

Community Pharmacy Patient Questionnaire Results for Simply Pharmacy

L21 7PG



Completed for 2018 - 2019



Summary of the information recorded in the report.

Summary of the information recorded above. The CCG or successor organisation may want to see this on monitoring visits or at other times (it can be paper based or electronic) (the ranking is the order from 1 to 21, of the percentage responses, as either satisfied or dissatisfied with 1 being the most satisfied or the most dissatisfied as appropriate)

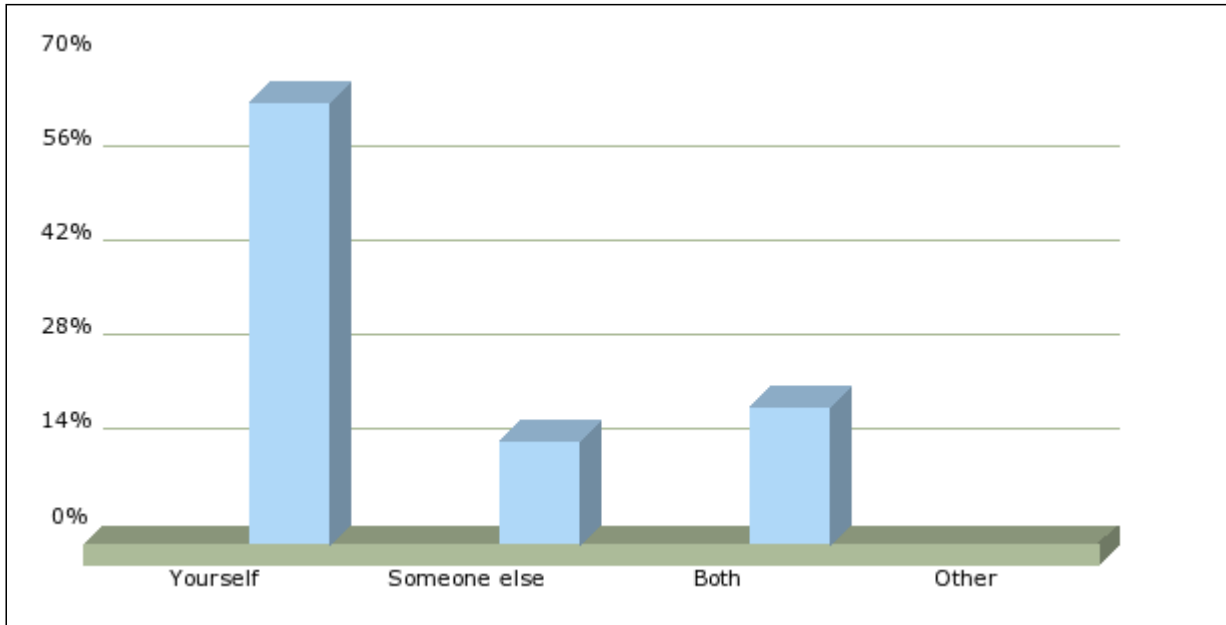
Question	Dissatisfied	Ranking	Satisfied	Ranking
Q3 a) How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?	0	5	100	1
Q4 Thinking about any previous use of the pharmacy, as well as today's, how would you rate the pharmacy on the following factors? a) The ease of contacting the pharmacy	0	6	100	2
Q4 Thinking about any previous use of the pharmacy, as well as today's, how would you rate the pharmacy on the following factors? b) The ease of being able to speak to a pharmacist	0	7	100	3
Q4 Thinking about any previous use of the pharmacy, as well as today's, how would you rate the pharmacy on the following factors? c) Having in stock the medicines/appliances you need	0	8	100	4
Q4 Thinking about any previous use of the pharmacy, as well as today's, how would you rate the pharmacy on the following factors? d) The quality of the packaging used for the delivery of your prescription(s)	0	9	100	5
Q4 Thinking about any previous use of the pharmacy, as well as today's, how would you rate the pharmacy on the following factors? e) The condition in which you received your prescription(s)	0	10	100	6
Q4 Thinking about any previous use of the pharmacy, as well as today's, how would you rate the pharmacy on the following factors? f) Having someone available to deal with any problem with your prescription after it has been delivered	0	11	100	7
Q5 Again, including any previous use of this pharmacy, how would you rate the pharmacist(s) and the other staff who work there? a) Being polite and taking the time to listen to what you want	0	12	100	8
Q5 Again, including any previous use of this pharmacy, how would you rate the pharmacist(s) and the other staff who work there? b) Answering any queries you may have	0	13	100	9
Q5 Again, including any previous use of this pharmacy, how would you rate the pharmacist(s) and the other staff who work there? c) The service you received from the pharmacist	0	14	100	10
Q5 Again, including any previous use of this pharmacy, how would you rate the pharmacist(s) and the other staff who work there? d) The service you received from the other pharmacy staff	0	15	100	11
Q5 Again, including any previous use of this pharmacy, how would you rate the pharmacist(s) and the other staff who work there? e) Providing an efficient service	0	16	100	12
Q5 Again, including any previous use of this pharmacy, how would you rate the pharmacist(s) and the other staff who work there? f) The staff overall	0	17	100	13
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	0	18	100	14
Q6 Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? c) Disposing of medicines you no longer need	0	19	100	15
Q6 Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? d) Providing advice on health services or information available elsewhere	0	20	100	16
Q9 Finally, taking everything into account - the staff and the service provided - how would you rate this pharmacy?	0	21	100	17

Question	Dissatisfied	Ranking	Satisfied	Ranking
Q6 Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? b) Providing general advice on leading a more healthy lifestyle	1	4	99	18
Q7 Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? a) Stopping smoking	87	3	13	19
Q7 Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? b) Healthy eating	89	2	11	20
Q7 Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? c) Physical exercise	91	1	9	21

Community Patient Satisfaction Survey

Results for Simply Pharmacy

Q1) Why did you use this pharmacy service?
To obtain a prescription for:



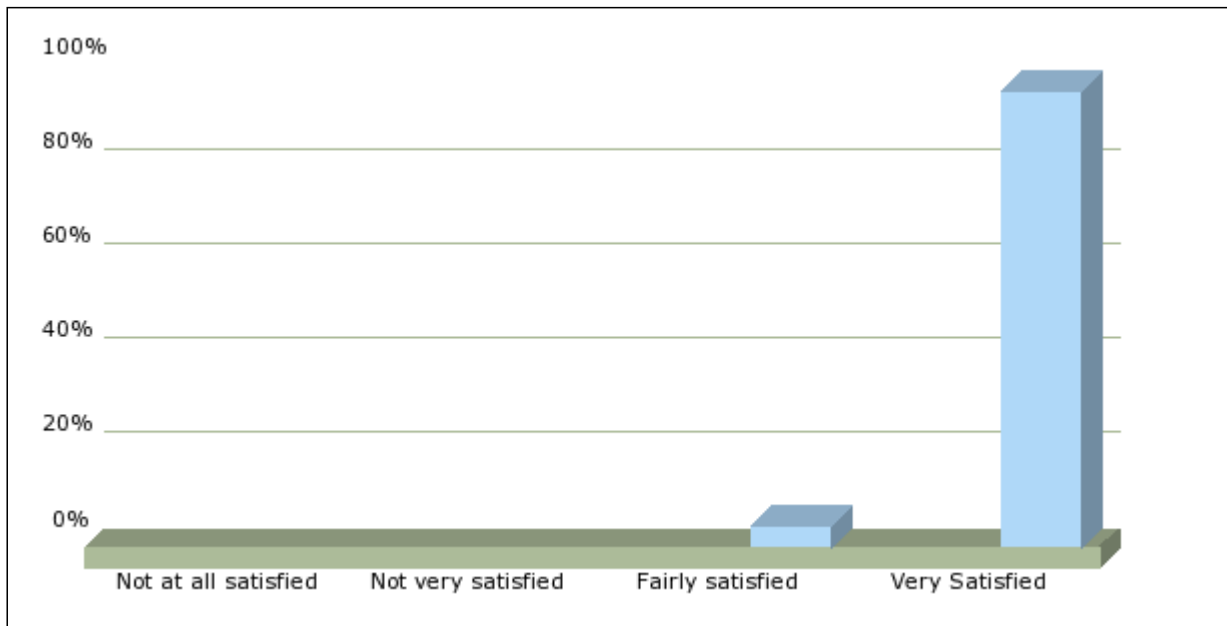
	Yourself	Someone else	Both	Other
Simply Pharmacy	65%	15%	20%	0%

Comments

Community Patient Satisfaction Survey

Results for Simply Pharmacy

Q2) If you had a prescription delivered today, how satisfied were you with the time it took to provide your prescription?



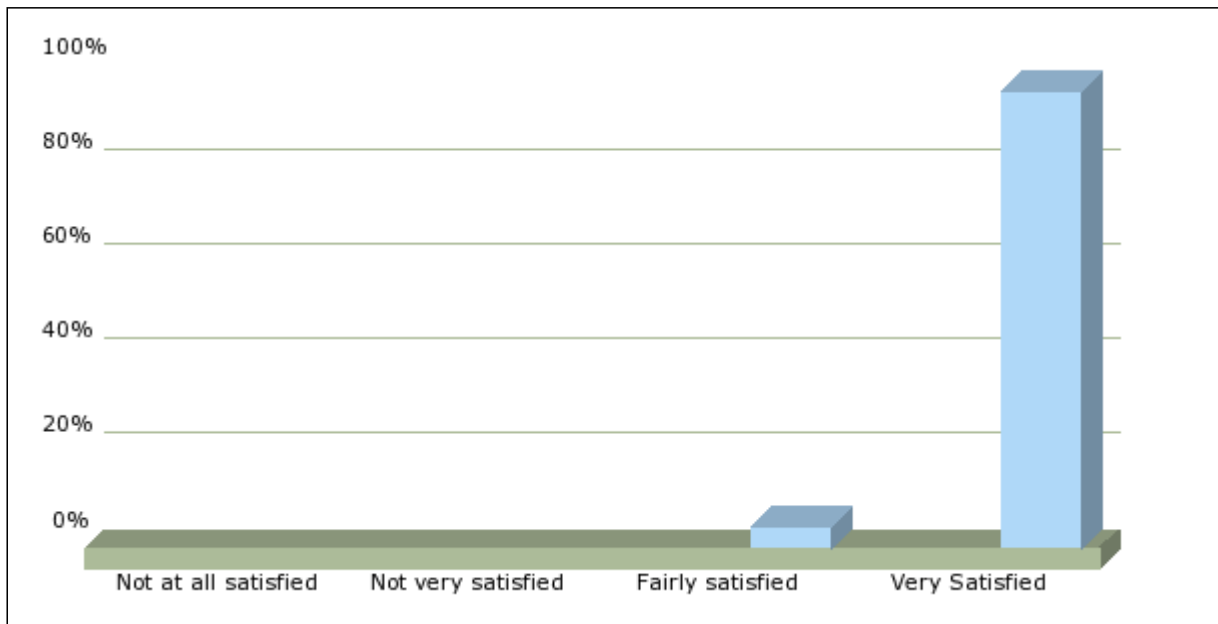
	Not at all satisfied	Not very satisfied	Fairly satisfied	Very Satisfied
Simply Pharmacy	0%	0%	4%	96%

