

# The **co-operative** pharmacy

These last few questions are just to help us categorise your answers.

## Q11 How old are you?

16-19  20-24  25-34  35-44  45-54   
55-64  65+

## Q12 Are you?

Male  Female

## Q13 Which of the following apply to you?

You have, or care for, children under 16   
You are a carer for someone with a longstanding illness or infirmity   
Neither

**Thank you very much for taking part in this questionnaire – your help is much appreciated.  
Please now return your completed questionnaire and place it in the collection box in the pharmacy.**

For branch use only: please use branch stamp

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## Community Pharmacy Customer Satisfaction Questionnaire

We'd love your help.

Please spare a few minutes to fill in this short questionnaire about the service we provide and whether there are any ways in which we can improve.

The questionnaire is anonymous and treated in the strictest confidence.

When you have completed the questionnaire, please place it in the collection box in the pharmacy.

Thank you very much for taking the time to give us your feedback. We really appreciate it.

### This section is about why you visited the pharmacy today

#### Q1 Why did you visit this pharmacy today?

To collect a prescription for: Yourself  Someone else  Both  **OR**

For some other reason (please write in the reason for your visit):

If you did not collect a prescription, please go to **Q3**.

#### 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?

Straight away  Waited in pharmacy  Came back later

#### Q3 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  Not very satisfied  Fairly satisfied  Very satisfied

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This section is about the pharmacy and the staff who work here more generally, not just for today's visit

**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:

ANSWERS:	Very poor	Fairly poor	Fairly good	Very good	Don't know
a) The cleanliness of the pharmacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The comfort and convenience of the waiting areas (e.g. seating or standing room)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Having in stock the medicines/appliances you need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Offering a clear and well organised layout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) How long you have to wait to be served	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Having somewhere available where you could speak without being overheard, if you wanted to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**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:

ANSWERS:	Very poor	Fairly poor	Fairly good	Very good	Don't know
a) Being polite and taking the time to listen to what you want	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Answering any queries you may have	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The service you received from the pharmacist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The service you received from the other pharmacy staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Providing an efficient service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The staff overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**Q6 Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?**

ANSWERS:	Not at all well	Not very well	Fairly well	Very well	Never used
a) Providing advice on a current health problem or a longer term health condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Providing general advice on leading a more healthy lifestyle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Disposing of medicines you no longer need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Providing advice on health services or information available elsewhere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Stopping smoking	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Physical exercise	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Healthy eating	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>					

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

This is the pharmacy that you choose to visit if possible	<input type="checkbox"/>
This is one of several pharmacies that you use when you need to	<input type="checkbox"/>
This pharmacy was just convenient for you today	<input type="checkbox"/>

**Q9 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	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Good	<input type="checkbox"/>	Very Good	<input type="checkbox"/>	Excellent	<input type="checkbox"/>
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**Q10** If you have any comments about how the service from this pharmacy could be improved, please write them in here: