

Wandsworth Pharmacy Patient Questionnaire

163

Responses

08:53

Average time to complete

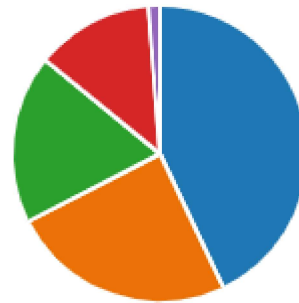
Active

Status

1. Why did you visit this pharmacy today?

To collect a prescription for:

● Yourself	70
● Someone else	40
● Both	30
● To buy other products and not ...	21
● For some other reason	2



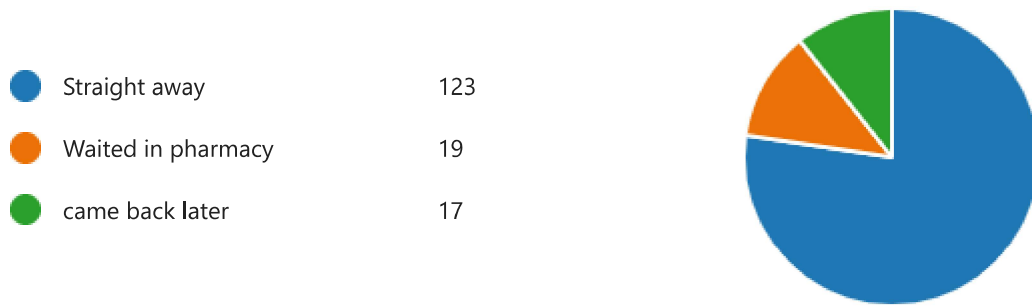
2. For some other reason (please write the reason for you visit):

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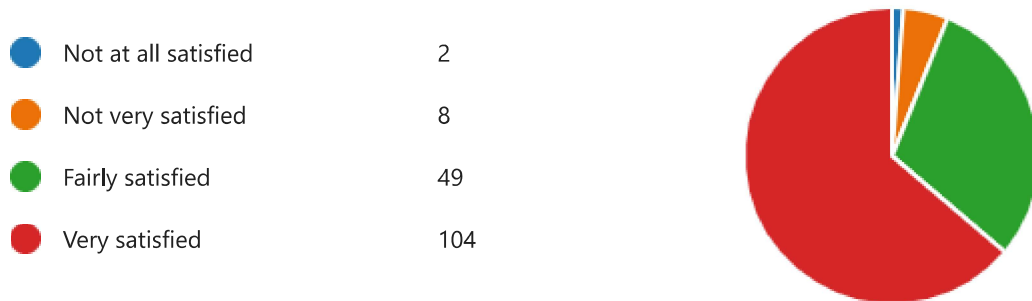
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3. If you collected a prescription today, were you able to collect it straight away, did you have to wait in the pharmacy or did you come back later to collect it?

