

Harland Pharmacy Patient Questionnaire

177
Responses

09:31
Average time to complete

Active
Status

1. Why did you visit this pharmacy today?
To collect a prescription for:

● Yourself	85
● Someone else	50
● Both	26
● To buy other products and not ...	15
● For some other reason	1



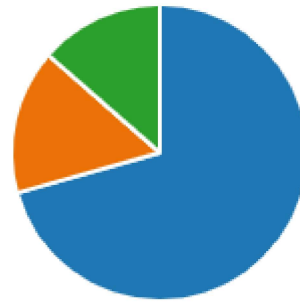
2. For some other reason (please write the reason for you visit):

1
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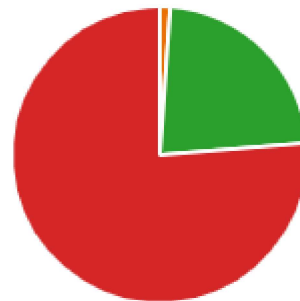
3. If you collected a prescription today, were you able to collect it straight away, did you have to wait in the pharmacy or did you come back later to collect it?

● Straight away	125
● Waited in pharmacy	28
● came back later	24



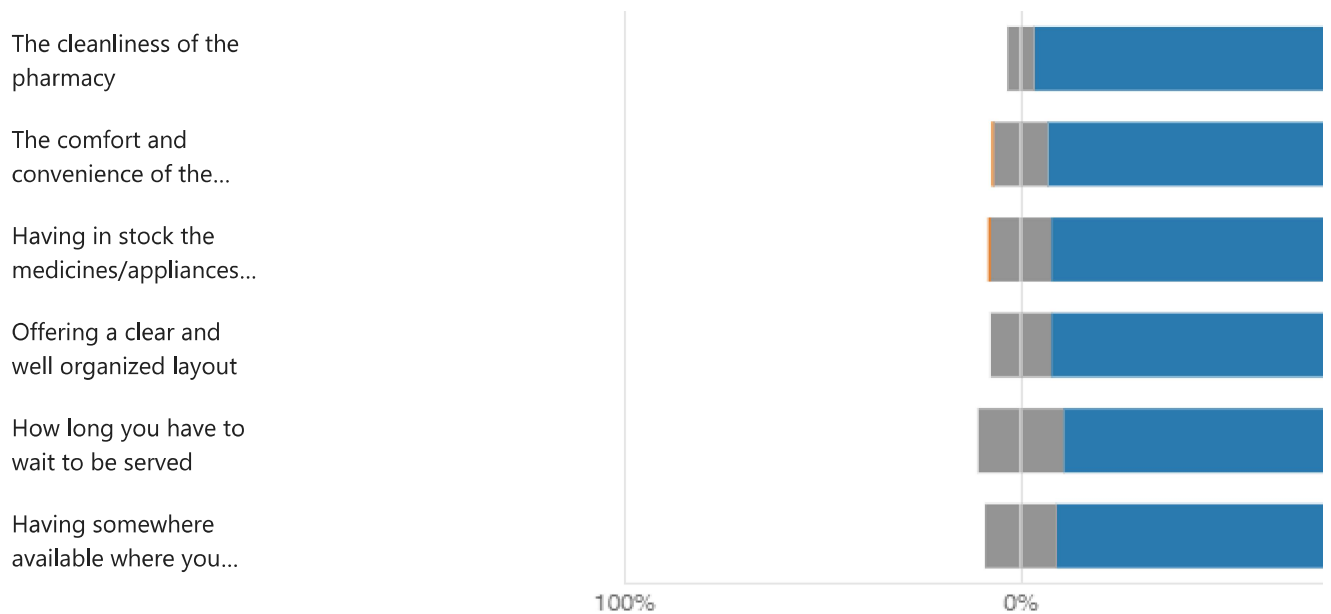
4. How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?

