

The co-operative pharmacy

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

Stopping smoking Yes No Physical exercise Yes No
Healthy eating Yes No

Q7 A ydych erioed wedi cael cyngor gan y fferylllydd neu gan aelod arall o staff y fferyllfa am unrhyw un o'r canlynol?

Rhol'r gorau i ysmegu Ydw Naddo Cadw'n heini Ydw Naddo
Bwyta'n iach Ydw Naddo

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

This is the pharmacy that you choose to visit if possible
This is one of several pharmacies that you use when you need to
This pharmacy was just convenient for you today

Q8 Pa un o'r canlynol sy'n disgrifio orau sut yr ydych yn defnyddio'r fferyllfa hon?

Hon yw'r fferyllfa yr ydych yn dewis ei ddefnyddio os yw hynny'n bosibl
Mae hon yn un o nifer o fferyllfeydd yr ydych yn eu ddefnyddio pan fo angen
Roedd yn digwydd bod yn gyfleus i chi ddefnyddio'r fferyllfa hon heddiw

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 Fair Good Very Good Excellent

Q9 Yn olaf, gan gymryd popeth i ystyriaeth – y staff, y siop a'r gwasanaethau a ddarperir – pa mor dda neu ddrwg yw'r fferyllfa lle gawsoch chi'r holiadur hwn?

Gwael Gweddol Da Da lawn Rhagorol

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

Q10 Os oes gennych unrhyw awgrymiadau sut i wella gwasanaethau'r fferyllfa hon, nodwch nhw yma:

These last few questions are just to help us categorise your answers. Diben y cwestiynau olaf hyn yw ein helpu ni i gategoreiddio eich atebion

Q11 How old are you?

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

C11 Faint yw'ch oed?

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

Q12 Are you?

Male Female

C12 A ydych chi yn...

Ddyn Menyw

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

C13 Pa rai o'r canlynol sy'n berthnasol i chi:

Mae gennych blant dan 16 neu'n gofalu amdanynt
Rydych yn gofalu am unigolyn sy'n dioddef o gyflwr neu salwch hirdymor
Ddim y naill na'r llall

Thank you very much for taking part in this questionnaire – your help is much appreciated. Please return your questionnaire to the pharmacist or another member of the branch team. Diolch yn fawr am gymryd rhan yn yr holiadur hwn gwerthfawrogir eich cymorth yn fawr. A wnewch chi ddychwelyd eich holiadur at y Fferylllydd neu aelod arall o dîm y gangen.

For branch use only: please use branch stamp
At ddefnydd y gangen yn unig: defnyddiwch stamp y gangen

The co-operative pharmacy

Community Pharmacy Questionnaire Holiadur Cleifion Fferyllfeydd Cymunedol

Dear Customer, we'd love your help.

Can you spare a few minutes to fill in this questionnaire about what you think of our service and whether there are any ways we could improve it? All your answers will be treated in strictest confidence and your views will not be linked to you individually. Please hand the survey to a member of staff when you have finished. Thank you very much for taking time to give us your feedback. We really appreciate it.

Annwyl gwsmer, hoffem gael eich help.

Allwch chi sbario ychydig funudau i lenwi'r holiadur hwn a rhoi eich barn am ein gwasanaeth ac am unrhyw ffordd y gallwn ei wella? Bydd eich atebion yn cael eu trin yn hollol gyfrinachol ac ni fydd eich sylwadau'n cael eu cysylltu â chi'n unigol. Ar ôl i chi ei offren, rhowch yr holiadur i aelod o dîm y gangen. Diolch yn fawr am dreulio amser i roi adborth i ni. Rydym yn ei wethfawrogi'n fawr.

This section is about why you visited the pharmacy today Mae'r adran hon yn gofyn pam y daethoch i'r fferyllfa heddiw

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 didn't collect a prescription, please go to **Q3**.

C1 Paham y daethoch i'r fferyllfa hon heddiw?

I gasglu presgripsiwn ar gyfer: Chi'ch hun Rhywun arall Y ddau **NEU**

Am reswm arall (nodwch paham y daethoch yma):

Os na ddaethoch yma i gasglu presgripsiwn, ewch i **C3**.

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

C2 Os y daethoch yma i gasglu presgripsiwn, a gawsoch chi ei gasglu ar unwaith, a oedd yn rhaid i chi aros yn y fferyllfa neu a fu'n rhaid i chi ddod 'nôl i'w gasglu?

Ar unwaith Aros yn y fferyllfa Dychwelyd yn ddiweddarach

The **co-operative** pharmacy

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

Q3 Pa mor fodlon oeddech chi â'r amser a gymerwyd i ddarparu'ch presgripsiwn a/neu unrhyw wasanaethau eraill y GIG yr oedd eu hangen arnoch?

Anfodlon Ddim yn fodlon iawn Gweddol fodlon Bodlon iawn

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

Mae'r adran hon yn eich holi'n gyffredinol am y fferyllfa a'r staff sy'n gweithio yno, nid yn unig y staff sy'n gweithio yno heddiw

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:

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

Q4 Gan ystyried unrhyw ymweliadau blaenorol yn ogystal ag ymweliad heddiw, pa mor dda yw'r fferyllfa o safbwynt y canlynol? Ticiwch un blwch ar gyfer pob agwedd o'r fferyllfa a restrir isod, er mwyn dangos pa mor dda neu ba mor wael yw hi yn eich barn chi:

- a) Pa mor lân yw'r fferyllfa
Gwael iawn Eithaf gwael Eithaf da Da iawn Ddim yn gwybod
- b) Pa mor gyfleus a chyfforddus yw'r mannau aros (ee y lle eistedd neu sefyll)
Gwael iawn Eithaf gwael Eithaf da Da iawn Ddim yn gwybod

c) A yw'r meddyginiaethau/offer sydd eu hangen arnoch ar gael
Gwael iawn Eithaf gwael Eithaf da Da iawn Ddim yn gwybod

d) Cynllun llawr y fferyllfa'n glir a threfnus
Gwael iawn Eithaf gwael Eithaf da Da iawn Ddim yn gwybod

e) Pa mor hir y mae'n rhaid i chi aros cyn cael sylw
Gwael iawn Eithaf gwael Eithaf da Da iawn Ddim yn gwybod

f) Bod rhywle ar gael i chi allu siarad heb fod cwsmeriaid eraill yn gallu'ch clywed, os ydych yn dymuno
Gwael iawn Eithaf gwael Eithaf da Da iawn Ddim yn gwybod

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:

- a) Being polite and taking the time to listen to what you want
Very poor Fairly poor Fairly good Very good Don't know
- b) Answering any queries you may have
Very poor Fairly poor Fairly good Very good Don't know
- c) The service you received from the pharmacist
Very poor Fairly poor Fairly good Very good Don't know
- d) The service you received from the other pharmacy staff
Very poor Fairly poor Fairly good Very good Don't know
- e) Providing an efficient service
Very poor Fairly poor Fairly good Very good Don't know
- f) The staff overall
Very poor Fairly poor Fairly good Very good Don't know

Q5 Unwaith eto, gan gynyws unrhyw ymweliadau blaenorol â'r fferyllfa hon, pa mor dda yw'r fferyllfa a'r staff eraill sy'n gweithio yno? Ticiwch un blwch ar gyfer pob agwedd o'r gwasanaeth a restrir isod, i ddangos pa mor dda neu wael ydyw, yn eich barn chi:

- a) Yn foesgar ac yn cymryd yr amser i wrando arnoch
Gwael iawn Eithaf iawn Eithaf da Da iawn Ddim yn gwybod
- b) Yn ateb unrhyw gwestiynau sydd gennych
Gwael iawn Eithaf iawn Eithaf da Da iawn Ddim yn gwybod

c) Y gwasanaeth a gawsoch gan y fferyllfydd
Gwael iawn Eithaf iawn Eithaf da Da iawn Ddim yn gwybod

d) Y gwasanaeth a gawsoch gan staff eraill y fferyllfa
Gwael iawn Eithaf iawn Eithaf da Da iawn Ddim yn gwybod

e) Darparu gwasanaeth effeithlon
Gwael iawn Eithaf iawn Eithaf da Da iawn Ddim yn gwybod

f) Y staff yn gyffredinol
Gwael iawn Eithaf iawn Eithaf da Da iawn Ddim yn gwybod

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

- a) Providing advice on a current health problem or a longer term health condition
Very poor Fairly poor Fairly good Very good Don't know
- b) Providing general advice on leading a more healthy lifestyle
Very poor Fairly poor Fairly good Very good Don't know
- c) Disposing of medicines you no longer need
Very poor Fairly poor Fairly good Very good Don't know
- d) Providing advice on health services or information available elsewhere
Very poor Fairly poor Fairly good Very good Don't know

Q6 Gan feddwl am yr holl droeon yr ydych wedi defnyddio'r fferyllfa hon, pa mor dda yw'r gwasanaethau canlynol a ddarperir ganddi?

- a) Rhoi cyngor ar broblem neu gyflwr iechyd cyfredol
Ddim yn dda o gwbl Ddim yn dda iawn Eithaf da Da iawn Byth yn eu defnyddio
- b) Rhoi cyngor cyffredinol ar fyw bywyd iach
Ddim yn dda o gwbl Ddim yn dda iawn Eithaf da Da iawn Byth yn eu defnyddio
- c) Cael gwared ar feddyginiaeth nad oes arnoch ei angen bellach
Ddim yn dda o gwbl Ddim yn dda iawn Eithaf da Da iawn Byth yn eu defnyddio
- d) Rhoi cyngor ar wasanaethau iechyd neu wybodaeth sydd ar gael mewn mannau eraill
Ddim yn dda o gwbl Ddim yn dda iawn Eithaf da Da iawn Byth yn eu defnyddio