contact som wanted to								
Q5 Again, including any p pharmacist and the other service listed below, to show	staff who work th	nere? Ple	ease ti	ck one				f the
ANSWERS:	Ver	y poor	Fairly poo		Fairly good	Very	Don't good	know
a) Being polite and taking the to what you want b) Answering any queries you	ou may have							
c) The service you received pharmacistd) The service you received								
pharmacy staff								
e) Providing an efficient serf) The staff overall								
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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	Neve used	r	
a) Providing advice on a current health pror a longer term health conditionb) Providing general advice on leading a							
healthy lifestyle							
c) Disposing of medicines you no longer i							
d) Providing advice on health services or information available elsewhere							
Q7 Have you ever been given advice a pharmacy staff?	bout a	ny of t	he foll	owing	by the	pharn	nacist or
Stopping smoking		☐ No ☐ No ☐ No					
Q8 Which of the following best describe	oes hov	w you	use thi	is pha	rmacy	?	
This is the pharmacy that you choose to under the state of the state o	u use v	vhen y	ou nee	d to			
Q9 Finally, taking everything into accor- how would you rate the pharmacy wh			•				vice provide
Poor	Very G	Good [Excelle	ent 🗌		
Q10 If you have any comments about improved, please write them in here:					s phar	тасу	ould be
These last few questions are	e just	to nei	b us c	atego	rise y	our an	swers
Q11 How old are you?	25	44 🗀	45	54 🖂			CE.
16-19	35-4	+4 ∐	45-	·54	55	o-64	65+
Q12 Are you Male			Fema	le			
Q 13 Which of the following apply to ye	ou:						
You have, or care for, children under 16. You are a carer for someone with a longs Neither Thank you for	standing	gillnes	s or inf	irmity			