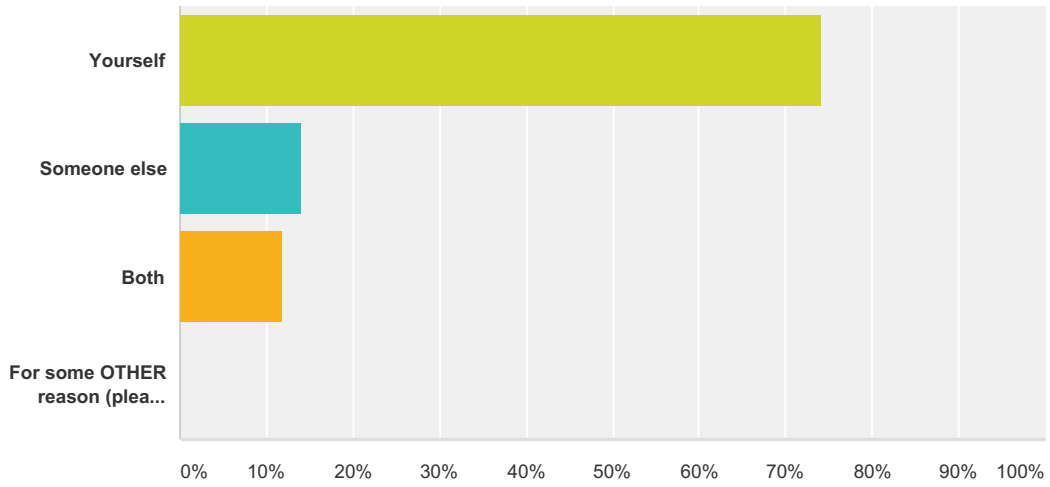


Q1 Q1. Why did visit this pharmacy today? To obtain a prescription for:

Answered: 151 Skipped: 0

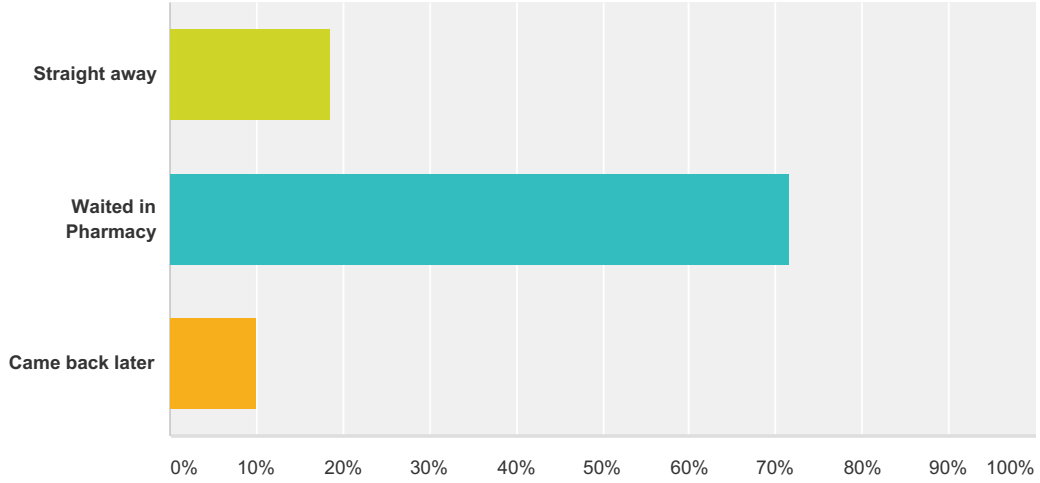


Answer Choices	Responses
Yourself	74.17% 112
Someone else	13.91% 21
Both	11.92% 18
For some OTHER reason (please write in the reason for your visit):	0.00% 0
Total	151

#	For some OTHER reason (please write in the reason for your visit):	Date
	There are no responses.	

Q2 Q2 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?