Comments

Results for Simply Pharmacy

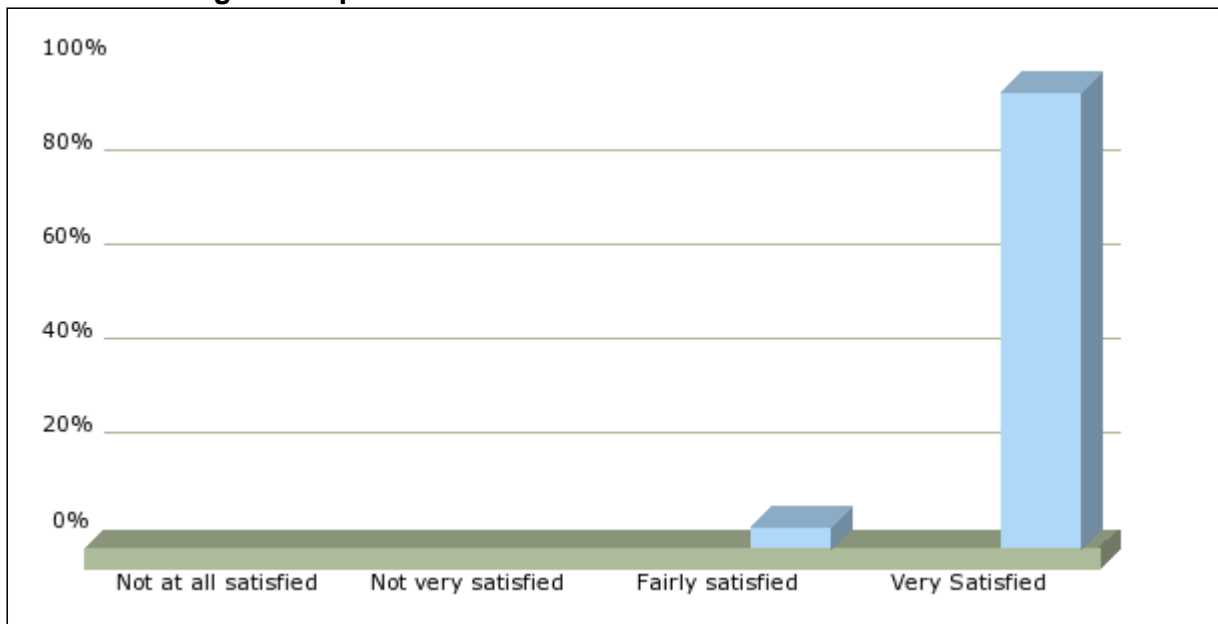
Q3a) How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?

Overall results



	Not at all satisfied	Not very satisfied	Fairly satisfied	Very Satisfied
Simply Pharmacy	0%	0%	4%	96%

Patients Collecting Prescriptions

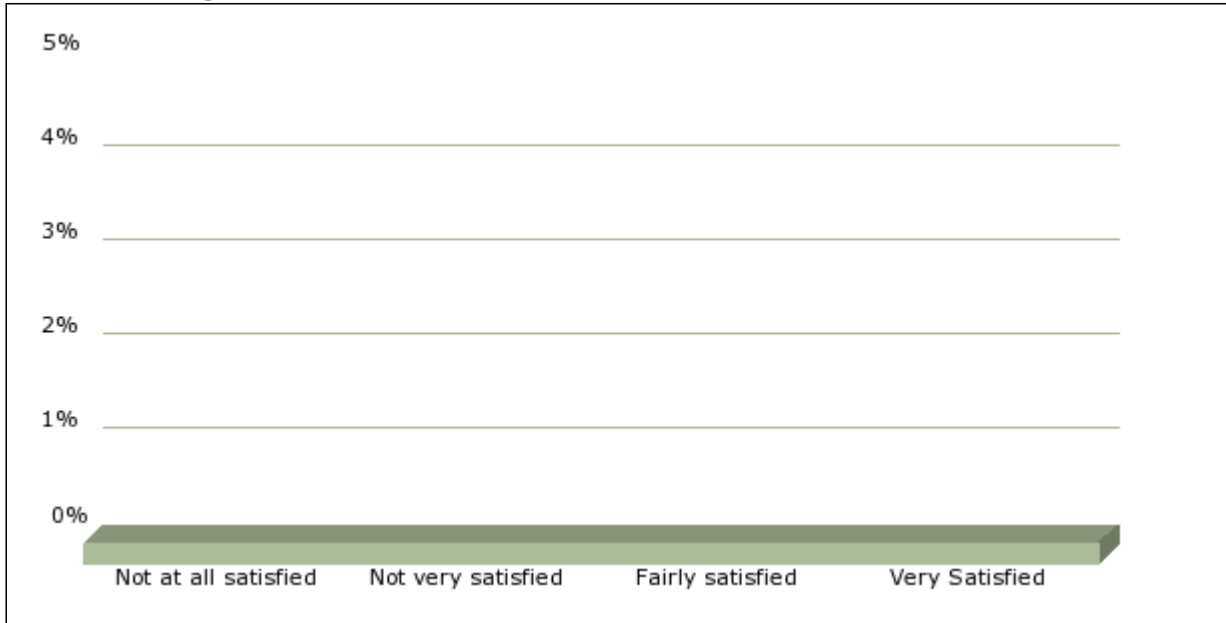


	Not at all satisfied	Not very satisfied	Fairly satisfied	Very Satisfied
Simply Pharmacy	0%	0%	4%	96%

Community Patient Satisfaction Survey

Results for Simply Pharmacy

Patients receiving other NHS services



	Not at all satisfied	Not very satisfied	Fairly satisfied	Very Satisfied
Simply Pharmacy	0%	0%	0%	0%

Comments

Stock problems and delays in receipt of prescriptions have unfortunately impacted on our delivery schedules.

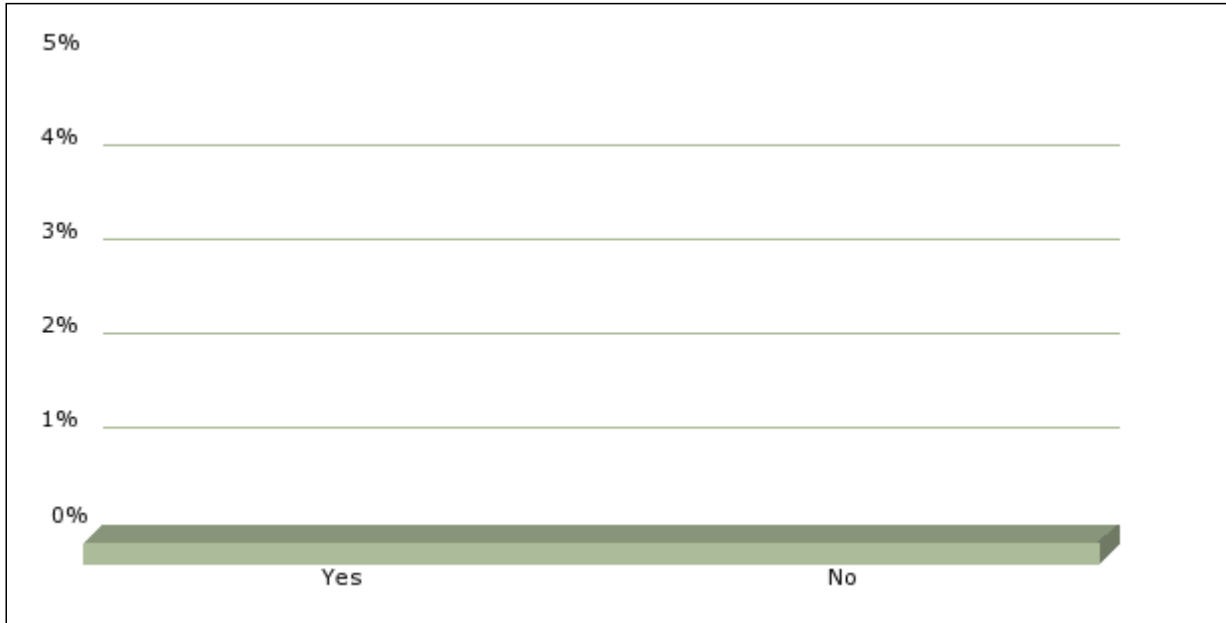
Community Patient Satisfaction Survey

Results for Simply Pharmacy

Q3)

b) 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.

i) Are you happy with our procedures (if No please comment)