● Not at all satisfied	0
● Not very satisfied	2
● Fairly satisfied	40
● Very satisfied	135



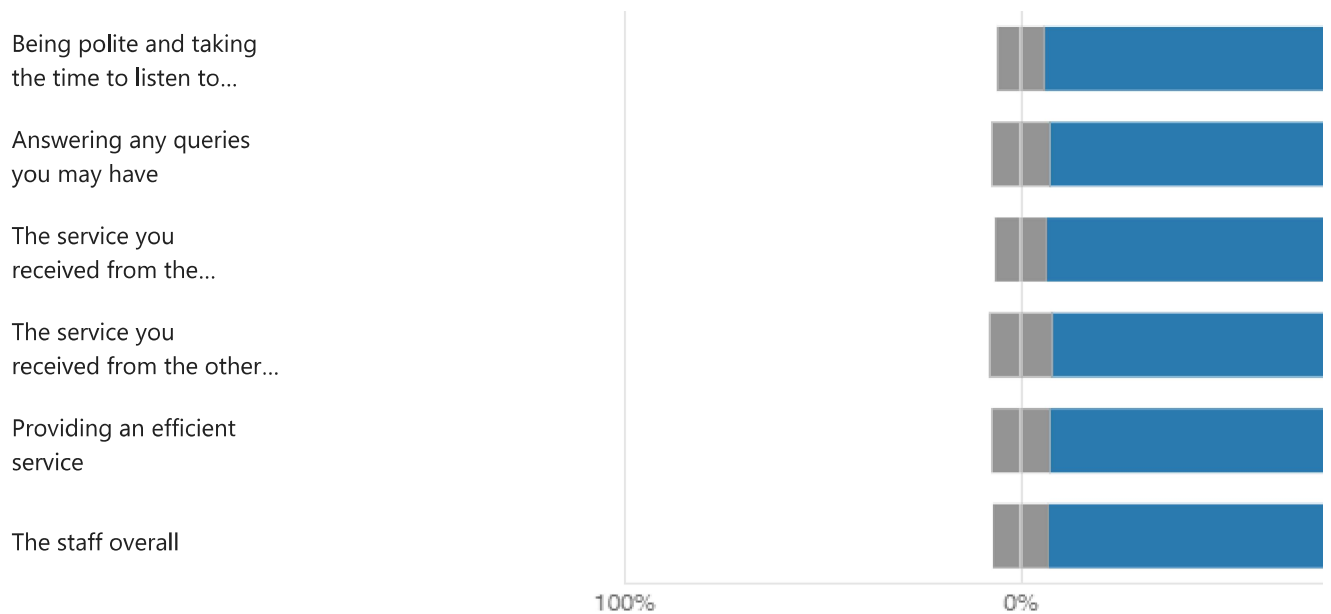
5. Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

Very poor Fairly poor Fairly good Very good Don't know



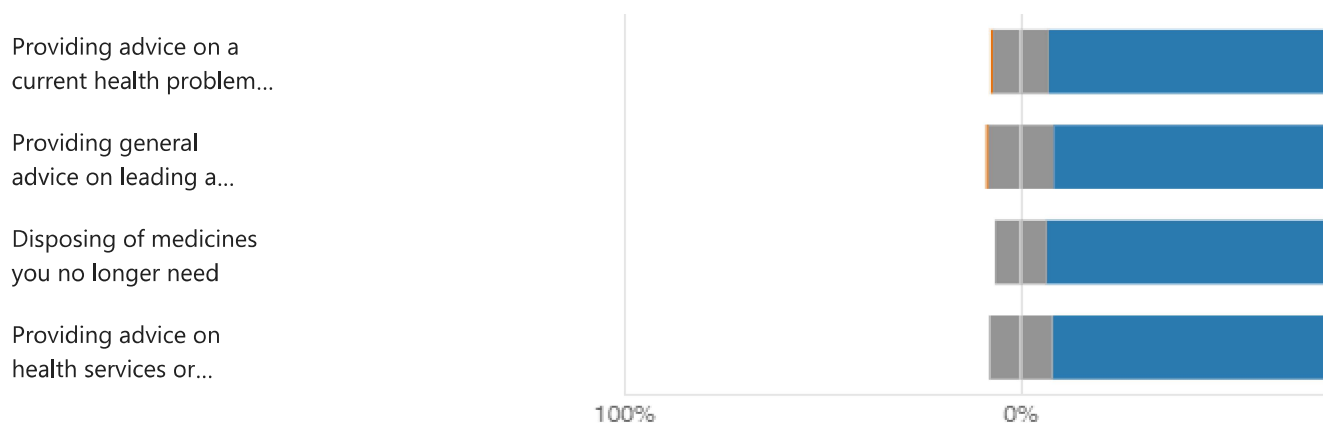
6. Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