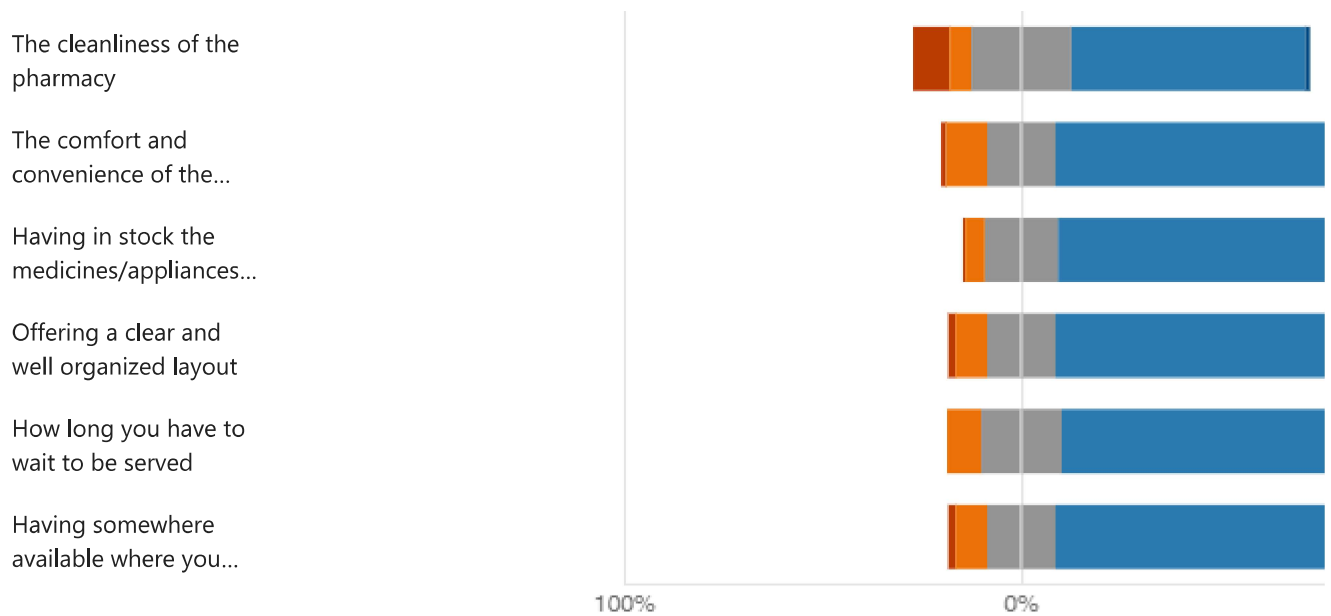


4. How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?



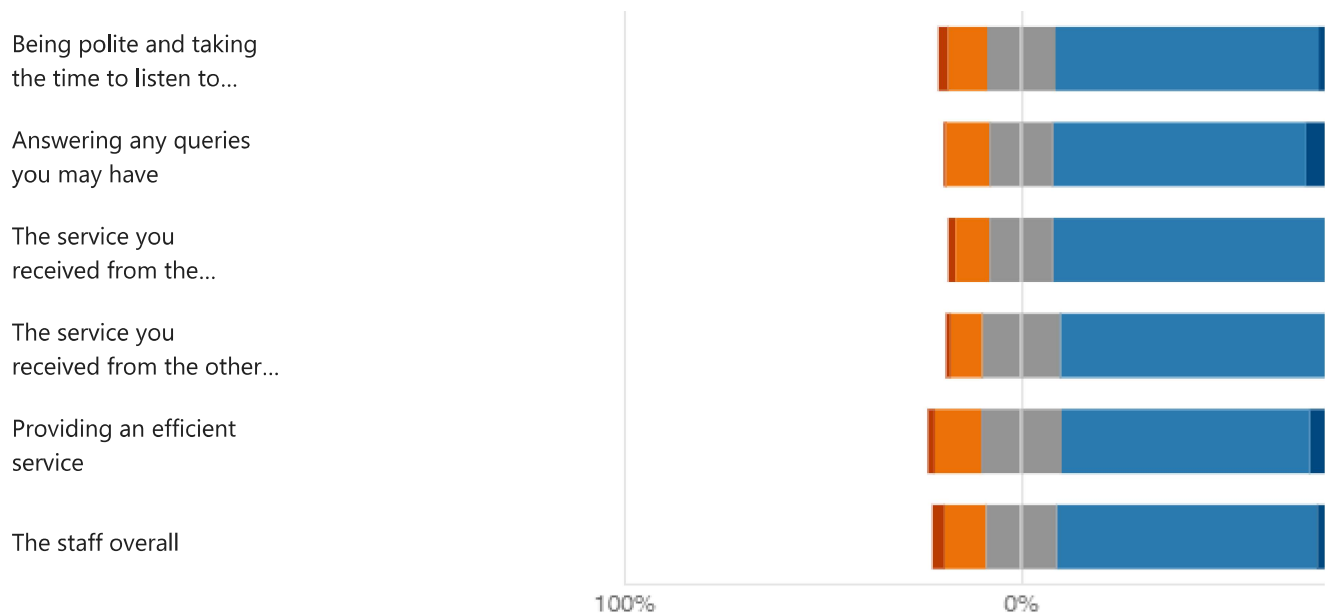
5. Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