	Yes	No
Simply Pharmacy	0%	0%

Comments

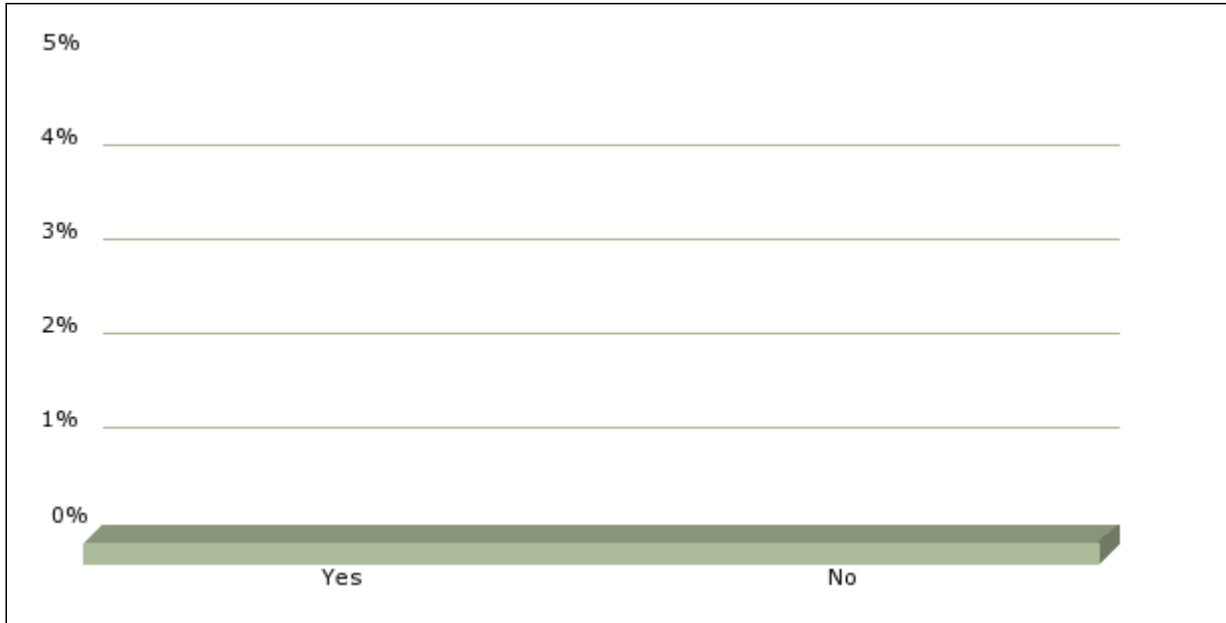
Community Patient Satisfaction Survey

Results for Simply Pharmacy

Q3)

b) 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.

ii) or do you have any concerns? (if Yes please comment)



	Yes	No
Simply Pharmacy	0%	0%

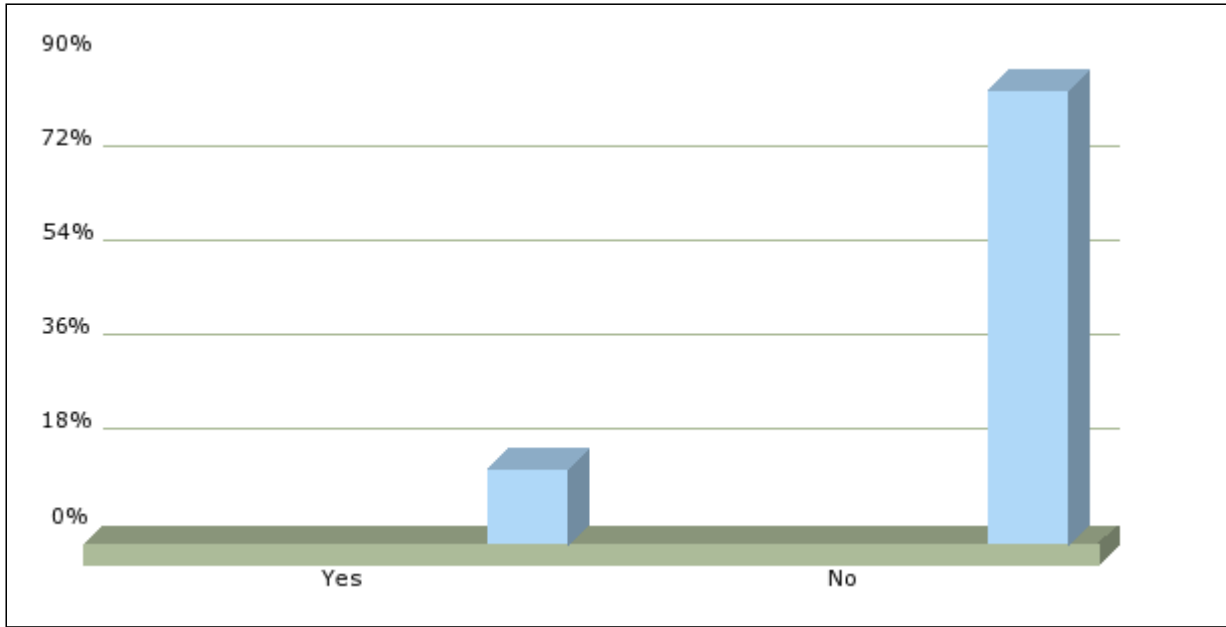
Comments

Community Patient Satisfaction Survey

Results for Simply Pharmacy

Q3) How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?

c) 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	No
Simply Pharmacy	14%	86%

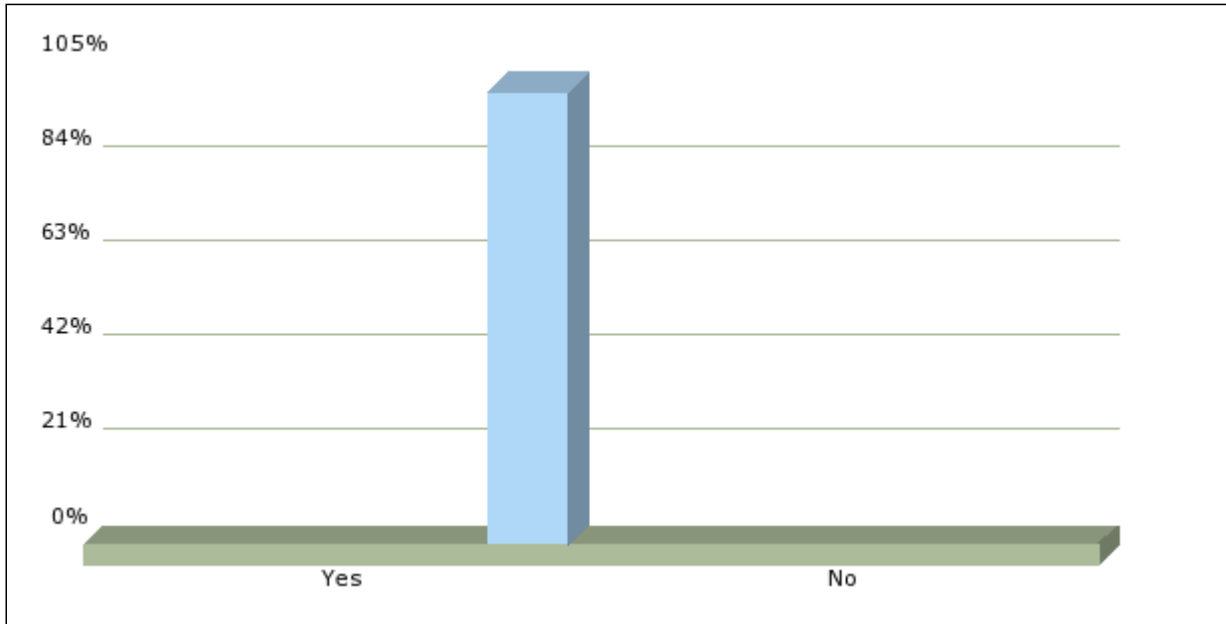
Comments

Community Patient Satisfaction Survey

Results for Simply Pharmacy

Q3) How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?

d) If yes, do you feel your wishes were respected?



	Yes	No
Simply Pharmacy	100%	0%

Comments

Community Patient Satisfaction Survey

Results for Simply Pharmacy

Q4) Thinking about any previous use of the pharmacy, 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:

a) The ease of contacting the pharmacy



	Very poor	Fairly poor	Fairly good	Very good	Do not know
Simply Pharmacy	0%	0%	0%	100%	0%

Comments

As a distance selling pharmacy it's important that customers still find it easy to contact the pharmacy for queries and advice.

Results for Simply Pharmacy

Q4) Thinking about any previous use of the pharmacy, 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) The ease of being able to speak to a pharmacist



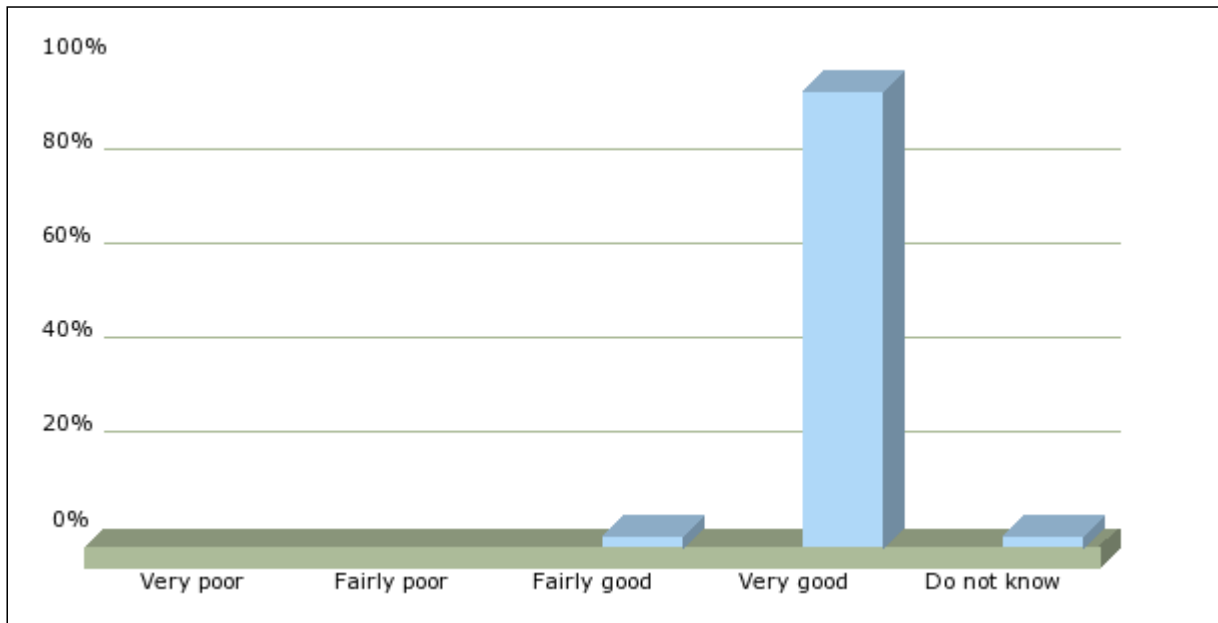
	Very poor	Fairly poor	Fairly good	Very good	Do not know
Simply Pharmacy	0%	0%	2%	95%	3%

Comments

Results for Simply Pharmacy

Q4) Thinking about any previous use of the pharmacy, 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:

c) Having in stock the medicines/appliances you need



	Very poor	Fairly poor	Fairly good	Very good	Do not know
Simply Pharmacy	0%	0%	2%	96%	2%

Comments

Stock shortages have made obtaining stock extremely challenging this past few years.

Results for Simply Pharmacy

Q4) Thinking about any previous use of the pharmacy, 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:

d) The quality of the packaging used for the delivery of your prescription(s)



	Very poor	Fairly poor	Fairly good	Very good	Do not know
Simply Pharmacy	0%	0%	1%	99%	0%

Comments

Results for Simply Pharmacy

Q4) Thinking about any previous use of the pharmacy, 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:

e) The condition in which you received your prescription(s)



	Very poor	Fairly poor	Fairly good	Very good	Do not know
Simply Pharmacy	0%	0%	0%	100%	0%

Comments

Results for Simply Pharmacy

Q4) Thinking about any previous use of the pharmacy, 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:

f) Having someone available to deal with any problem with your prescription after it has been delivered



	Very poor	Fairly poor	Fairly good	Very good	Do not know
Simply Pharmacy	0%	0%	0%	87%	13%

Comments

Results for Simply Pharmacy

Q5) Again, including any previous use of this pharmacy, how would you rate the pharmacist(s) 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:

a) Being polite and taking the time to listen to what you want



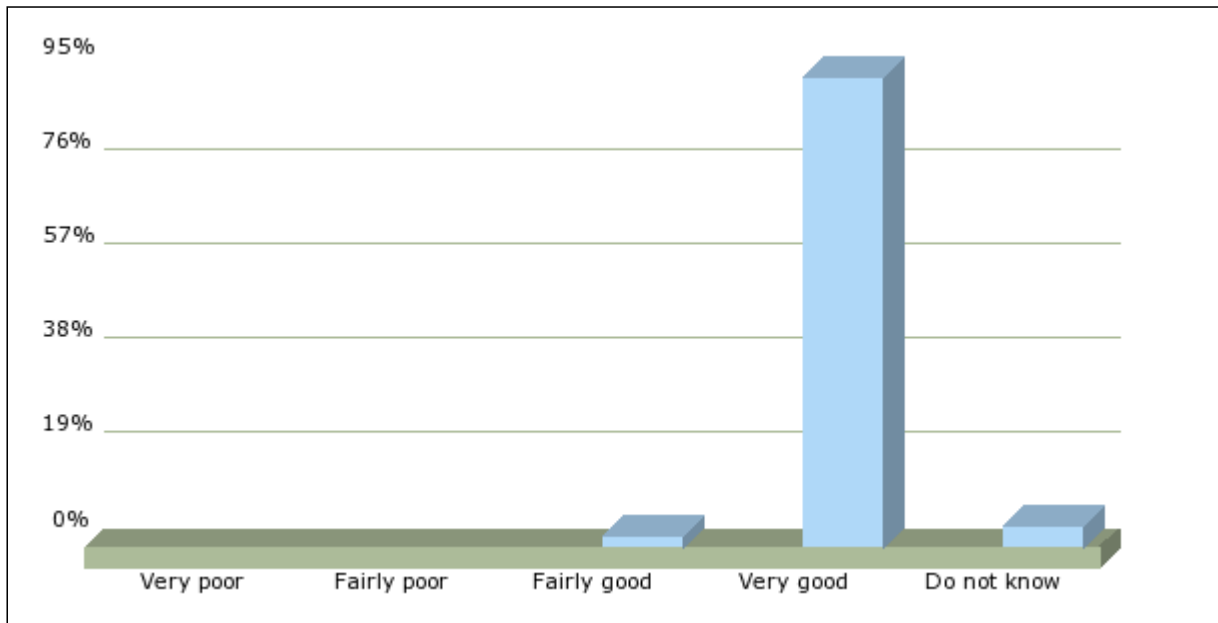
	Very poor	Fairly poor	Fairly good	Very good	Do not know
Simply Pharmacy	0%	0%	0%	100%	0%

Comments

Results for Simply Pharmacy

Q5) Again, including any previous use of this pharmacy, how would you rate the pharmacist(s) 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) Answering any queries you may have



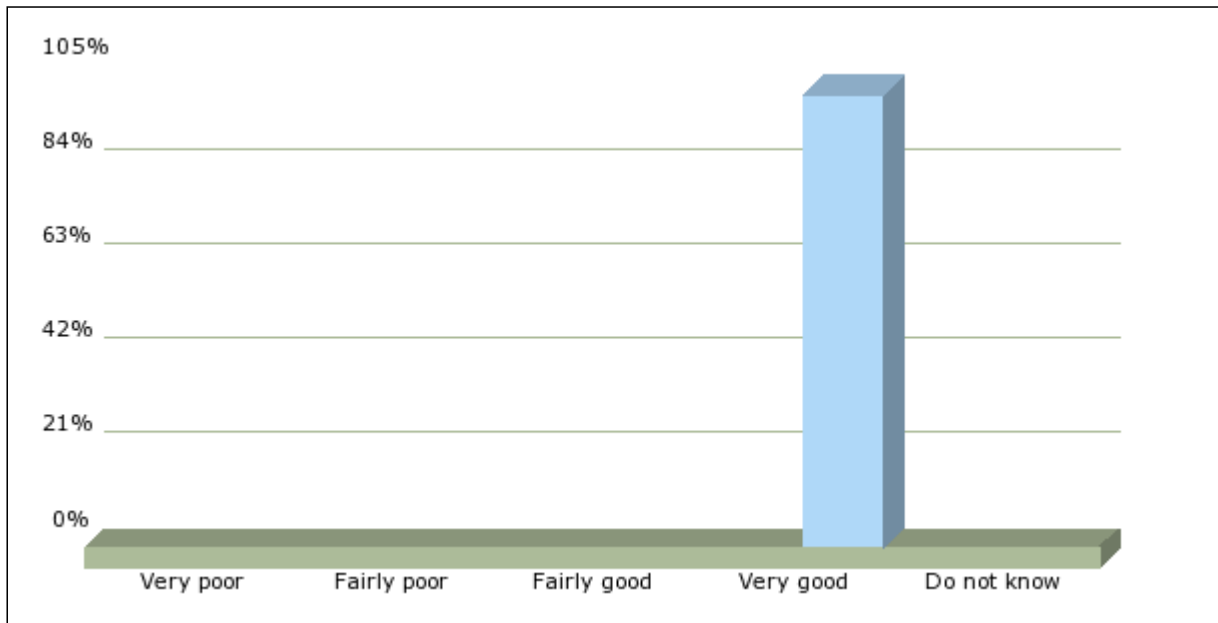
	Very poor	Fairly poor	Fairly good	Very good	Do not know
Simply Pharmacy	0%	0%	2%	94%	4%

Comments

Results for Simply Pharmacy

Q5) Again, including any previous use of this pharmacy, how would you rate the pharmacist(s) 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:

c) The service you received from the pharmacist



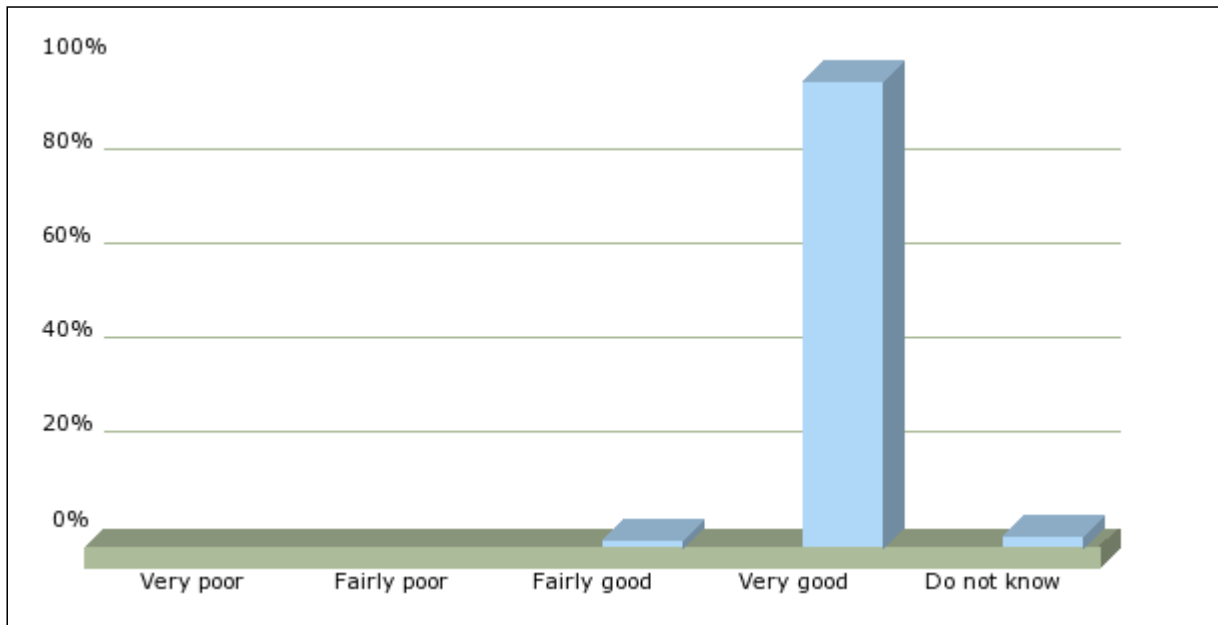
	Very poor	Fairly poor	Fairly good	Very good	Do not know
Simply Pharmacy	0%	0%	0%	100%	0%

Comments

Results for Simply Pharmacy

Q5) Again, including any previous use of this pharmacy, how would you rate the pharmacist(s) 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:

d) The service you received from the other pharmacy staff



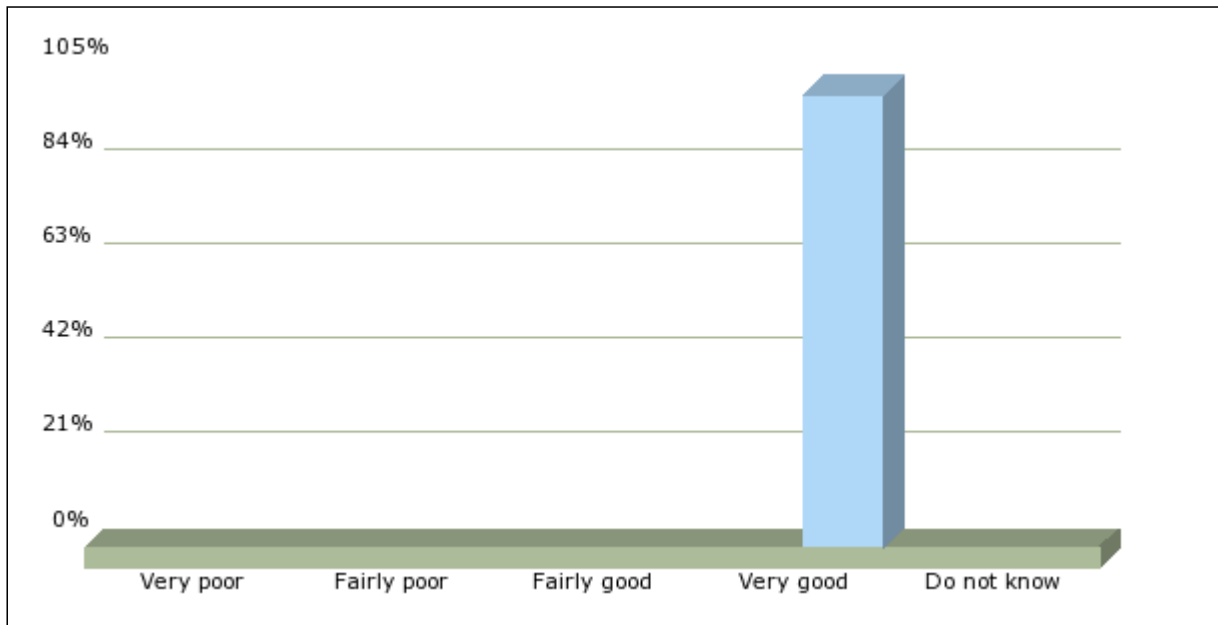
	Very poor	Fairly poor	Fairly good	Very good	Do not know
Simply Pharmacy	0%	0%	1%	98%	2%

Comments

Results for Simply Pharmacy

Q5) Again, including any previous use of this pharmacy, how would you rate the pharmacist(s) 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:

e) Providing an efficient service



	Very poor	Fairly poor	Fairly good	Very good	Do not know
Simply Pharmacy	0%	0%	0%	100%	0%

Comments

The current pharmacy climate is challenging to say the least, but it's good to know we are still providing an efficient service to our customers.

Results for Simply Pharmacy

Q5) Again, including any previous use of this pharmacy, how would you rate the pharmacist(s) 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:

f) The staff overall



	Very poor	Fairly poor	Fairly good	Very good	Do not know
Simply Pharmacy	0%	0%	0%	98%	2%

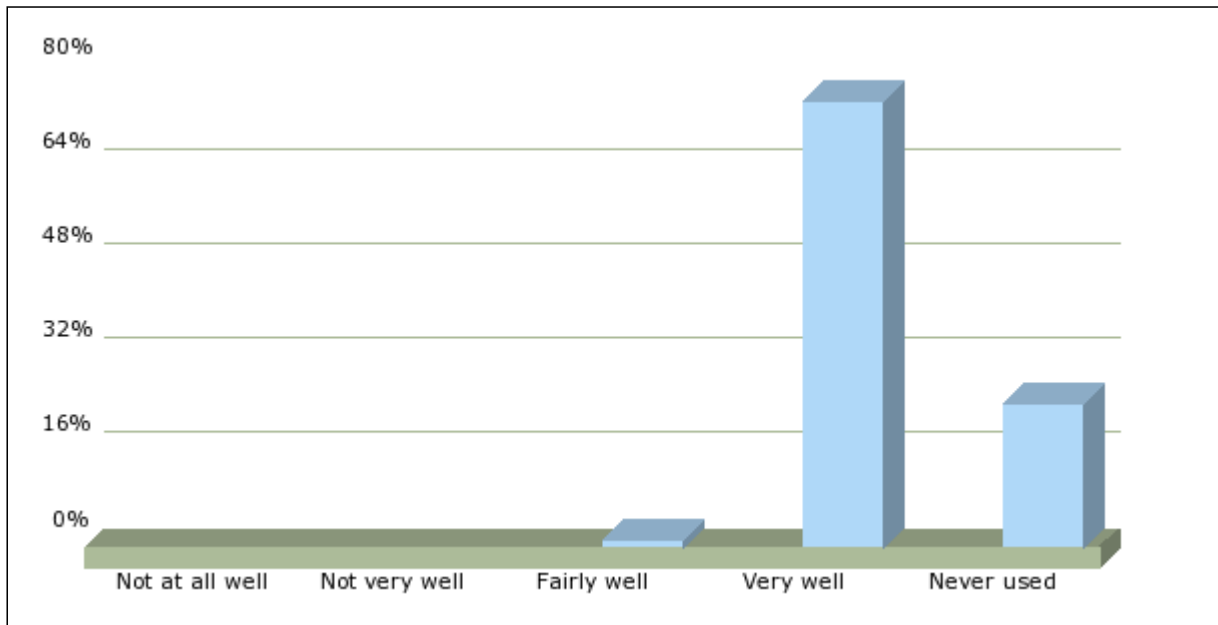
Comments

All our staff take pride in the service they provide to our customers.

Results for Simply Pharmacy

Q6) Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

a) Providing advice on a current health problem or a longer term health condition



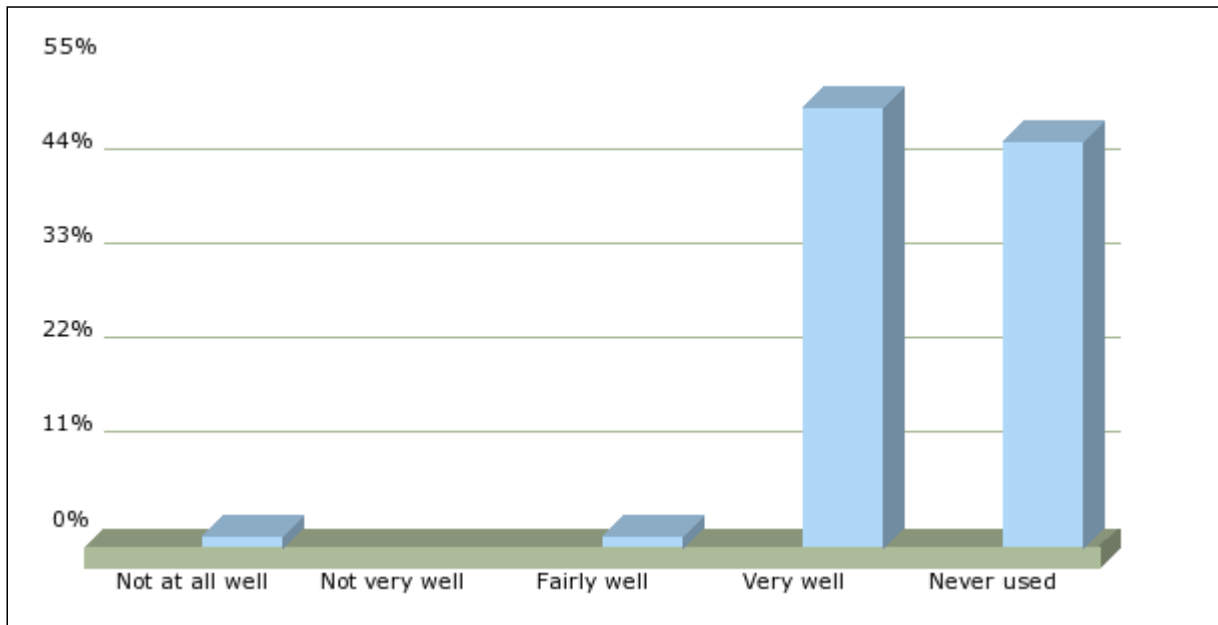
	Not at all well	Not very well	Fairly well	Very well	Never used
Simply Pharmacy	0%	0%	1%	75%	24%

Comments

Results for Simply Pharmacy

Q6) Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

b) Providing general advice on leading a more healthy lifestyle



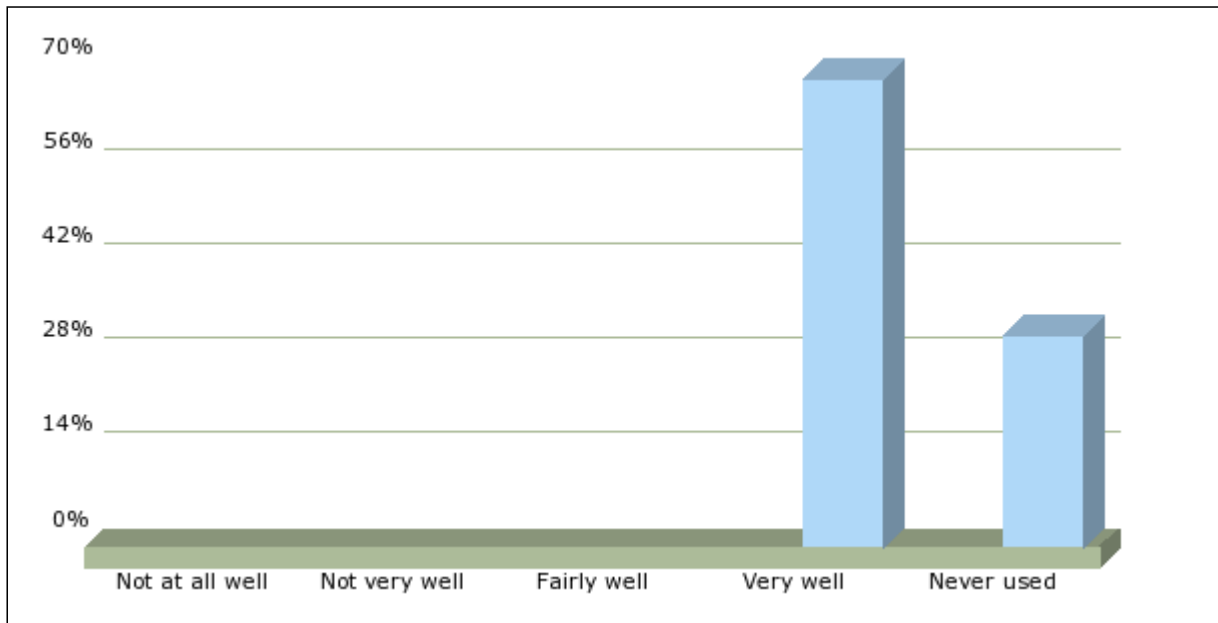
	Not at all well	Not very well	Fairly well	Very well	Never used
Simply Pharmacy	1%	0%	1%	51%	47%

Comments

Results for Simply Pharmacy

Q6) Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

c) Disposing of medicines you no longer need



	Not at all well	Not very well	Fairly well	Very well	Never used
Simply Pharmacy	0%	0%	0%	69%	31%

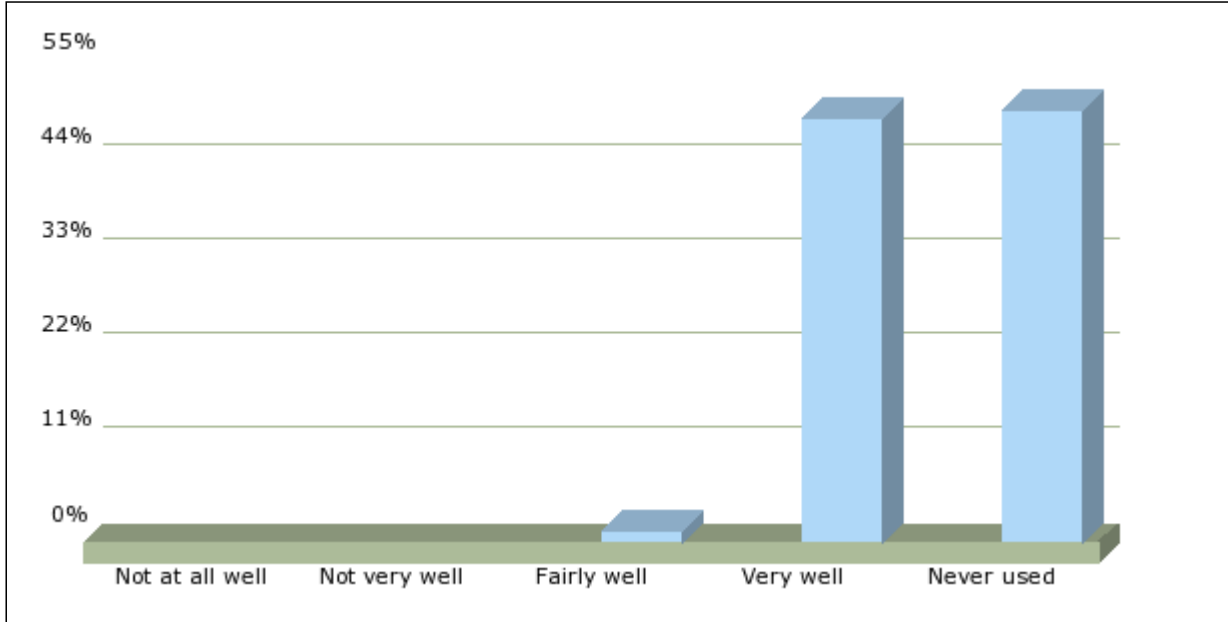
Comments

Community Patient Satisfaction Survey

Results for Simply Pharmacy

Q6) Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

d) Providing advice on health services or information available elsewhere



	Not at all well	Not very well	Fairly well	Very well	Never used
Simply Pharmacy	0%	0%	1%	49%	50%