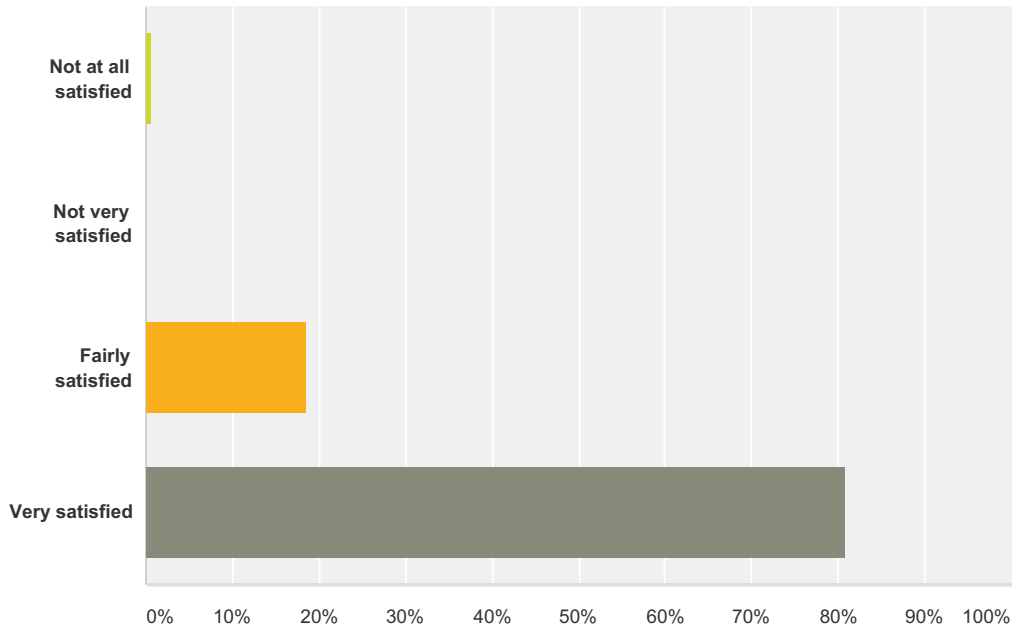
Answered: 151 Skipped: 0



Answer Choices	Responses
Straight away	18.54% 28
Waited in Pharmacy	71.52% 108
Came back later	9.93% 15
Total	151

