

Lords Pharmacy Tooting Patient Questionnaire

197

Responses

16:17

Average time to complete

Active

Status

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

<div></div> Yourself	105
<div></div> Someone else	5
<div></div> Both	60
<div></div> To buy other products and not ...	27
<div></div> For some other reason	0



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

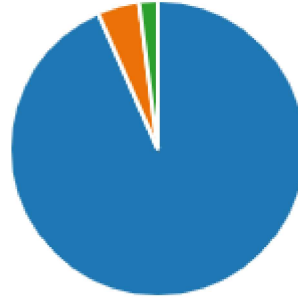
0

Responses

Latest Responses

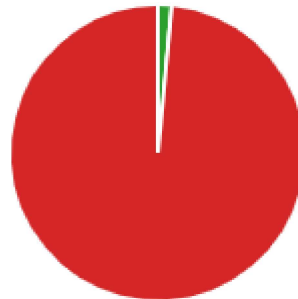
3. If you collected a prescription today, were you able to collect it straight away, did you have to wait in the pharmacy or did you come back later to collect it?

● Straight away	184
● Waited in pharmacy	9
● came back later	4



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	0
● Fairly satisfied	3
● Very satisfied	194



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

The cleanliness of the pharmacy

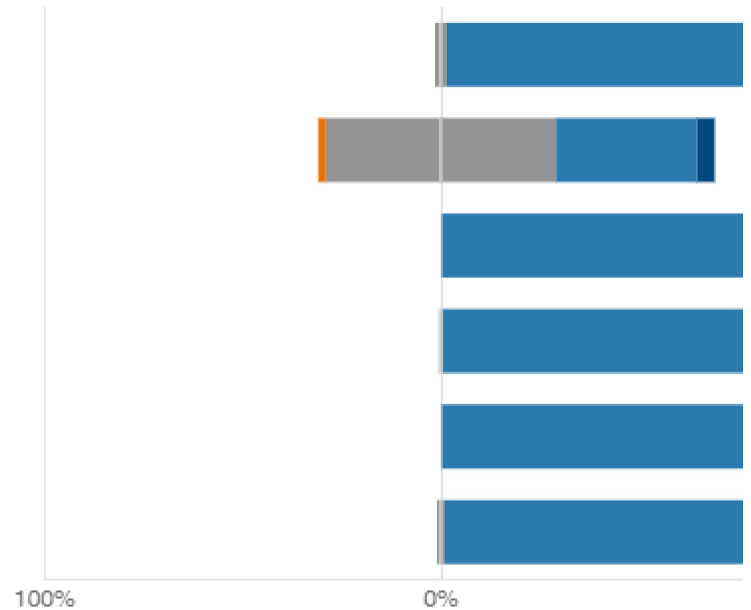
The comfort and convenience of the...

Having in stock the medicines/appliances...

Offering a clear and well organized layout

How long you have to wait to be served

Having somewhere available where you...



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

Being polite and taking the time to listen to...

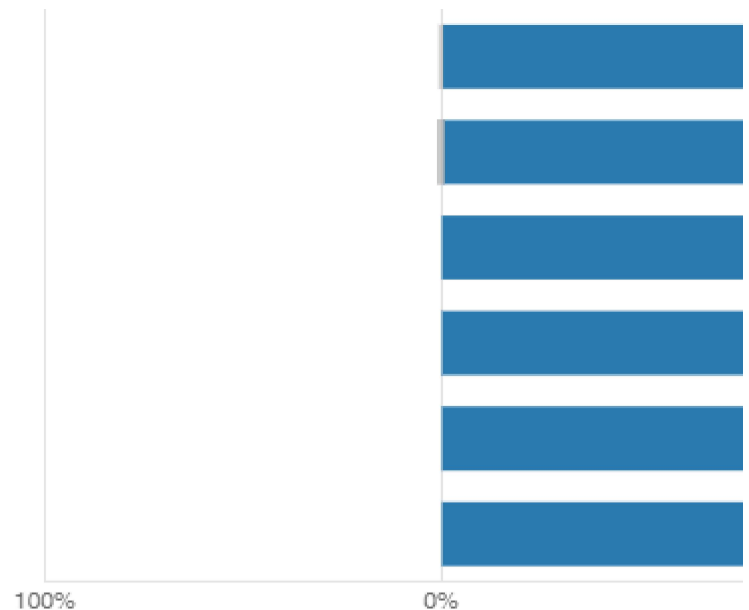
Answering any queries you may have

The service you received from the...