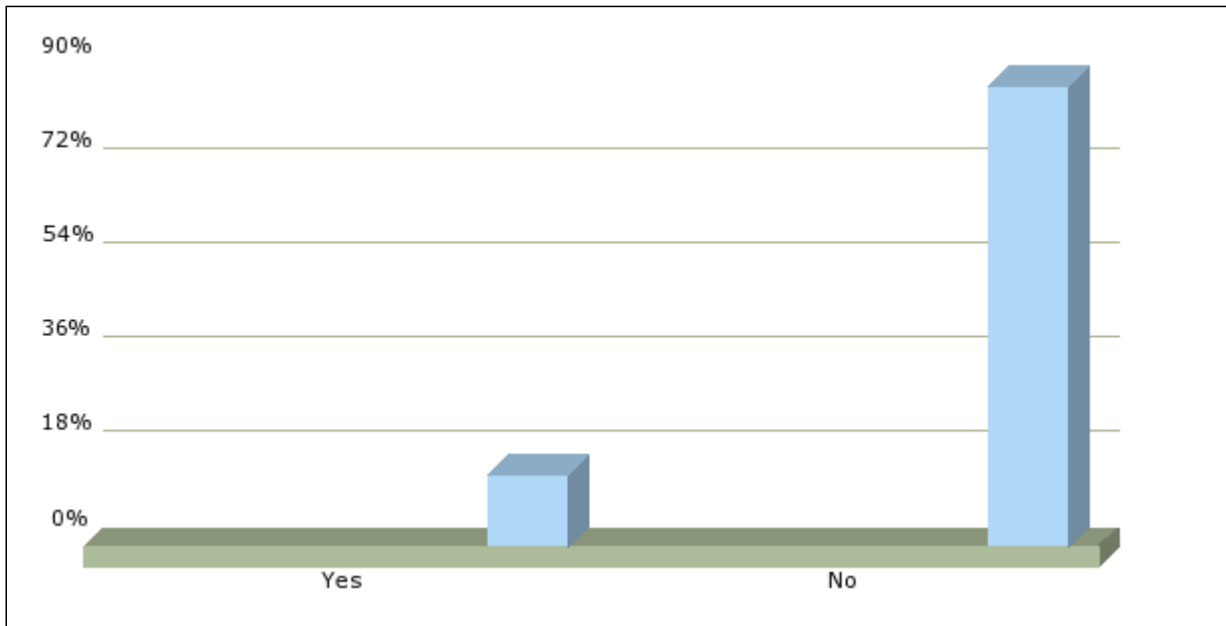
Comments

Community Patient Satisfaction Survey

Results for Simply Pharmacy

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

a) Stopping smoking



	Yes	No
Simply Pharmacy	13%	87%

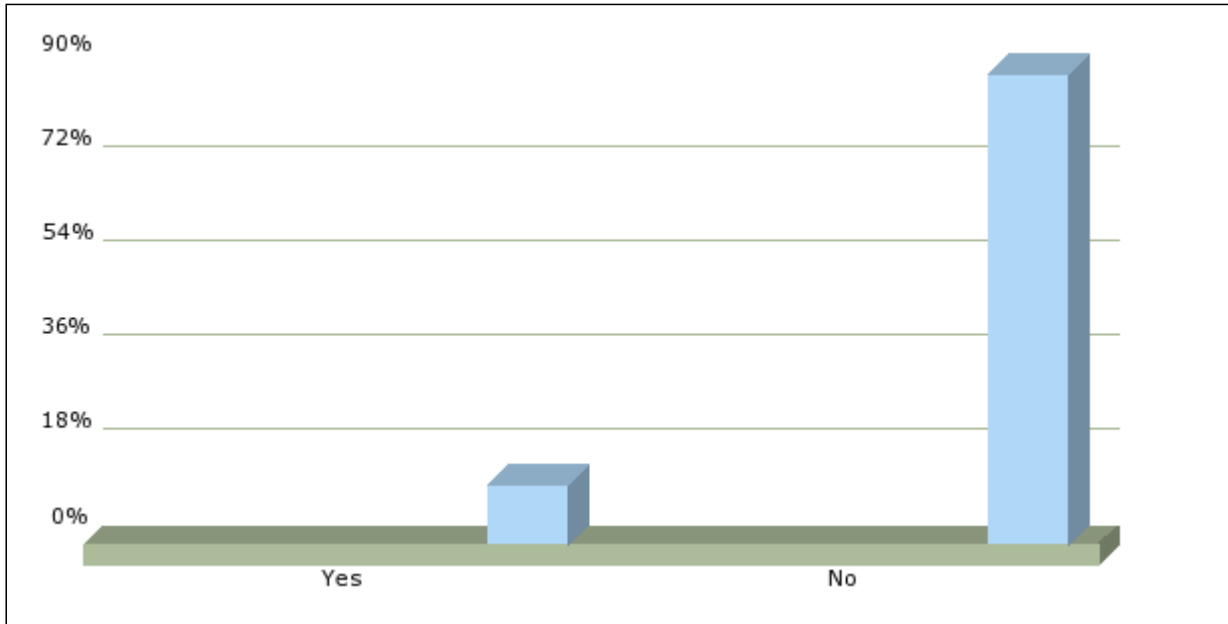
Comments

Community Patient Satisfaction Survey

Results for Simply Pharmacy

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

b) Healthy eating



	Yes	No
Simply Pharmacy	11%	89%

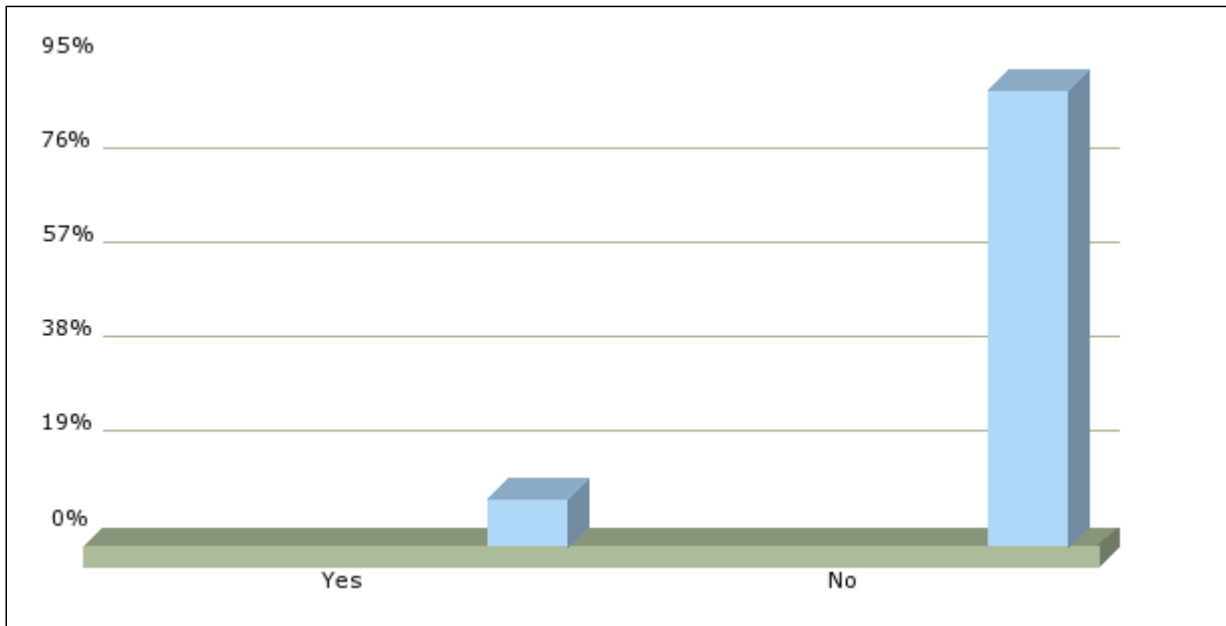
Comments

Community Patient Satisfaction Survey

Results for Simply Pharmacy

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

c) Physical exercise

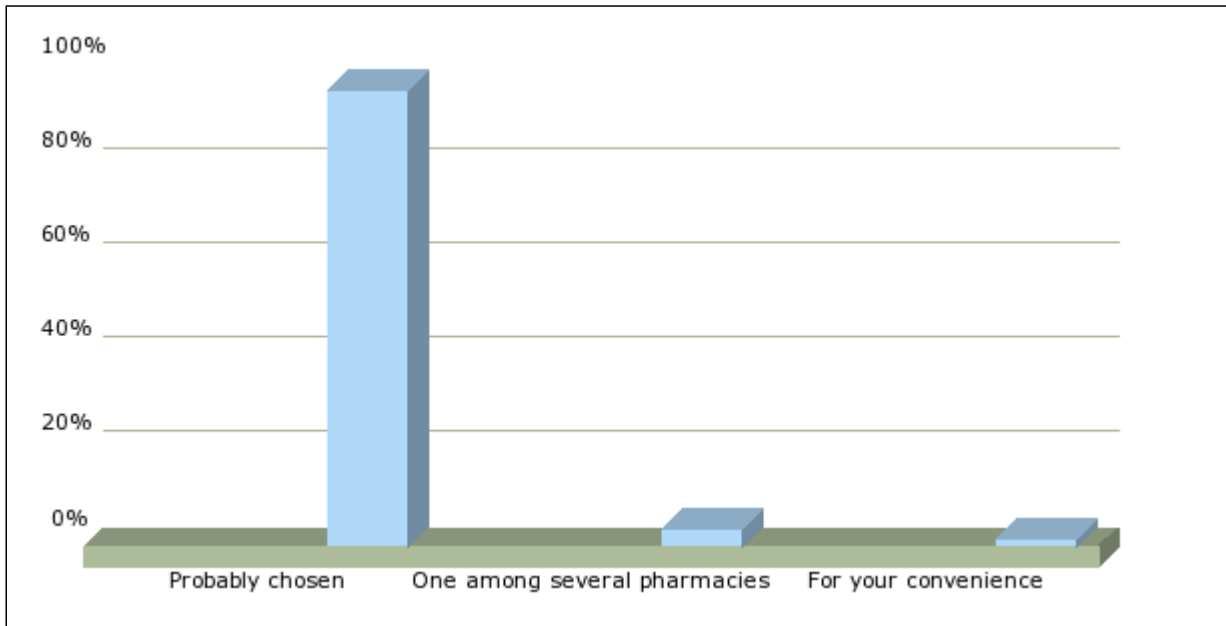


	Yes	No
Simply Pharmacy	9%	91%

Comments

Community Patient Satisfaction Survey Results for Simply Pharmacy

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



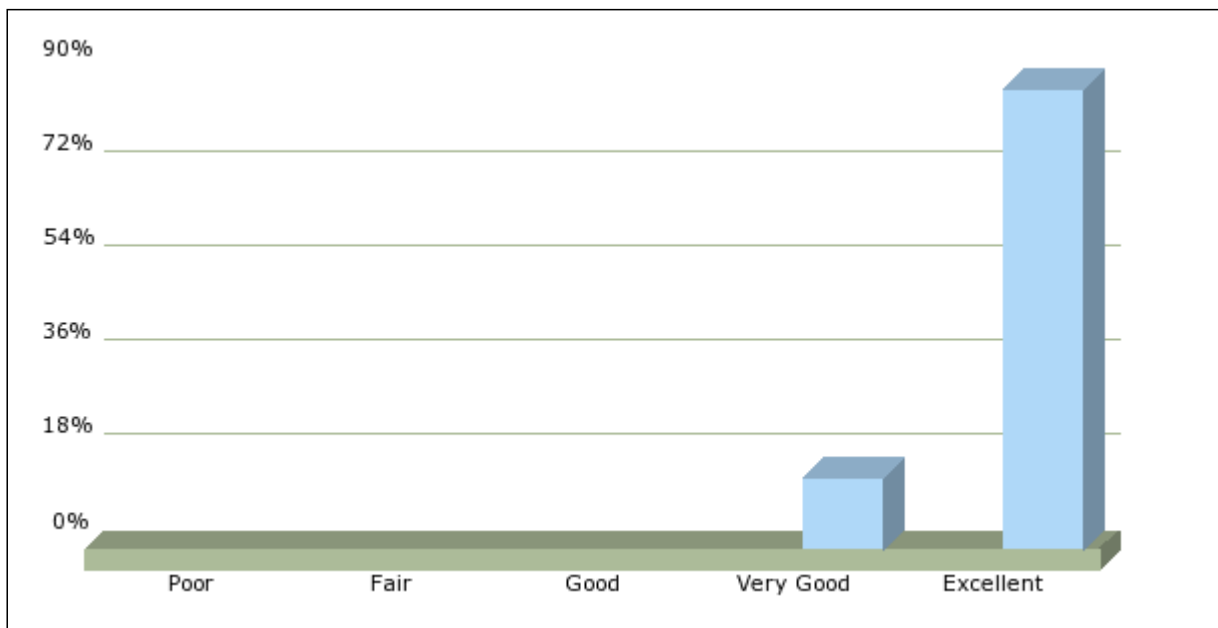
	Probably chosen	One among several pharmacies	For your convenience
Simply Pharmacy	96%	3%	1%

Comments

Community Patient Satisfaction Survey

Results for Simply Pharmacy

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



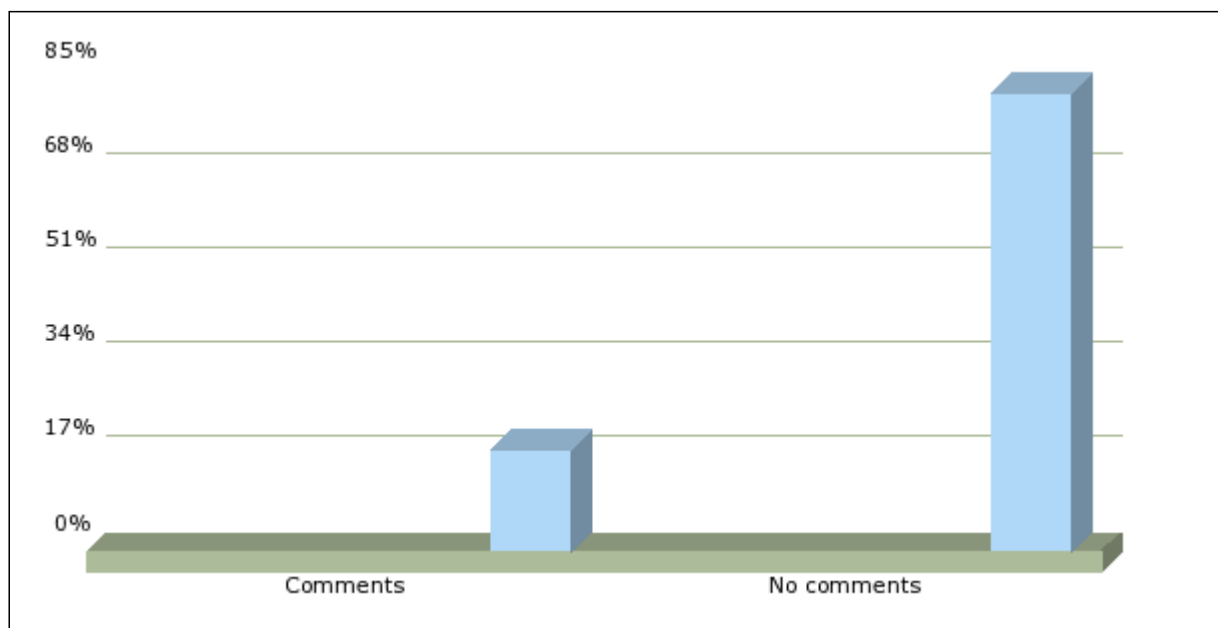
	Poor	Fair	Good	Very Good	Excellent
Simply Pharmacy	0%	0%	0%	13%	87%

Comments

Community Patient Satisfaction Survey

Results for Simply Pharmacy

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



	Comments	No comments
Simply Pharmacy	18%	82%

No	Comments
1	The service and staff are excellent
2	The staff that deliver the meds to my home are excellent
3	The staff that deliver the meds to my home are excellent
4	No improvement needed.
5	None. Done to perfection. Well done to all staff
6	They are all brilliant!
7	Very pleased with the service and glad I came to use Simply Pharmacy
8	Excellent!
9	Excellent
10	Excellent
11	Excellent
12	I have only been using the pharmacy a few months, but find their service excellent.
13	Very happy with the swift service received.
14	Could not get better service elsewhere.
15	No further comments. The service from staff is excellent. I would always recommend your service.
16	Excellent Service!
17	Nothing to improve on in my opinion
18	Very good service. Wonderful staff.
19	Excellent all round service
20	Wonderful service!!
21	Very good service from pharmacist and his staff
22	Always had marvellous service from all involved