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

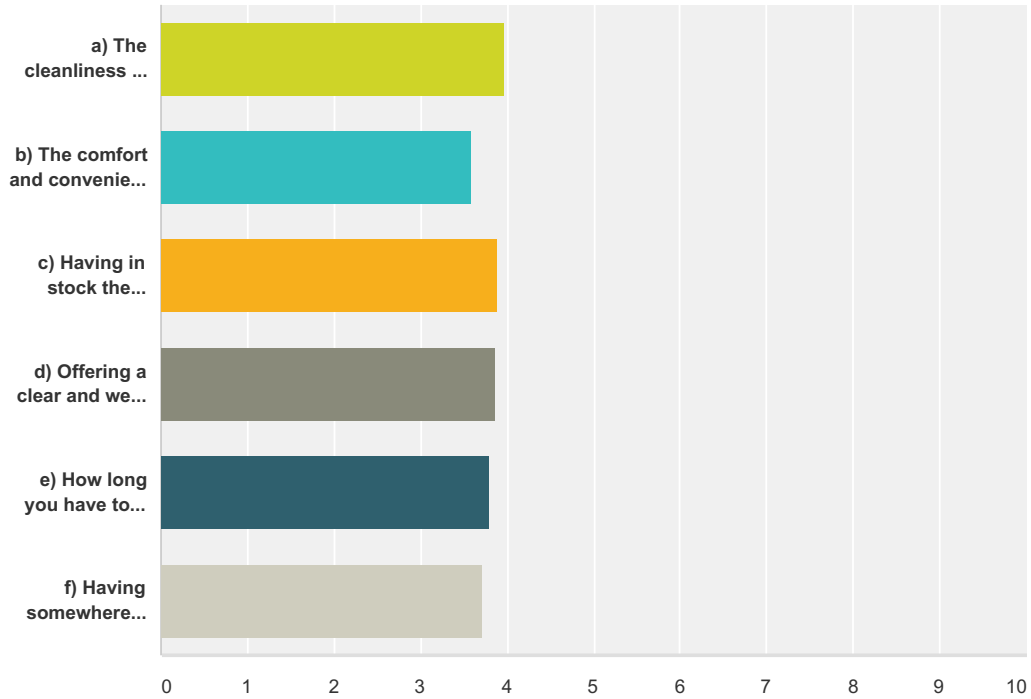
Answered: 151 Skipped: 0



Answer Choices	Responses
Not at all satisfied	0.66% 1
Not very satisfied	0.00% 0
Fairly satisfied	18.54% 28
Very satisfied	80.79% 122
Total	151

Q4 Q4 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:

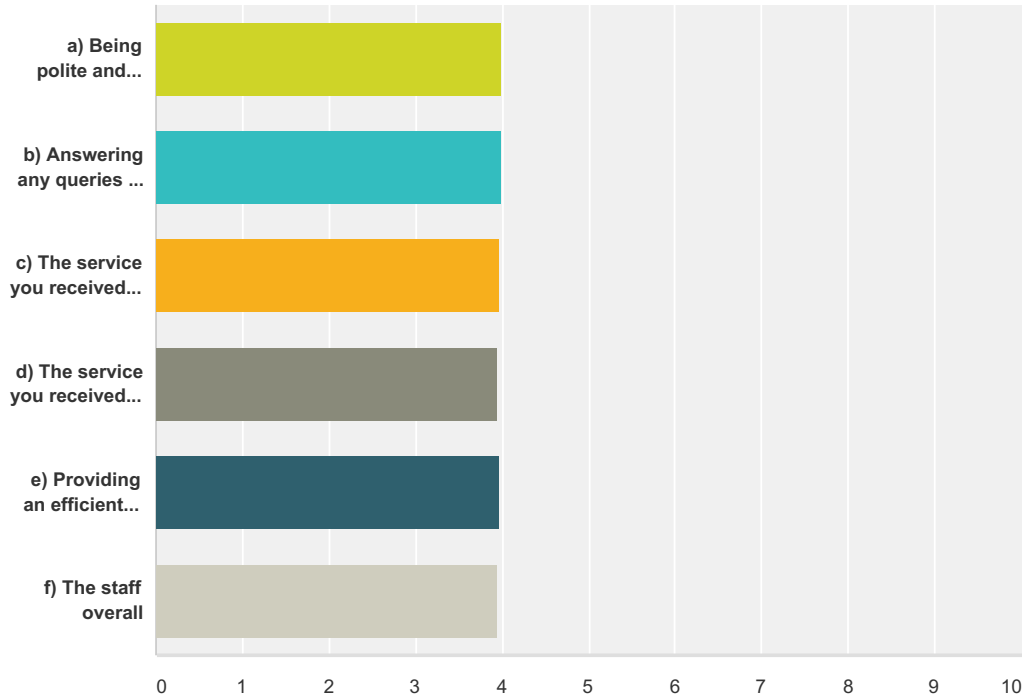
Answered: 151 Skipped: 0



	Very poor	Fairly poor	Fairly good	Very good	Don't know	Total	Weighted Average
a) The cleanliness of the pharmacy.....	0.00% 0	0.66% 1	2.65% 4	96.03% 145	0.66% 1	151	3.97
b) The comfort and convenience of the waiting areas (e.g. seating or standing room)..	0.66% 1	7.28% 11	25.83% 39	64.90% 98	1.32% 2	151	3.59
c) Having in stock the medicines/appliances you need	0.00% 0	0.66% 1	11.92% 18	84.77% 128	2.65% 4	151	3.89
d) Offering a clear and well organised layout.....	0.00% 0	0.66% 1	12.58% 19	85.43% 129	1.32% 2	151	3.87
e) How long you have to wait to be served	0.00% 0	1.99% 3	16.56% 25	79.47% 120	1.99% 3	151	3.81
f) Having somewhere available where you could speak without being overheard, if you wanted to...	7.28% 11	4.64% 7	11.26% 17	62.25% 94	14.57% 22	151	3.72

Q5 Q5 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:

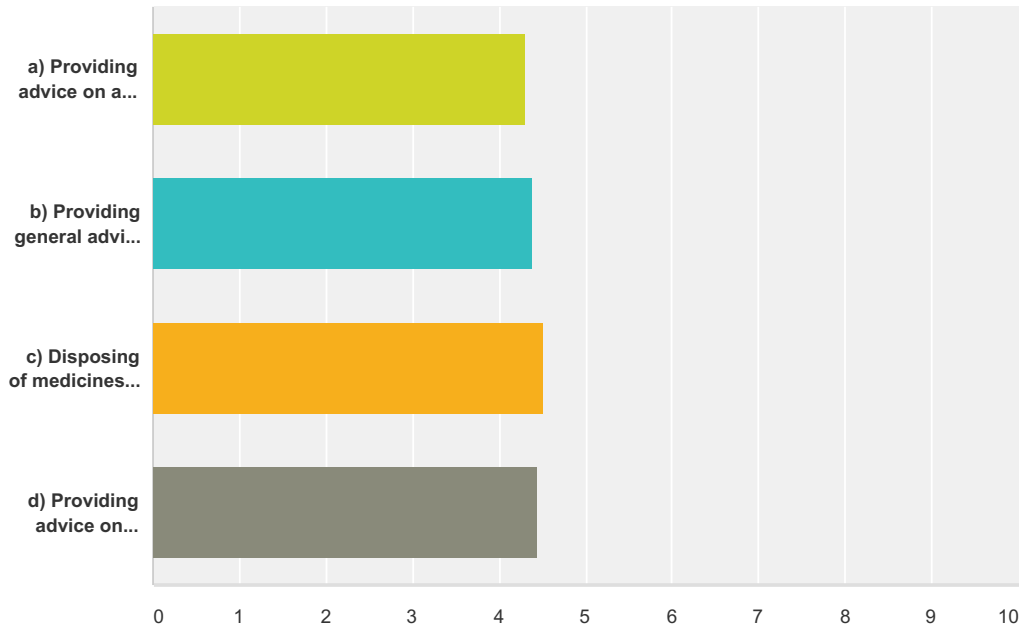
Answered: 151 Skipped: 0



	Very poor	Fairly poor	Fairly good	Very good	Don't know	Total	Weighted Average
a) Being polite and taking the time to listen to what you want	0.00% 0	0.66% 1	1.99% 3	96.03% 145	1.32% 2	151	3.98
b) Answering any queries you may have.....	0.00% 0	0.66% 1	1.99% 3	94.70% 143	2.65% 4	151	3.99
c) The service you received from the pharmacist	0.00% 0	0.66% 1	4.64% 7	92.05% 139	2.65% 4	151	3.97
d) The service you received from the other pharmacy staff	0.00% 0	0.66% 1	5.30% 8	93.38% 141	0.66% 1	151	3.94
e) Providing an efficient service	0.00% 0	0.66% 1	3.97% 6	94.04% 142	1.32% 2	151	3.96
f) The staff overall	0.00% 0	0.66% 1	5.30% 8	92.72% 140	1.32% 2	151	3.95

Q6 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:

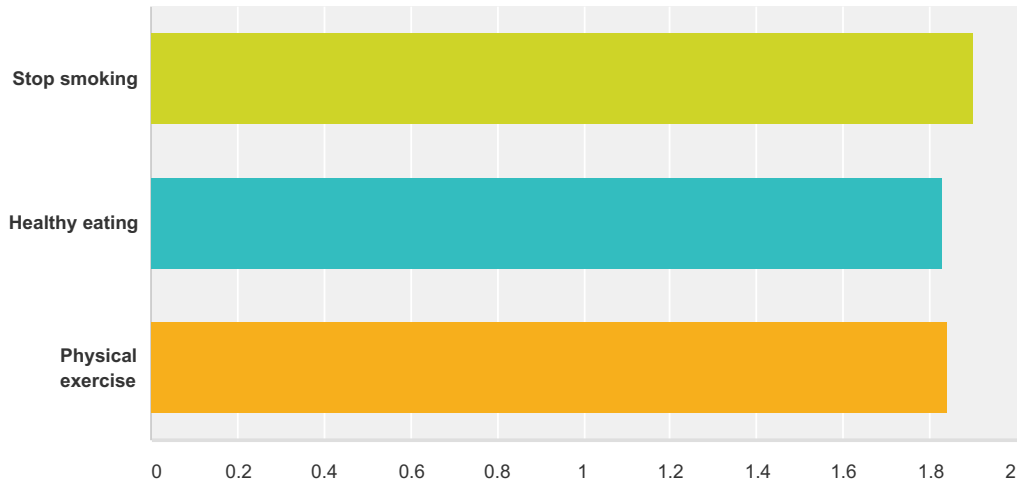
Answered: 151 Skipped: 0



	Not at all well	Not very well	Fairly well	Very well	Never used	Total	Weighted Average
a) Providing advice on a current health problem or a longer term health condition	0.00% 0	0.00% 0	6.62% 10	56.95% 86	36.42% 55	151	4.30
b) Providing general advice on leading a more healthy lifestyle	0.00% 0	0.00% 0	10.60% 16	41.06% 62	48.34% 73	151	4.38
c) Disposing of medicines you no longer need	0.00% 0	0.00% 0	3.31% 5	43.05% 65	53.64% 81	151	4.50
d) Providing advice on health services or information available elsewhere	0.66% 1	0.00% 0	3.31% 5	45.70% 69	50.33% 76	151	4.45

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

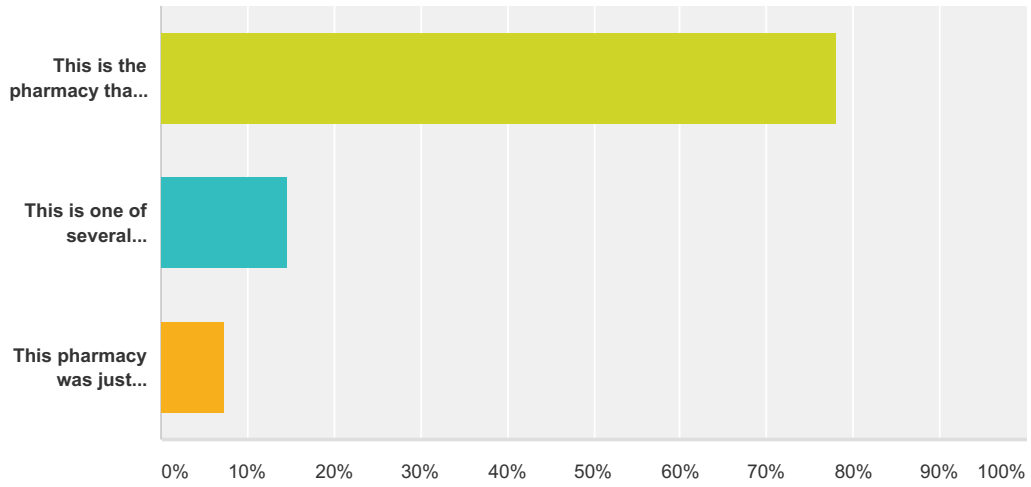
Answered: 151 Skipped: 0



	Yes	No	Total	Weighted Average
Stop smoking	9.93% 15	90.07% 136	151	1.90
Healthy eating	16.56% 25	83.44% 126	151	1.83
Physical exercise	15.89% 24	84.11% 127	151	1.84

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

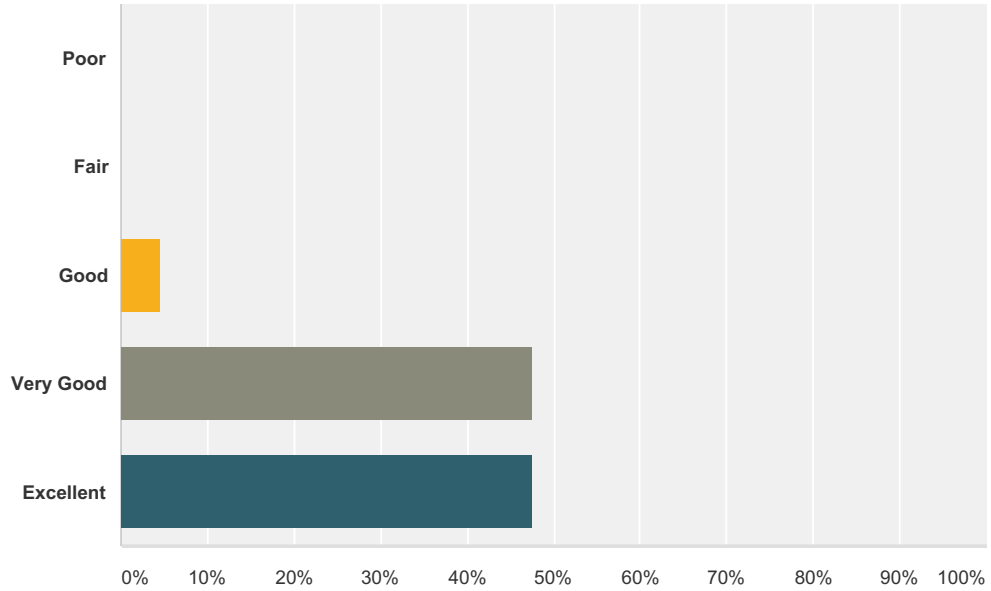
Answered: 151 Skipped: 0



Answer Choices	Responses
This is the pharmacy that you choose to visit if possible	78.15% 118
This is one of several pharmacies that you use when you need to	14.57% 22
This pharmacy was just convenient for you today	7.28% 11
Total	151

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

Answered: 151 Skipped: 0



Answer Choices	Responses	Count
Poor	0.00%	0
Fair	0.00%	0
Good	4.64%	7
Very Good	47.68%	72
Excellent	47.68%	72
Total		151

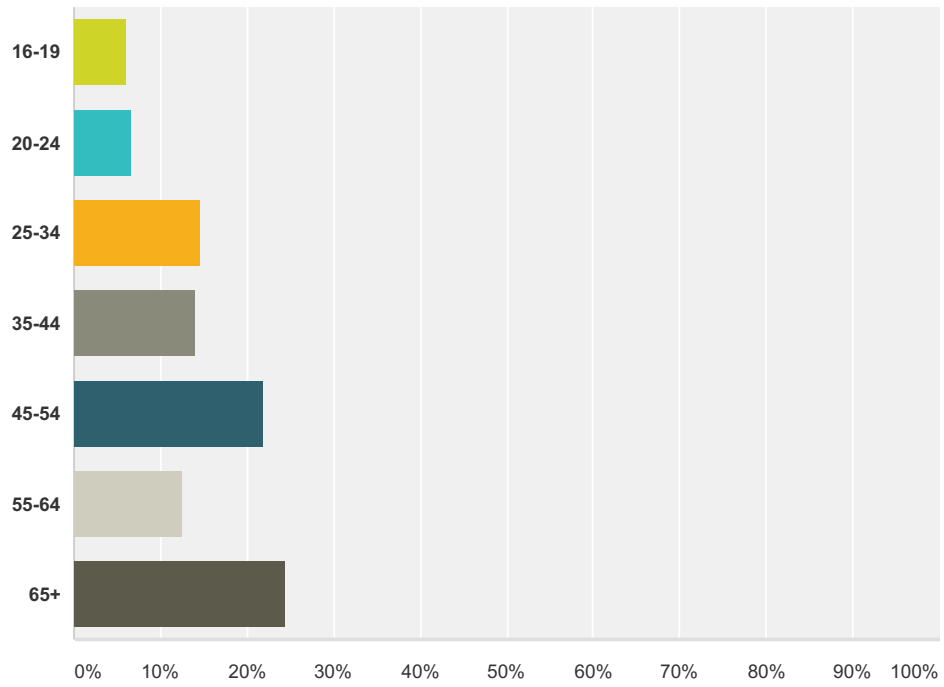
Q10 Q10 If you have any comments about how the service from this pharmacy could be improved, please write them in here:

Answered: 0 Skipped: 151

#	Responses	Date
	There are no responses.	

Q11 Q11 How old are you?

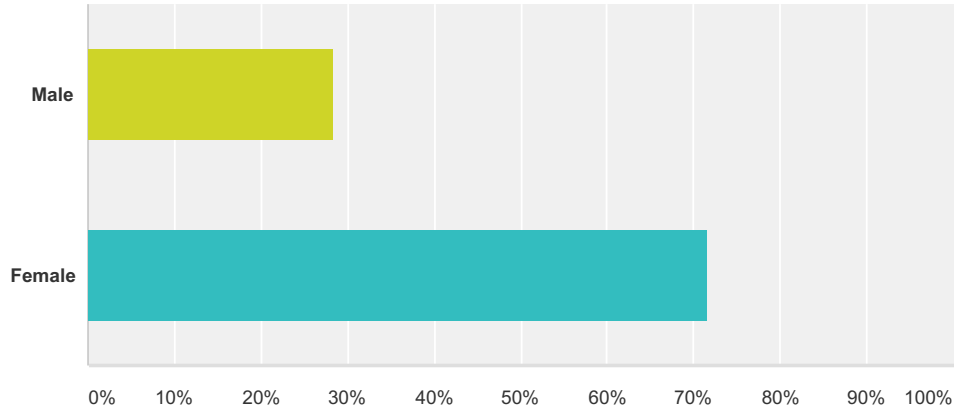
Answered: 151 Skipped: 0



Answer Choices	Responses
16-19	5.96% 9
20-24	6.62% 10
25-34	14.57% 22
35-44	13.91% 21
45-54	21.85% 33
55-64	12.58% 19
65+	24.50% 37
Total	151

Q12 Q12 Are you...

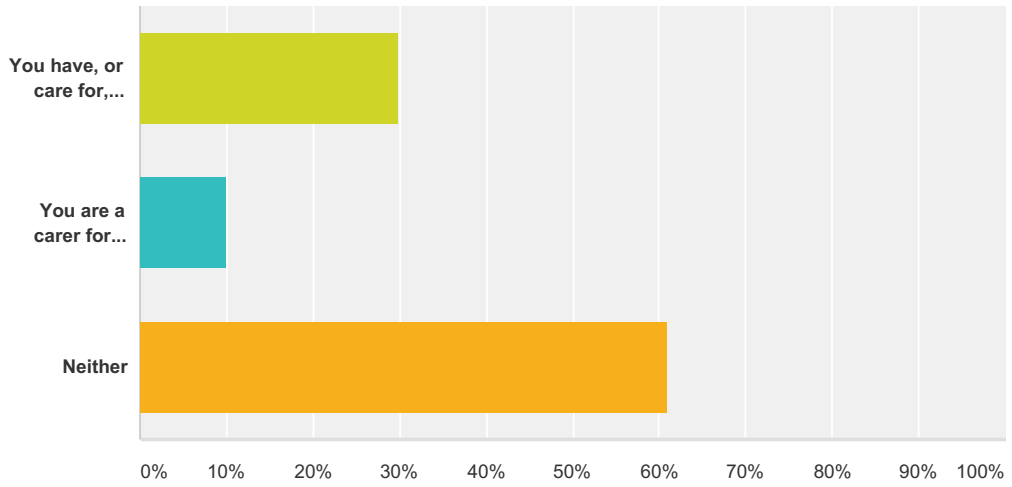
Answered: 151 Skipped: 0



Answer Choices	Responses
Male	28.48% 43
Female	71.52% 108
Total	151

Q13 Q13 Which of the following apply to you?

Answered: 151 Skipped: 0



Answer Choices	Responses
You have, or care for, children under 16	29.80% 45
You are a carer for someone with a longstanding illness or infirmity	9.93% 15
Neither	60.93% 92
Total Respondents: 151	