The service you received from the other...

Providing an efficient service

The staff overall



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

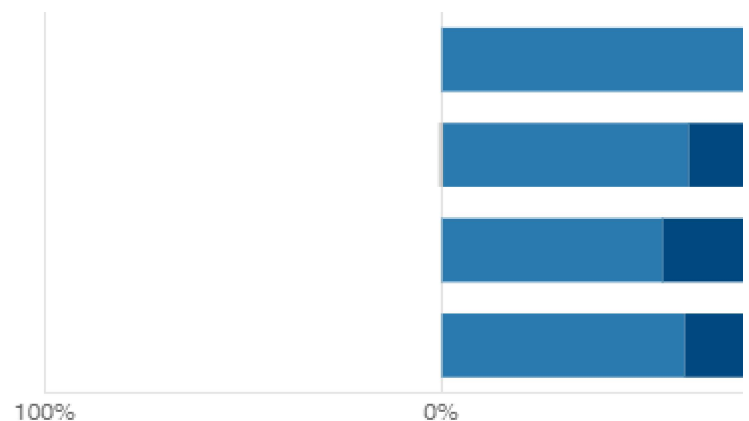
Not at all well Not very well Fairly well Very well Never used

Providing advice on a current health problem...

Providing general advice on leading a...

Disposing of medicines you no longer need

Providing advice on health services or...



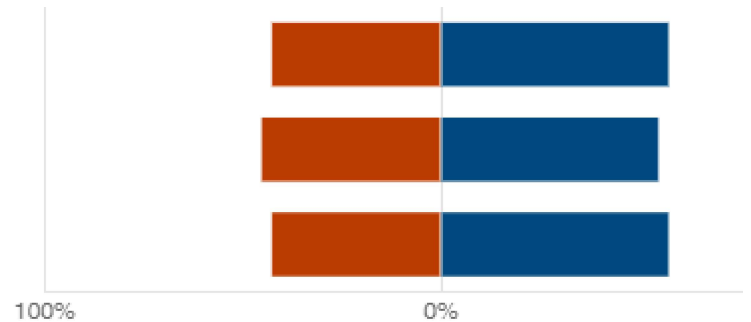
8. Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?

Yes No

Stopping smoking

Healthy eating

Physical exercise

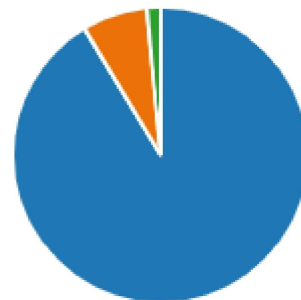


9. Which of the following best describes how you use this pharmacy?

This is the pharmacy that you ch... 180

This is one of several pharmacie... 14

This pharmacy was just conveni... 3



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?

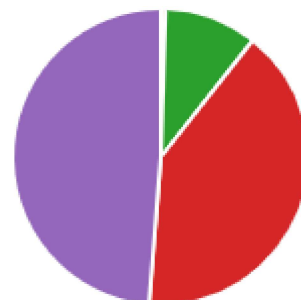
Poor 0

Fair 1

Good 20

Very Good 80

Excellent 96



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"

6 respondents (3%) answered **staff** 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?

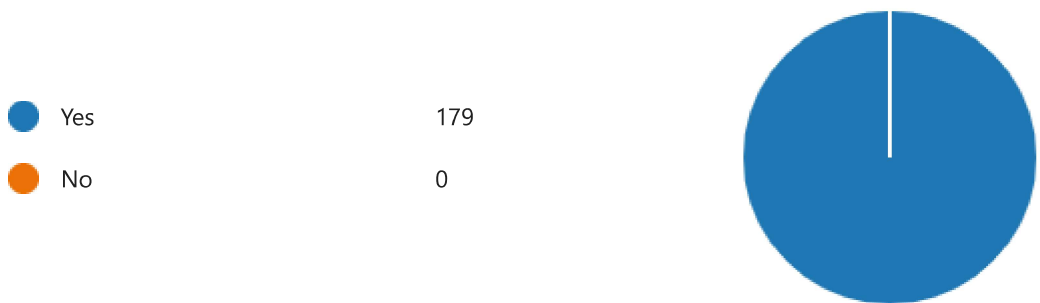
● Yes	188
● No	9



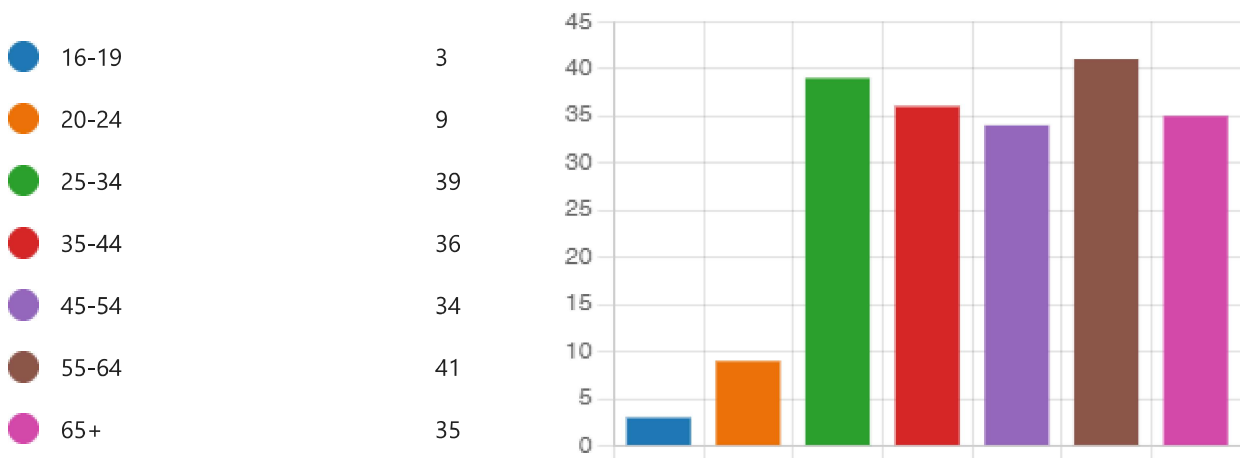
13. In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?



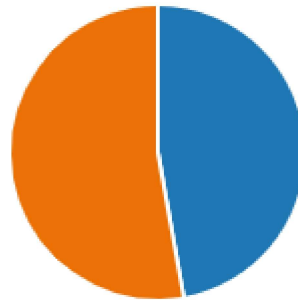
14. If you answered yes to previous question, do you feel your wishes were respected?



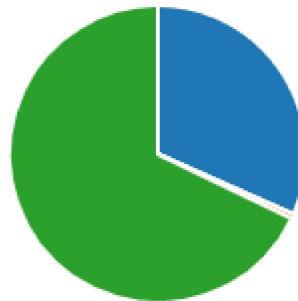
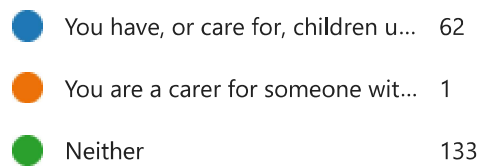
15. How old are you?



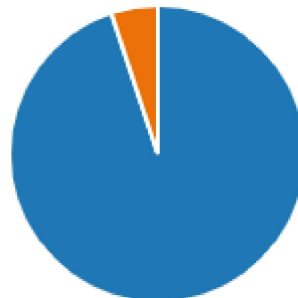
16. Are you..



17. Which of the following apply to you:



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



19. If "No", can you please explain the reasons for your answer

10
Responses

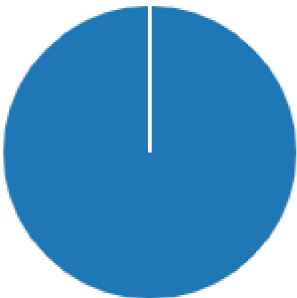
Latest Responses

1 respondents (10%) answered **consultation room** for this question.

Unaware
consultation room
neverknew
service
gro
priv

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

● Yes 197
● No 0

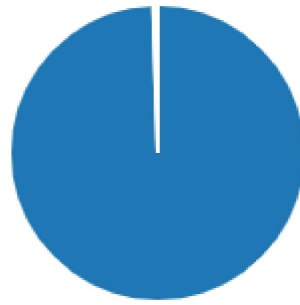


21. If "No", can you please explain the reasons for your answer

0
Responses

Latest Responses

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



23. If "No", can you please explain the reasons for your answer

1
Responses

Latest Responses