Community Patient Satisfaction Survey

Results for Simply Pharmacy

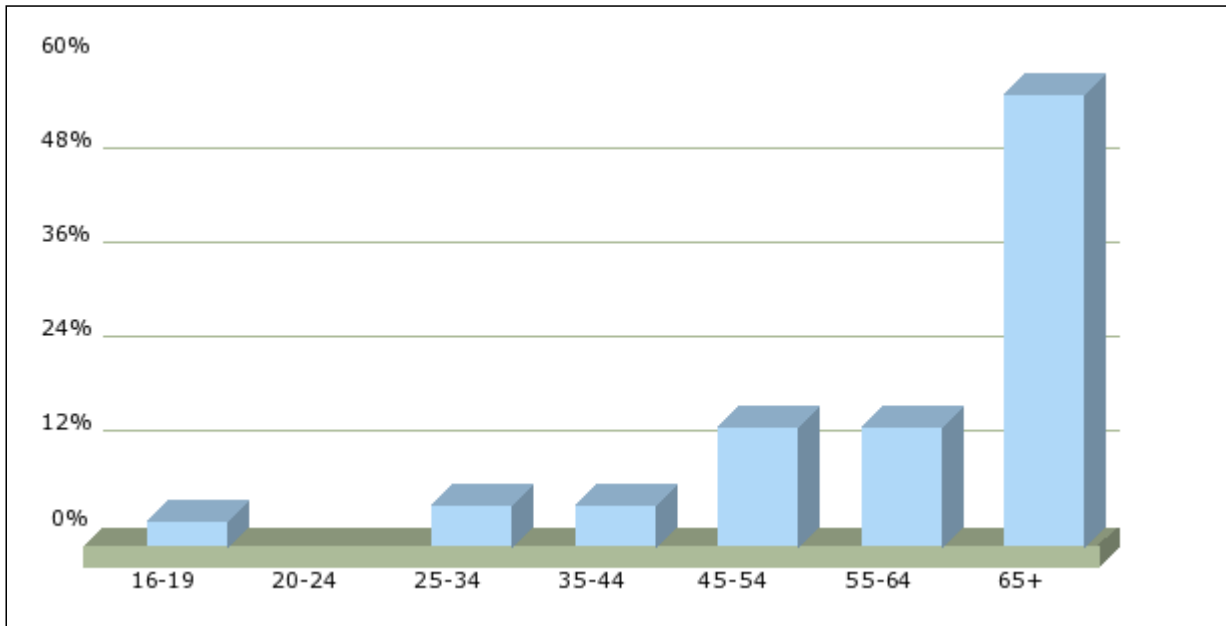


23	Excellent service from this pharmacy !
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Comments

Community Patient Satisfaction Survey Results for Simply Pharmacy

Q11) How old are you?

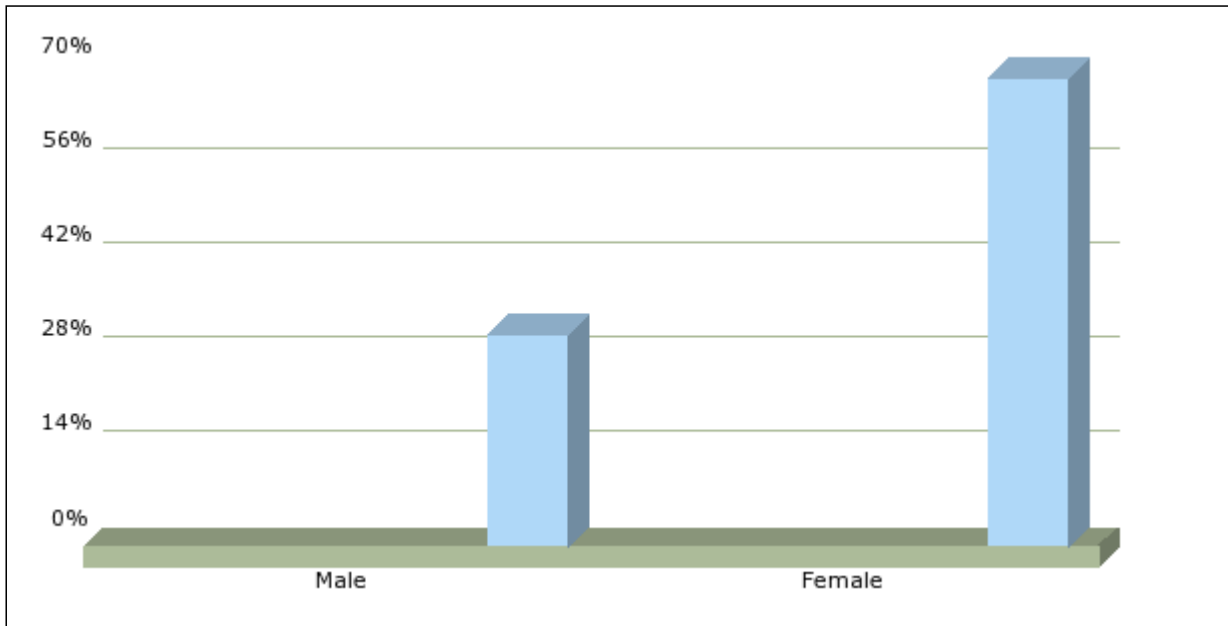


	16-19	20-24	25-34	35-44	45-54	55-64	65+
Simply Pharmacy	3%	0%	5%	5%	15%	15%	57%

Comments

Community Patient Satisfaction Survey Results for Simply Pharmacy

Q12) Are you

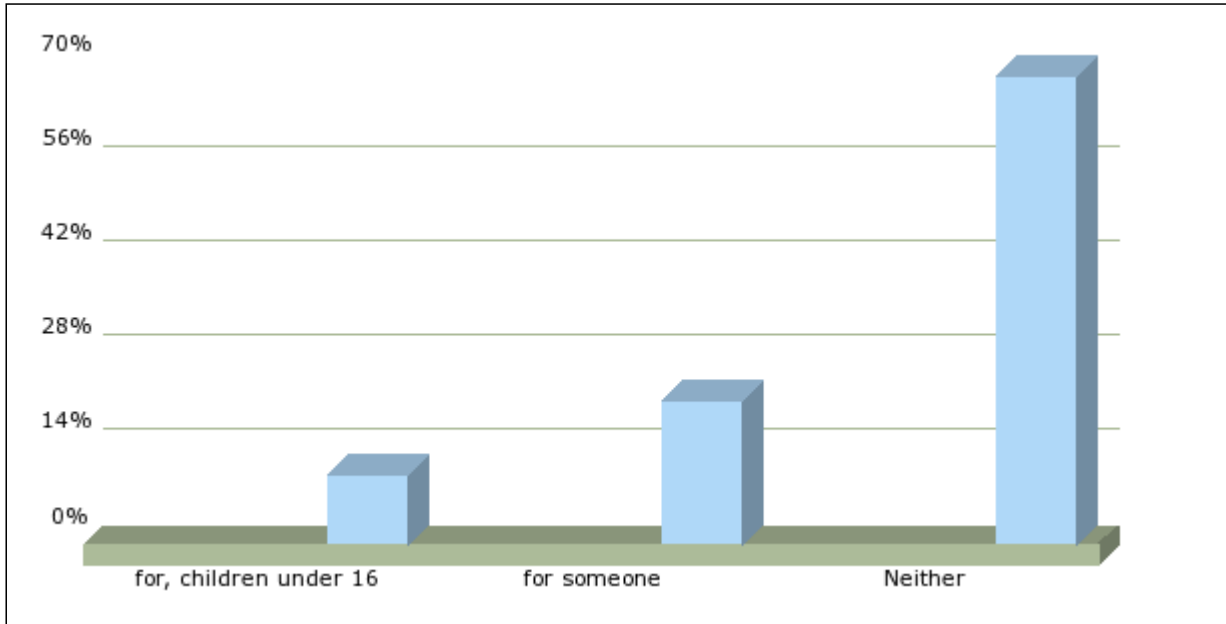


	Male	Female
Simply Pharmacy	31%	69%

Comments

Community Patient Satisfaction Survey Results for Simply Pharmacy

Q13) Which of the following apply to you:



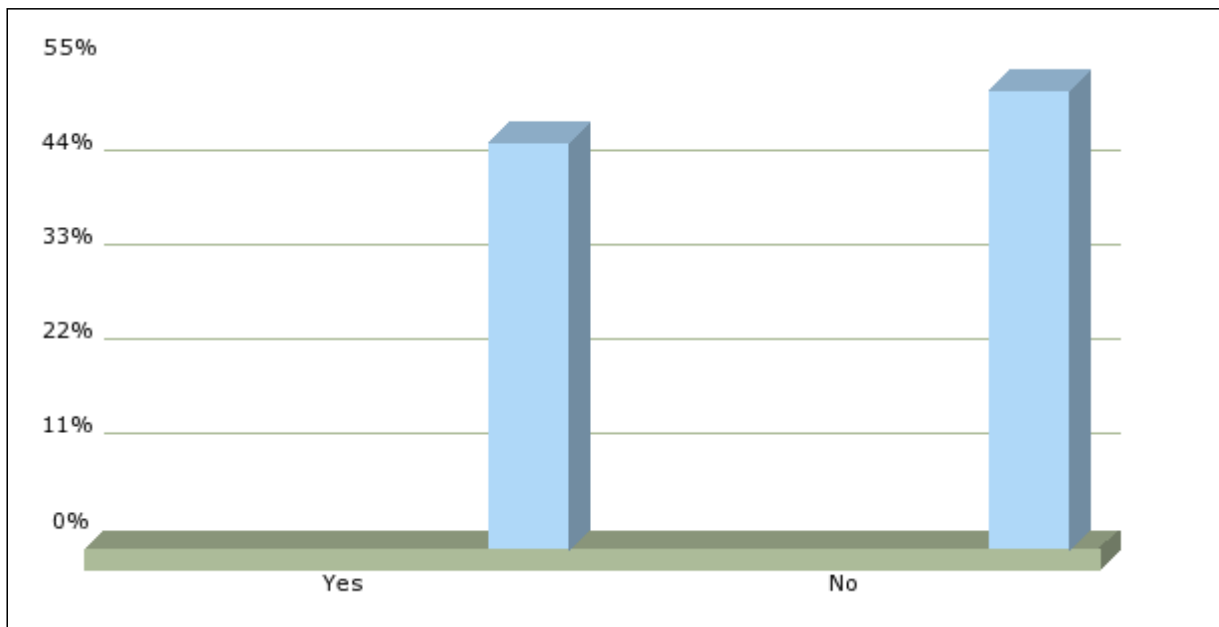
	for, children under 16	for someone	Neither
Simply Pharmacy	10%	21%	69%

Comments

Results for Simply Pharmacy

Q14) This pharmacy publishes a Practice Leaflet. This leaflet informs patients how their personal information is used, who may have access to that information and their own rights to see and obtain copies of their records.

Where you aware that this leaflet was available?



	Yes	No
Simply Pharmacy	47%	53%

Comments