

Wimbledon Pharmacy Patient Questionnaire

101

Responses

05:42

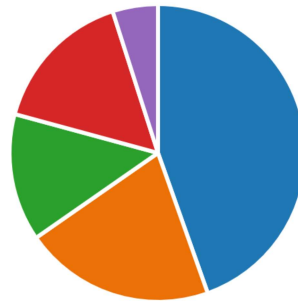
Average time to complete

Active

Status

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

● Yourself	45
● Someone else	21
● Both	14
● To buy other products and not ...	16
● For some other reason	5



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

5
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3 respondents (60%) answered **pill** for this question.

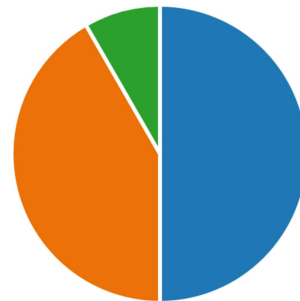
Travel test
advice

pill

mori

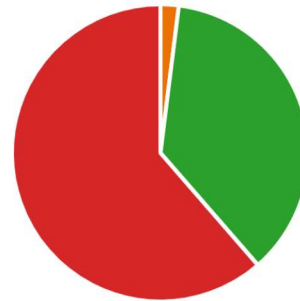
3. If you collected a prescription today, were you able to collect it straight away, did you have to wait in the pharmacy or did you come back later to collect it?

● Straight away	48
● Waited in pharmacy	40
● came back later	8



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	37
● Very satisfied	62



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

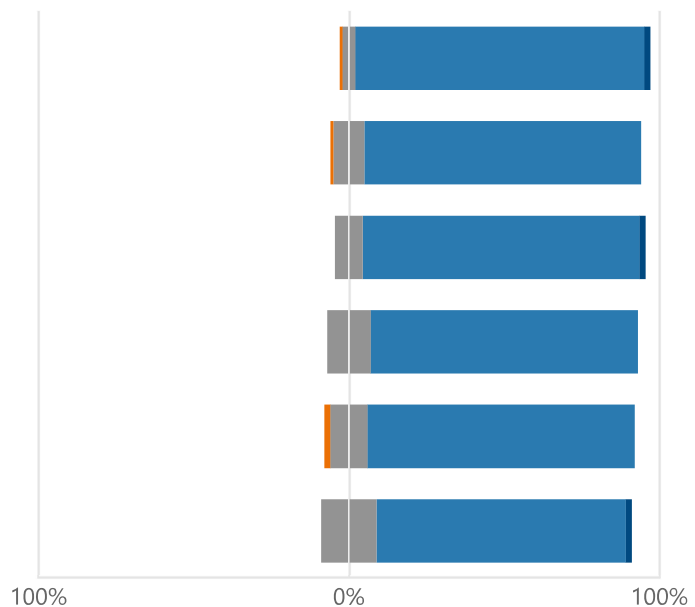
The comfort and convenience of the...

Having in stock the medicines/appliances...