■ Very poor
 ■ Fairly poor
 ■ Fairly good
 ■ Very good
 ■ Don't know



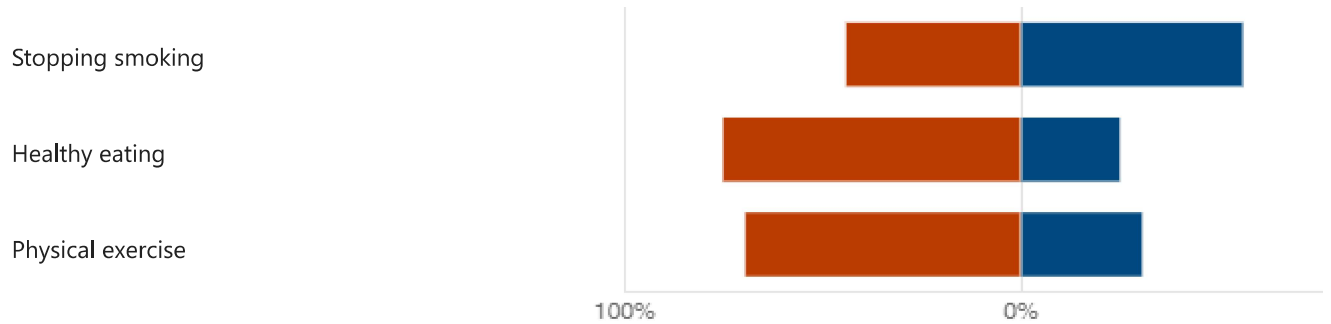
7. Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?

■ Not at all well
 ■ Not very well
 ■ Fairly well
 ■ Very well
 ■ Never used



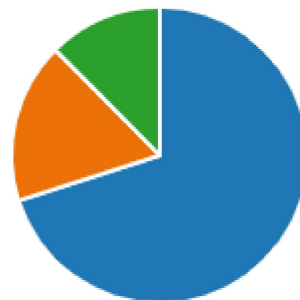
8. Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?

Yes No



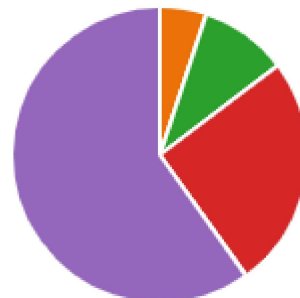
9. Which of the following best describes how you use this pharmacy?

- This is the pharmacy that you ch... 124
- This is one of several pharmacie... 31
- This pharmacy was just conveni... 22



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

- Poor 0
- Fair 9
- Good 17
- Very Good 45
- Excellent 106



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

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"n/a"

"n/a"

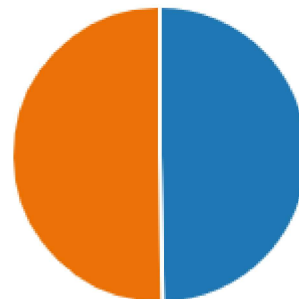
"n/a"

22 respondents (12%) answered **good service** for this question.



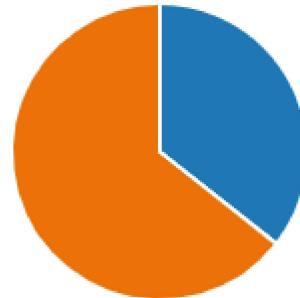
12. After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you happy with our procedures or do you have any concerns?

