

Clare Pharmacy Patient Questionnaire 2019 - 2020

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						62.93%	73
2	To collect a prescription for someone else						16.38%	19
3	To collect a prescription for both						12.93%	15
4	For another reason						7.76%	9
Analysis	Mean:	1.66	Std. Deviation:	0.97	Satisfaction Rate:	21.84	answered	116
	Variance:	0.95	Std. Error:	0.09			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						84.48%	98
2	Waited in pharmacy						12.07%	14
3	Came back later						3.45%	4
Analysis	Mean:	1.19	Std. Deviation:	0.47	Satisfaction Rate:	9.48	answered	116
	Variance:	0.22	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						93.10%	108
2	Fairly satisfied						4.31%	5
3	Not very satisfied						0.86%	1
4	Not at all satisfied						1.72%	2
Analysis	Mean:	1.11	Std. Deviation:	0.47	Satisfaction Rate:	3.74	answered	116
	Variance:	0.22	Std. Error:	0.04			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						97.41%	113
2	Fairly good						0.86%	1
3	Fairly poor						0.00%	0
4	Very poor						0.00%	0
5	Don't know						1.72%	2
Analysis	Mean:	1.08	Std. Deviation:	0.53	Satisfaction Rate:	1.94	answered	116
	Variance:	0.28	Std. Error:	0.05			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						84.48%	98
2	Fairly good						12.07%	14
3	Fairly poor						0.86%	1
4	Very poor						0.00%	0
5	Don't know						2.59%	3
Analysis	Mean:	1.24	Std. Deviation:	0.71	Satisfaction Rate:	6.03	answered	116
	Variance:	0.51	Std. Error:	0.07			skipped	0

6. Page 6

Having in stock the medicines/appliances you need?							Response Percent	Response Total
1	Very good						93.97%	109
2	Fairly good						4.31%	5
3	Fairly poor						0.86%	1
4	Very poor						0.86%	1
5	Don't know						0.00%	0
Analysis	Mean:	1.09	Std. Deviation:	0.38	Satisfaction Rate:	2.16	answered	116
	Variance:	0.15	Std. Error:	0.04			skipped	0

7. Page 7

Offering a clear and well organised layout?							Response Percent	Response Total
1	Very good						92.24%	107
2	Fairly good						5.17%	6
3	Fairly poor						0.00%	0
4	Very poor						0.00%	0
5	Don't know						2.59%	3
Analysis	Mean:	1.16	Std. Deviation:	0.66	Satisfaction Rate:	3.88	answered	116
	Variance:	0.44	Std. Error:	0.06			skipped	0

8. Page 8

How long did you have to wait to be served?							Response Percent	Response Total
1	Very good						93.10%	108
2	Fairly good						4.31%	5
3	Fairly poor						0.86%	1
4	Very poor						0.00%	0
5	Don't know						1.72%	2
Analysis	Mean:	1.13	Std. Deviation:	0.58	Satisfaction Rate:	3.23	answered	116
	Variance:	0.34	Std. Error:	0.05			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						76.72%	89
2	Fairly good						7.76%	9
3	Fairly poor						0.86%	1
4	Very poor						0.86%	1
5	Don't know						13.79%	16
Analysis	Mean:	1.67	Std. Deviation:	1.39	Satisfaction Rate:	16.81	answered	116
	Variance:	1.94	Std. Error:	0.13			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						97.41%	113
2	Fairly good						0.86%	1
3	Fairly poor						0.00%	0
4	Very poor						1.72%	2
5	Don't know						0.00%	0
Analysis	Mean:	1.06	Std. Deviation:	0.4	Satisfaction Rate:	1.51	answered	116
	Variance:	0.16	Std. Error:	0.04			skipped	0

11. Page 11

Answering any queries you may have?							Response Percent	Response Total
1	Very good						93.10%	108
2	Fairly good						3.45%	4
3	Fairly poor						0.00%	0
4	Very poor						1.72%	2
5	Don't know						1.72%	2
Analysis	Mean:	1.16	Std. Deviation:	0.66	Satisfaction Rate:	3.88	answered	116
	Variance:	0.44	Std. Error:	0.06			skipped	0

12. Page 12

The service you received from the pharmacist?							Response Percent	Response Total
1	Very good						95.69%	111
2	Fairly good						1.72%	2
3	Fairly poor						0.00%	0
4	Very poor						1.72%	2
5	Don't know						0.86%	1
Analysis	Mean:	1.1	Std. Deviation:	0.55	Satisfaction Rate:	2.59	answered	116
	Variance:	0.3	Std. Error:	0.05			skipped	0

13. Page 13

The service you received from the other pharmacy staff?							Response Percent	Response Total
1	Very good						92.24%	107
2	Fairly good						6.90%	8
3	Fairly poor						0.00%	0
4	Very poor						0.86%	1
5	Don't know						0.00%	0
Analysis	Mean:	1.09	Std. Deviation:	0.37	Satisfaction Rate:	2.37	answered	116
	Variance:	0.14	Std. Error:	0.03			skipped	0

14. