

# Clare Pharmacy Patient Questionnaire 2017 - 2018

1. This section is about why you visited the pharmacy today

Why did you visit this pharmacy today?							Response Percent	Response Total
1	To collect a prescription for yourself						72.34%	102
2	To collect a prescription for someone else						13.48%	19
3	To collect a prescription for both						9.22%	13
4	For another reason						4.96%	7
<b>Analysis</b>	Mean:	1.47	Std. Deviation:	0.86	Satisfaction Rate:	15.6	answered	141
	Variance:	0.73	Std. Error:	0.07			skipped	0

2. Page 2

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?							Response Percent	Response Total
1	Straight away						75.18%	106
2	Waited in pharmacy						21.28%	30
3	Came back later						3.55%	5
<b>Analysis</b>	Mean:	1.28	Std. Deviation:	0.52	Satisfaction Rate:	14.18	answered	141
	Variance:	0.27	Std. Error:	0.04			skipped	0

3. Page 3

How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?							Response Percent	Response Total
1	Very satisfied						94.33%	133
2	Fairly satisfied						4.26%	6
3	Not very satisfied						0.71%	1
4	Not at all satisfied						0.71%	1
<b>Analysis</b>	Mean:	1.08	Std. Deviation:	0.36	Satisfaction Rate:	2.6	answered	141
	Variance:	0.13	Std. Error:	0.03			skipped	0

4. This section is about the pharmacy and staff who work there more generally, not just today's visit

The cleanliness of the pharmacy?							Response Percent	Response Total
1	Very good						98.58%	139
2	Fairly good						0.71%	1
3	Fairly poor						0.71%	1
4	Very poor						0.00%	0
5	Don't know						0.00%	0
<b>Analysis</b>	Mean:	1.02	Std. Deviation:	0.19	Satisfaction Rate:	0.53	answered	141
	Variance:	0.04	Std. Error:	0.02			skipped	0

5. Page 5

The comfort and convenience of the waiting areas (e.g. seating or standing room)?							Response Percent	Response Total
1	Very good						84.40%	119
2	Fairly good						12.06%	17
3	Fairly poor						1.42%	2
4	Very poor						0.00%	0
5	Don't know						2.13%	3
<b>Analysis</b>	Mean:	1.23	Std. Deviation:	0.68	Satisfaction Rate:	5.85	answered	141
	Variance:	0.46	Std. Error:	0.06			skipped	0

6. Page 6

Having in stock the medicines/appliances you need?							Response Percent	Response Total
1	Very good						87.94%	124
2	Fairly good						11.35%	16
3	Fairly poor						0.00%	0
4	Very poor						0.00%	0
5	Don't know						0.71%	1
<b>Analysis</b>	Mean:	1.14	Std. Deviation:	0.45	Satisfaction Rate:	3.55	answered	141
	Variance:	0.21	Std. Error:	0.04			skipped	0

## 7. Page 7

Offering a clear and well organised layout?						Response Percent	Response Total	
1	Very good					90.78%	128	
2	Fairly good					7.80%	11	
3	Fairly poor					0.00%	0	
4	Very poor					0.00%	0	
5	Don't know					1.42%	2	
<b>Analysis</b>	Mean:	1.13	Std. Deviation:	0.54	Satisfaction Rate:	3.37	answered	141
	Variance:	0.29	Std. Error:	0.05			skipped	0

## 8. Page 8

How long did you have to wait to be served?						Response Percent	Response Total	
1	Very good					93.62%	132	
2	Fairly good					5.67%	8	
3	Fairly poor					0.00%	0	
4	Very poor					0.71%	1	
5	Don't know					0.00%	0	
<b>Analysis</b>	Mean:	1.08	Std. Deviation:	0.34	Satisfaction Rate:	1.95	answered	141
	Variance:	0.11	Std. Error:	0.03			skipped	0

## 9. Page 9

Having somewhere available where you could speak without being overheard, if you wanted to?						Response Percent	Response Total	
1	Very good					75.89%	107	
2	Fairly good					9.22%	13	
3	Fairly poor					0.00%	0	
4	Very poor					0.00%	0	
5	Don't know					14.89%	21	
<b>Analysis</b>	Mean:	1.69	Std. Deviation:	1.41	Satisfaction Rate:	17.2	answered	141
	Variance:	2	Std. Error:	0.12			skipped	0

10. Including any previous visits to Clare Pharmacy, how would you rate the pharmacist & staff

Being polite and taking the time to listen to what you want?							Response Percent	Response Total
1	Very good						93.62%	132
2	Fairly good						5.67%	8
3	Fairly poor						0.00%	0
4	Very poor						0.00%	0
5	Don't know						0.71%	1
<b>Analysis</b>	Mean:	1.09	Std. Deviation:	0.4	Satisfaction Rate:	2.13	answered	141
	Variance:	0.16	Std. Error:	0.03			skipped	0

11. Page 11

Answering any queries you may have?							Response Percent	Response Total
1	Very good						87.23%	123
2	Fairly good						4.96%	7
3	Fairly poor						0.71%	1
4	Very poor						0.00%	0
5	Don't know						7.09%	10
<b>Analysis</b>	Mean:	1.35	Std. Deviation:	1.04	Satisfaction Rate:	8.69	answered	141
	Variance:	1.09	Std. Error:	0.09			skipped	0

12. Page 12

The service you received from the pharmacist?							Response Percent	Response Total
1	Very good						95.74%	135
2	Fairly good						2.84%	4
3	Fairly poor						0.00%	0
4	Very poor						0.71%	1
5	Don't know						0.71%	1
<b>Analysis</b>	Mean:	1.08	Std. Deviation:	0.45	Satisfaction Rate:	1.95	answered	141
	Variance:	0.2	Std. Error:	0.04			skipped	0

13. Page 13

The service you received from the other pharmacy staff?						Response Percent	Response Total	
1	Very good					94.33%	133	
2	Fairly good					4.96%	7	
3	Fairly poor					0.71%	1	
4	Very poor					0.00%	0	
5	Don't know					0.00%	0	
<b>Analysis</b>	Mean:	1.06	Std. Deviation:	0.27	Satisfaction Rate:	1.6	answered	141
	Variance:	0.07	Std. Error:	0.02			skipped	0

14. Page 14

Providing an efficient service?						Response Percent	Response Total	
1	Very good					96.45%	136	
2	Fairly good					3.55%	5	
3	Fairly poor					0.00%	0	
4	Very poor					0.00%	0	
5	Don't know					0.00%	0	
<b>Analysis</b>	Mean:	1.04	Std. Deviation:	0.18	Satisfaction Rate:	0.89	answered	141
	Variance:	0.03	Std. Error:	0.02			skipped	0

15. Page 15

The staff overall?						Response Percent	Response Total	
1	Very good					95.74%	135	
2	Fairly good					2.13%	3	
3	Fairly poor					0.71%	1	
4	Very poor					0.71%	1	
5	Don't know					0.71%	1	
<b>Analysis</b>	Mean:	1.09	Std. Deviation:	0.47	Satisfaction Rate:	2.13	answered	141
	Variance:	0.22	Std. Error:	0.04			skipped	0

16. How well do you think we provide each of the following services?

Providing advice on a current health problem or a longer term health condition?							Response Percent	Response Total
1	Very well						68.79%	97
2	Fairly well						5.67%	8
3	Not very well						0.00%	0
4	Not at all well						0.00%	0
5	Never used						25.53%	36
<b>Analysis</b>	Mean:	2.08	Std. Deviation:	1.73	Satisfaction Rate:	26.95	answered	141
	Variance:	2.98	Std. Error:	0.15			skipped	0

17. Page 17




Providing general advice on leading a more healthy lifestyle?							Response Percent	Response Total
1	Very well						41.13%	58
2	Fairly well						4.96%	7
3	Not very well						0.00%	0
4	Not at all well						0.00%	0
5	Never used						53.90%	76
<b>Analysis</b>	Mean:	3.21	Std. Deviation:	1.95	Satisfaction Rate:	55.14	answered	141
	Variance:	3.81	Std. Error:	0.16			skipped	0

18. Page 18

Disposing of medicines you no longer need?							Response Percent	Response Total
1	Very well						58.87%	83
2	Fairly well						2.84%	4
3	Not very well						0.00%	0
4	Not at all well						0.00%	0
5	Never used						38.30%	54
<b>Analysis</b>	Mean:	2.56	Std. Deviation:	1.93	Satisfaction Rate:	39.01	answered	141
	Variance:	3.72	Std. Error:	0.16			skipped	0





19. Page 19

### Providing advice on health services or information available elsewhere?

						Response Percent	Response Total	
1	Very well					41.84%	59	
2	Fairly well					2.84%	4	
3	Not very well					0.00%	0	
4	Not at all well					0.00%	0	
5	Never used					55.32%	78	
<b>Analysis</b>	Mean:	3.24	Std. Deviation:	1.96	Satisfaction Rate:	56.03	answered	141
	Variance:	3.86	Std. Error:	0.17			skipped	0





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

### Stopping smoking





						Response Percent	Response Total	
1	Yes					6.38%	9	
2	No					22.70%	32	
3	Not Requested					5.67%	8	
4	Not Required					65.25%	92	
<b>Analysis</b>	Mean:	3.3	Std. Deviation:	1.02	Satisfaction Rate:	76.6	answered	141
	Variance:	1.05	Std. Error:	0.09			skipped	0

21. Page 21




### Physical exercise

						Response Percent	Response Total	
1	Yes					7.80%	11	
2	No					24.82%	35	
3	Not Requested					24.82%	35	
4	Not Required					42.55%	60	
<b>Analysis</b>	Mean:	3.02	Std. Deviation:	0.99	Satisfaction Rate:	67.38	answered	141
	Variance:	0.99	Std. Error:	0.08			skipped	0





22. Page 22

Healthy eating						Response Percent	Response Total	
1	Yes					8.51%	12	
2	No					25.53%	36	
3	Not Requested					21.99%	31	
4	Not Required					43.97%	62	
<b>Analysis</b>	Mean:	3.01	Std. Deviation:	1.02	Satisfaction Rate:	67.14	answered	141
	Variance:	1.04	Std. Error:	0.09			skipped	0

23. This section is about an overview of Clare Pharmacy

Which of the following best describes how you use this pharmacy?						Response Percent	Response Total	
1	This is the pharmacy that you choose to visit if possible					92.20%	130	
2	This is one of several pharmacies that you use when needed					3.55%	5	
3	This pharmacy was just convenient for you today					4.26%	6	
<b>Analysis</b>	Mean:	1.12	Std. Deviation:	0.44	Satisfaction Rate:	6.03	answered	141
	Variance:	0.19	Std. Error:	0.04			skipped	0

24. Page 24

Taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?						Response Percent	Response Total	
1	Excellent					88.65%	125	
2	Very Good					8.51%	12	
3	Good					2.13%	3	
4	Fair					0.00%	0	
5	Poor					0.71%	1	
<b>Analysis</b>	Mean:	1.16	Std. Deviation:	0.51	Satisfaction Rate:	3.9	answered	141
	Variance:	0.26	Std. Error:	0.04			skipped	0



If you have any comments about how the service from this pharmacy could be improved, please write them in here:				
			Response Percent	Response Total
1	Open-Ended Question		100.00%	45
1	31/03/17 5:21PM ID: 54966274	Excellent service provided locally. Very important for me to have local pharmacy in Clare.		
2	11/04/17 5:57PM ID: 55441945	the service is first class and does not require improvement		
3	27/04/17 2:09PM ID: 56570429	No improvements - just to thank you for providing an excellent service. The partnership with Guildhall surgery is excellent too and the sms service to advise when prescription is ready to collect, is quick and efficient. Thank you!		
4	03/05/17 8:14AM ID: 56893420	Soft chairs and a bar		
5	25/05/17 12:18PM ID: 58245346	I am not able to suggest any improvements from the current excellent service.		
6	27/05/17 8:40PM ID: 58361552	This pharmacy was fantastic. My prescription was in a pharmacy in chelmsford (where I live) but I couldn't get to it because of work. The staff helped me get it from your one though simply by me phoning the chelmsford pharmacy who returned it (somehow magically through the world wide web I assume) and with my nhs number the Clare pharmacy gave it to me. Thankyou all so much. I would of gone 4 days without much needed medication without your help.		
7	04/06/17 12:35AM ID: 58682326	I have been using this pharmacy for about 35 years and always found it excellent.		
8	04/06/17 1:11PM ID: 58693319	This pharmacy is excellent. However, there needs to be a nationwide system set up for reducing wastage of medicines. E.g. If the dose of a regular drug is changed, all that is still held by the patient has to be discarded regardless of the fact that it may never have been opened. How about setting up a system in which a patient may be prescribed for a full year, but with the prescriptions and medications being held in the pharmacy and only released as requested by the patient. I am confident that this would save the gross wastage of drugs that currently costs the NHS a huge amount of money. Thank you.		
9	08/06/17 5:36PM ID: 58929757	excellent for everything .  Malcolm		
10	22/06/17 5:08PM ID: 59666094	They could offer a delivery service		
11	23/06/17 6:46AM ID: 59682660	Very helpfull		
12	29/06/17 4:14PM ID: 60004099	This is a perfect service you can not improve a perfect service		
13	05/07/17 8:30AM ID: 60288659	Clare Pharmacy provides an outstanding service in my view. It is an essential feature of the local services available to the elderly and very much valued. I cannot speak highly enough of the efficiency and friendliness of the staff. I wouldn't use anywhere else unless forced to by circumstance!		
14	05/07/17 4:47PM ID: 60325786	Having moved into the area from Birmingham, Clare Pharmacy is like a breath of fresh air. They always have time to speak to. Service is friendly, fast and very efficient. When I had a health problem last year the Pharmacist not only gave me advice and reassurance in the pharmacy but also phoned me at home. Service is second to none so I really cannot see how it can be improved		

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

			Response Percent	Response Total
15	27/07/17 5:31PM ID: 61633737	My wife and I have been using the Clare Pharmacy for nearly seven years that we have lived in Hundon. Nick and his team are all excellent in all respects: polite, friendly, competent, efficient and nothing is too much trouble even though my 'pack of pills' takes some time to put together! Occasionally I ask Nick for a view on a problem and he is always helpful in his response. We count ourselves most fortunate to have such a good Pharmacy on the door step and are most grateful to Nick and the team. Johnny Walker		
16	29/07/17 9:07AM ID: 61714365	Could there be a small bench or similar just beyond the pharmacy counter so that one does not have to go back to the entrance to the chairs there - I don't know if something could fit in??		
17	08/08/17 10:52AM ID: 62169252	Top notch service,		
18	09/08/17 7:43PM ID: 62253663	none		
19	13/08/17 8:41AM ID: 62417641	All the Staff at Clare Pharmacy are polite and efficient and the pharmacist provides excellent Service to all his customers. The pharmacy is an asset to Clare and its residents.		
20	27/08/17 1:53PM ID: 63092918	Sorry, I can't think of any way they could improve, everyone there is nice, pleasant and helpful.		
21	31/08/17 9:49PM ID: 63300263	I have lived in Hundon with my wife Sue (SVA Walker) for nearly seven years. We came from Lincolnshire where we had an excellent medical practice. This is matched in all respects but the Guildhall Medical Centre AND by the Clare Pharmacy. As I have tried to reflect in the survey everything about the Pharmacy is good. Nick and his staff are very helpful in all respects and at the time of writing Emma is the pharmacist who was equally helpful with a minor problem. The staff exemplary. I could 'pill-take for Britain' and the pills are always ready, normally within about 48 hours, following a text to say they are ready for collection - in the wheel barrow! The service in Clare Pharmacy could not be improved. Johnny Walker aka Edward John Walker of Last Post Cottage in Hundon.		
22	02/09/17 1:55PM ID: 63390378	I can only say that all services supplied by the pharmacy are excellent. The staff are cheerful, kind and very efficient.		
23	05/09/17 11:15AM ID: 63493420	no comments		
24	13/09/17 9:11PM ID: 63916358	first class service		
25	21/09/17 11:01PM ID: 64376276	None really but waiting area is a bit basic. Don't know how it could be improved though.		
26	24/09/17 9:08AM ID: 64472377	Criticism of the survey. Too many detailed questions on what is a pretty simple matter. I go to thepharmacy - I get waht I want - I leave. the staff are polite and efficient. What more is there to say?		
27	09/10/17 11:33AM ID: 65289550	You do everything very well. Always friendly and helpful and reliable. You are a credit to Clare.		
28	23/10/17 2:19PM ID: 66187670			
29	20/11/17 1:41PM ID: 67937095	a couple more seats available otherwise an excellent pharmacy		
30	13/12/17 8:48AM ID: 69487598	Since the town as many elderly people, this pharmacy, the only one in town, is a great service to both the elderly and the rest of the residents. Many of its more general		

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

			Response Percent	Response Total
		products are also not available elsewhere in the town. Nearby larger towns are at least 8 miles away, with irregular bus services. These are general comments, not about improvements needed.		
31	03/01/18 9:30AM ID: 70530421	Id really appreciate a grab handle or two by the sides of the entrance. I know its only a small slope, but i think it might be helpful. i think the pharmacy is very good, everyone helpful and friendly.		
32	03/01/18 9:36AM ID: 70531103	All my comments mirror the fact that i have always been delighted byn then service i have received. It is inevitable that such questionaires lead to the making of comparisons, your pharmacy is easily the best of many ive used		
33	23/01/18 9:49AM ID: 72006212	The staff are well-trained and friendly. Once or twice if generic medicines were not available other brands were recommended, which was much appreciated. Advice on medicines to avoid while on blood pressure medicine was appreciated. No comments on improvements although anti-allergenic cosmetics would be useful to me, if there is enough other demand. My personal use is rather low.		
34	24/01/18 11:30AM ID: 72121266	I cannot think of any improvements it is a lovely friendly pharmacy.		
35	02/02/18 9:58AM ID: 72845726	We have always been treated with politness and efficientcey.  You provide an excellent sevice for which we thank you.		
36	02/02/18 10:05AM ID: 72846460	A brilliant pharmacy		
37	02/02/18 10:18AM ID: 72847539	Just wish that guildhall surgery were as helpful as your staff. They have a lot to be desired.  A Thurlow - Craig  Overall excellent well done		
38	03/02/18 3:26PM ID: 72945960	Clare is indeed very fortunate to have such an excellent pharmacy, I can see no way it could possibly be improved.		
39	03/02/18 3:29PM ID: 72946099	I love coming to this pharmacy, all the staff are great and they get to know you very well.		
40	04/02/18 8:38AM ID: 72969665	On entering the pharmacy I started to wipe my boots on the door mat provided for this purpose, I continued to wipe my boots as the assistant was serving a customer at that time and I had noticed pieces of mud had been left on the floor from previous customers. I walked to the counter leaving no trace of mud on the floor to hand in my prescription then took a seat in the waiting area. The pharmacist approached me with my item and sarcastically said "Thank you for the mud". I explained it was not from me but from previous customers and stated the assistant had witnessed me wiping my boots before entering. I received no support from the assistant nor did I get an apology from the pharmacist.		
41	04/02/18 12:23PM ID: 72976934	I have been using this pharmacy for many years and have never had anything but good, friendly service and only once or twice have I ever had to make a return visit because my medication was not in stock.		
42	09/02/18 9:17PM ID: 73435405	The new information stand which changes every couple of months is good and the staff are always helpful when asked about it.		
43	12/02/18 11:08AM ID: 73548407	Would like them to be funded to take blood tests and would save hundreds of vehicles on the road to Sudbury.		
44	13/02/18 11:01AM ID: 73651056	Clare Pharmacy is superb and the staff have given me kind efficient and attentive service and provided me and my mother with all our medical needs. Mrs E and Peter Gaylor.		

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

			Response Percent	Response Total
45	18/02/18 1:50PM ID: 74068475	Please have more than one member of staff serving at busy times!		
			answered	45
			skipped	96

## 26. Information Governance

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?

					Response Percent	Response Total
1	Yes				90.07%	127
2	No				1.42%	2
3	Not Applicable				8.51%	12
<b>Analysis</b>	Mean:	1.18	Std. Deviation:	0.57	Satisfaction Rate:	9.22
	Variance:	0.32	Std. Error:	0.05		
					answered	141
					skipped	0

## 27. Page 27

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?

					Response Percent	Response Total
1	Yes				12.77%	18
2	No				75.18%	106
3	Not Applicable				12.06%	17
<b>Analysis</b>	Mean:	1.99	Std. Deviation:	0.5	Satisfaction Rate:	49.65
	Variance:	0.25	Std. Error:	0.04		
					answered	141
					skipped	0

If yes, do you feel your wishes were respected?

					Response Percent	Response Total
1	Yes				91.67%	22
2	No				8.33%	2
<b>Analysis</b>	Mean:	1.08	Std. Deviation:	0.28	Satisfaction Rate:	8.33
	Variance:	0.08	Std. Error:	0.06		
					answered	24
					skipped	117

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

How old are you?							Response Percent	Response Total
1	16-19						0.00%	0
2	20-24						1.42%	2
3	25-34						0.00%	0
4	35-44						5.67%	8
5	45-54						12.06%	17
6	55-64						15.60%	22
7	65+						65.25%	92
<b>Analysis</b>	Mean:	6.36	Std. Deviation:	1.05	Satisfaction Rate:	89.36	answered	141
	Variance:	1.1	Std. Error:	0.09			skipped	0

29. Page 29

Are you...							Response Percent	Response Total
1	Male						41.13%	58
2	Female						58.87%	83
<b>Analysis</b>	Mean:	1.59	Std. Deviation:	0.49	Satisfaction Rate:	58.87	answered	141
	Variance:	0.24	Std. Error:	0.04			skipped	0

30. Page 30

Which of the following apply to you:							Response Percent	Response Total
1	You have, or care for, children under 16						5.67%	8
2	You are a carer for someone with a longstanding illness or infirmity						12.77%	18
3	Neither						81.56%	115
<b>Analysis</b>	Mean:	2.76	Std. Deviation:	0.54	Satisfaction Rate:	87.94	answered	141
	Variance:	0.3	Std. Error:	0.05			skipped	0