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



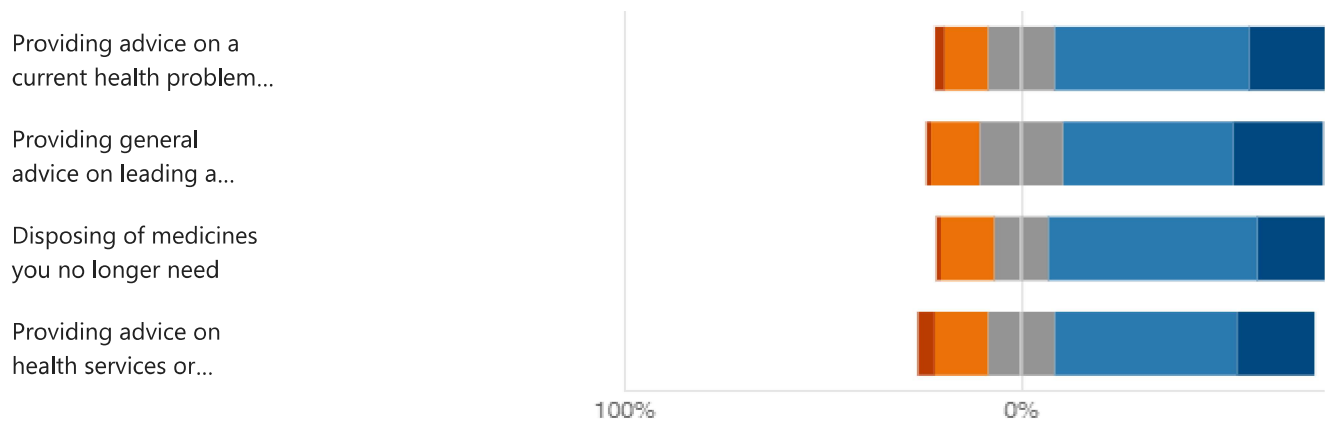
6. Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

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



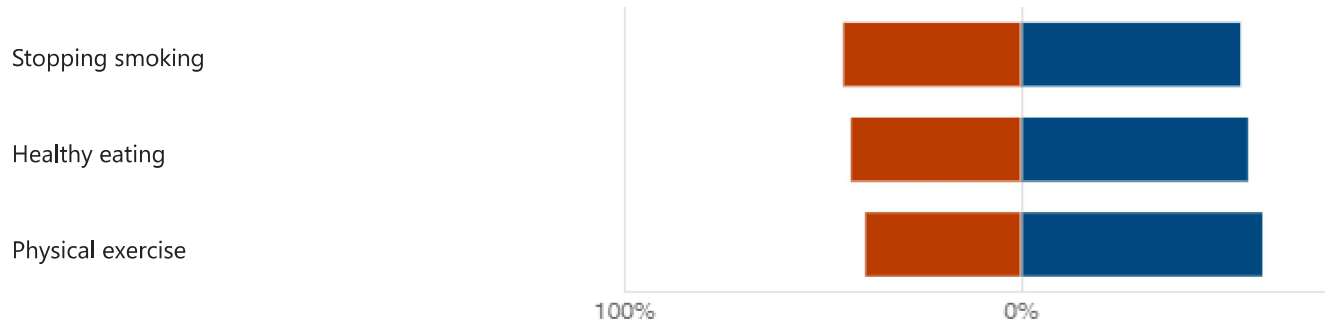
7. Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?

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



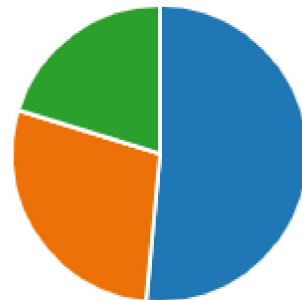
8. Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?

Yes No



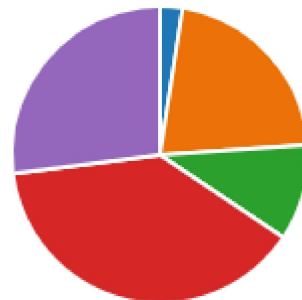
9. Which of the following best describes how you use this pharmacy?

- This is the pharmacy that you ch... 84
- This is one of several pharmacie... 46
- This pharmacy was just conveni... 33



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 4
- Fair 35
- Good 17
- Very Good 63
- Excellent 44



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"

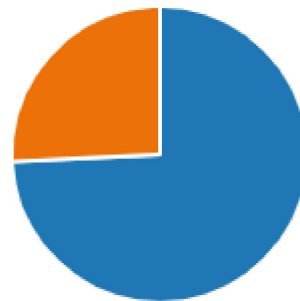
"n/a"

9 respondents (6%) answered **no comments** for this question.

HAPPY WITH SERVICE Great staff
HAPPY good no comments nil
NO CONCERNS n/a not applicable

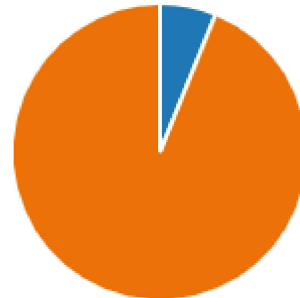
12. After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you happy with our procedures or do you have any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

● Yes 121
● No 42



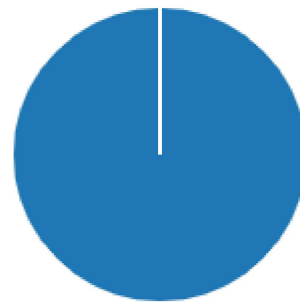
13. In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?

● Yes	10
● No	153



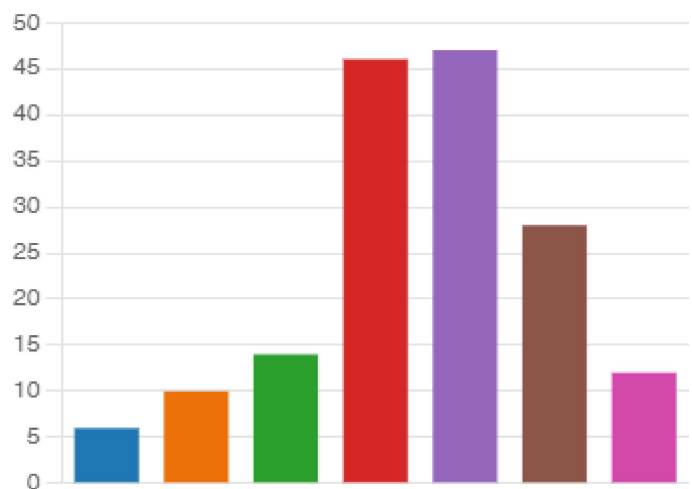
14. If you answered yes to previous question, do you feel your wishes were respected?

● Yes	10
● No	0



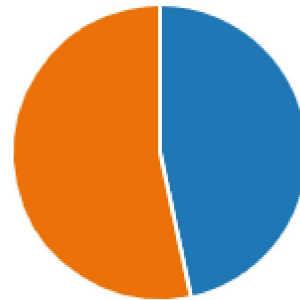
15. How old are you?

● 16-19	6
● 20-24	10
● 25-34	14
● 35-44	46
● 45-54	47
● 55-64	28
● 65+	12



16. Are you..

● Male	76
● Female	87



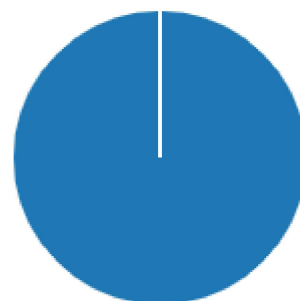
17. Which of the following apply to you:

● You have, or care for, children u...	22
● You are a carer for someone wit...	32
● Neither	109



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

● Yes	163
● No	0



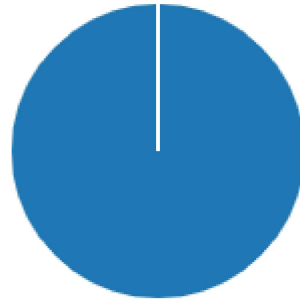
19. If "No", can you please explain the reasons for your answer

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

● Yes	163
● No	0



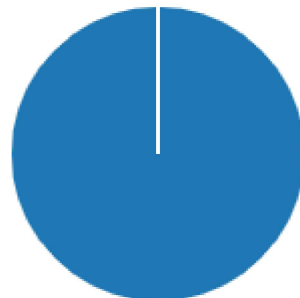
21. If "No", can you please explain the reasons for your answer

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

● Yes	163
● No	0



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

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