Offering a clear and well organized layout

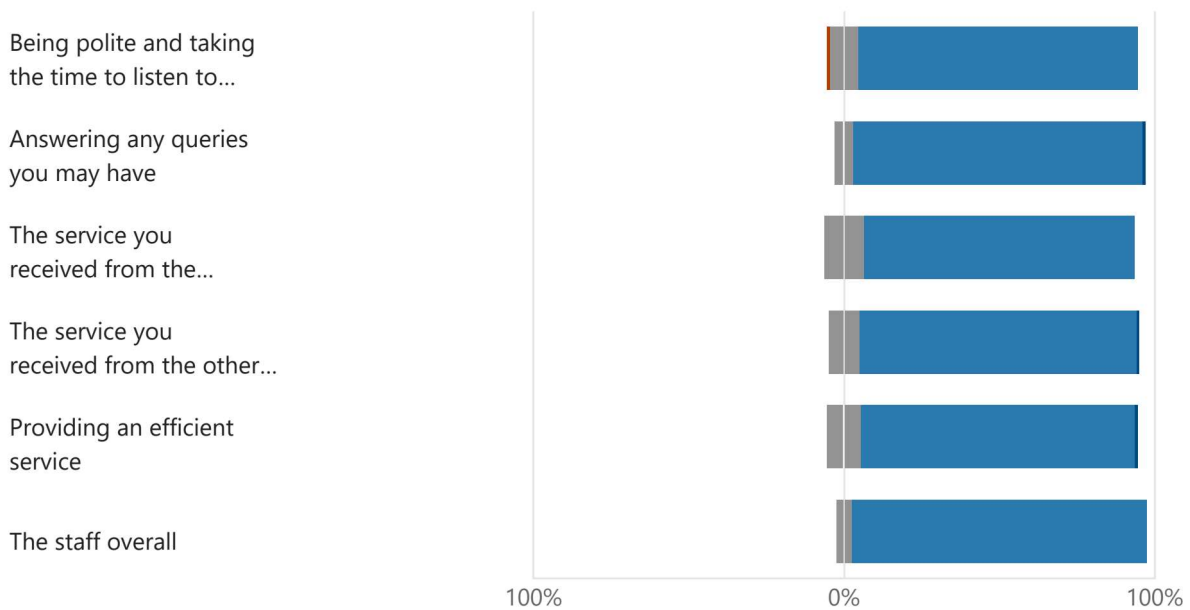
How long you have to wait to be served

Having somewhere available where you...



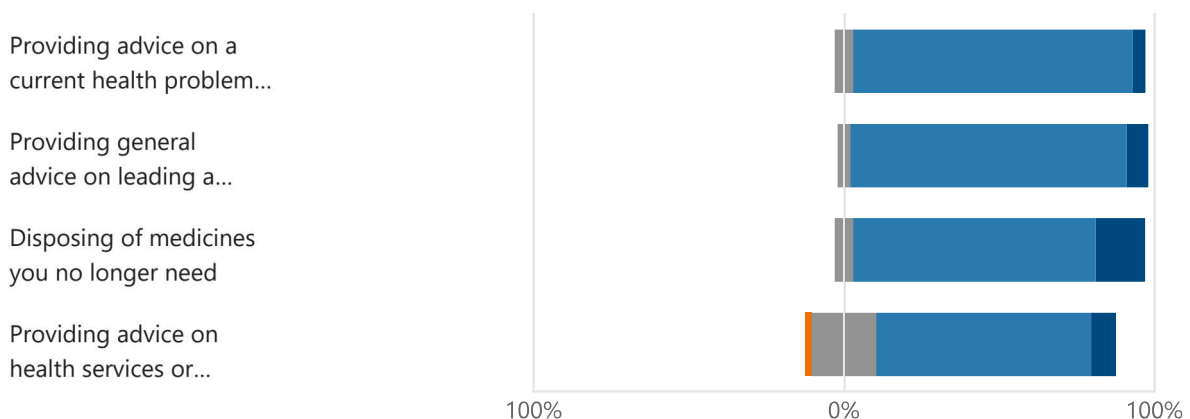
6. Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

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



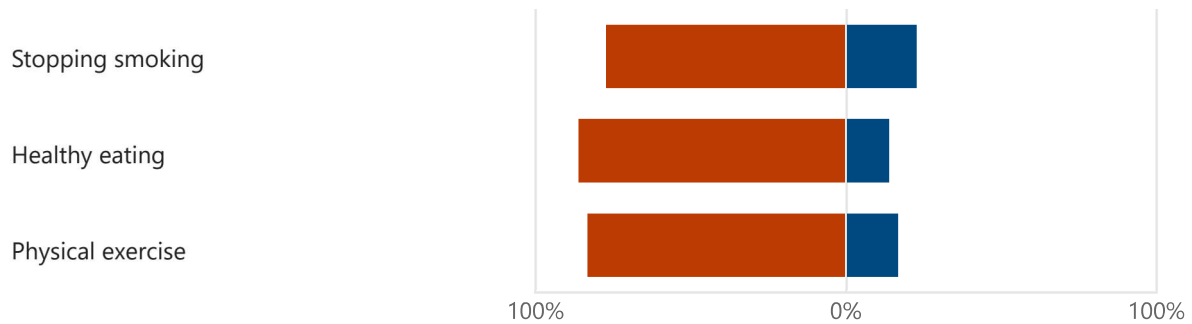
7. Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?

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



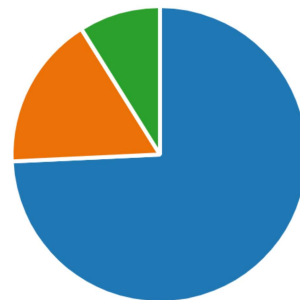
8. Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?

■ Yes ■ No



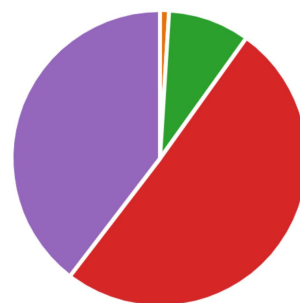
9. Which of the following best describes how you use this pharmacy?

- This is the pharmacy that you ch... 75
- This is one of several pharmacie... 17
- This pharmacy was just conveni... 9



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 9
- Very Good 51
- Excellent 40



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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"Good service and excellent customer service "

"None "

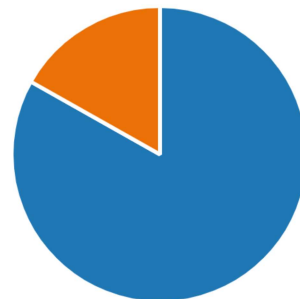
"Very good pharmacy. Very knowledgeable staff"

55 respondents (54%) answered **Staff** for this question.



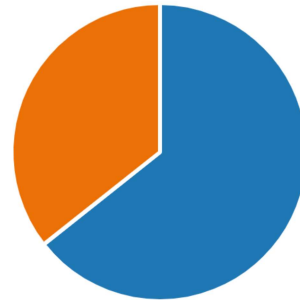
12. After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you happy with our procedures or do you have any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

- Yes 84
- No 17



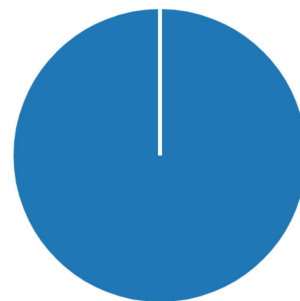
13. In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?

● Yes	65
● No	36



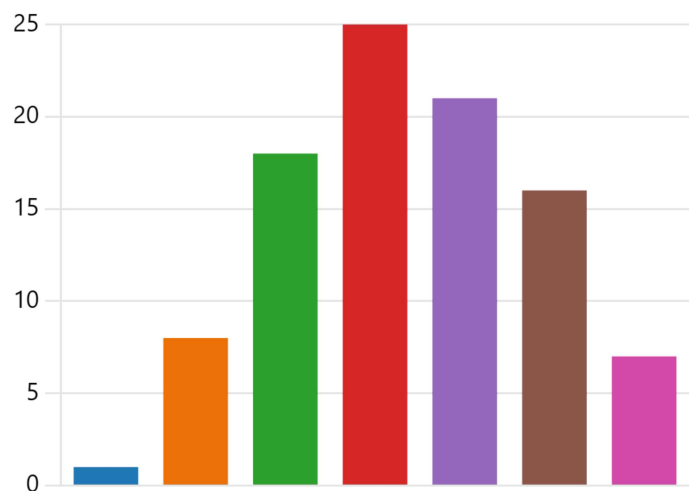
14. If you answered yes to previous question, do you feel your wishes were respected?

● Yes	65
● No	0



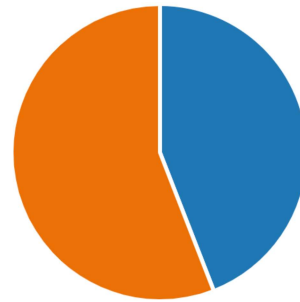
15. How old are you?

● 16-19	1
● 20-24	8
● 25-34	18
● 35-44	25
● 45-54	21
● 55-64	16
● 65+	7



16. Are you..

● Male	41
● Female	52



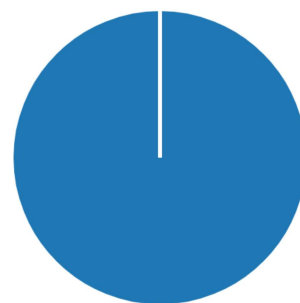
17. Which of the following apply to you:

● You have, or care for, children u...	34
● You are a carer for someone wit...	19
● Neither	41



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

● Yes	101
● No	0



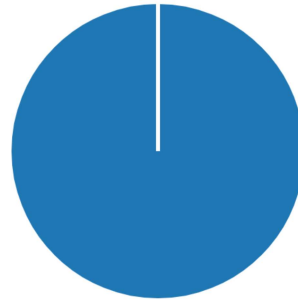
19. If "No", can you please explain the reasons for your answer

0
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20. Are you able to easily access health advice from pharmacy staff?

● Yes	101
● No	0



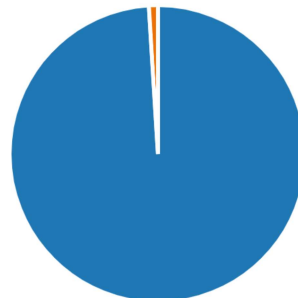
21. If "No", can you please explain the reasons for your answer

0
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22. Are you happy with how quickly you are able to receive your prescriptions?

● Yes	100
● No	1



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

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