● Yes 88
● No 89



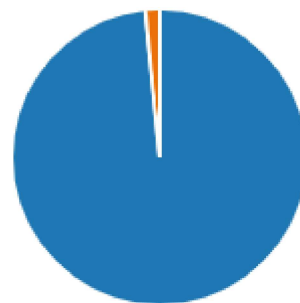
13. In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?

● Yes	63
● No	114



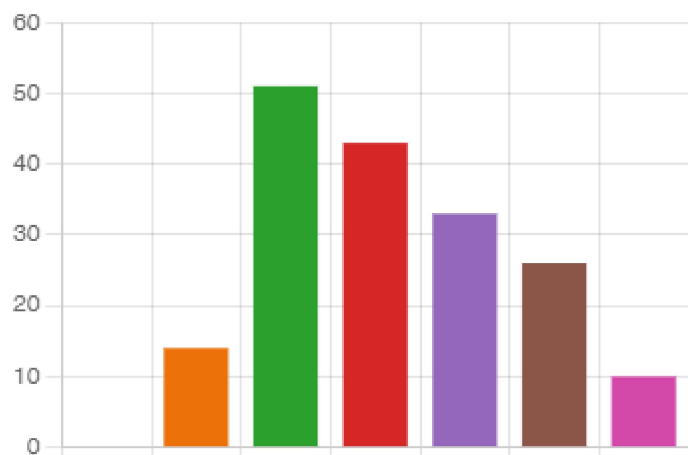
14. If you answered yes to previous question, do you feel your wishes were respected?

● Yes	62
● No	1



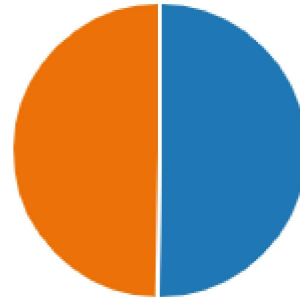
15. How old are you?

● 16-19	0
● 20-24	14
● 25-34	51
● 35-44	43
● 45-54	33
● 55-64	26
● 65+	10



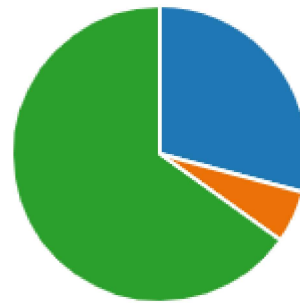
16. Are you..

● Male	87
● Female	86



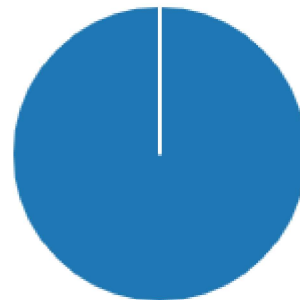
17. Which of the following apply to you:

● You have, or care for, children u...	51
● You are a carer for someone wit...	10
● Neither	114



18. Are you aware that the pharmacy has a consultation room where you can discuss health matters privately?

● Yes	177
● No	0



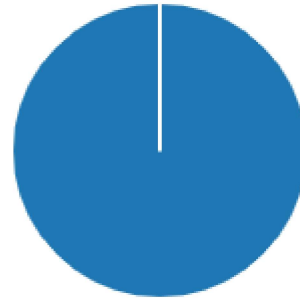
19. If "No", Can You Please explain the reasons for your answer

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20. Are you able to easily access health advice from pharmacy staff?

● Yes	177
● No	0



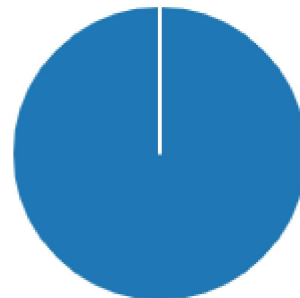
21. If "No", Can You Please explain the reasons for your answer

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22. Are you happy with how quickly you are able to receive your prescriptions?

● Yes	177
● No	0



23. If "No", Can You Please explain the reasons for your answer

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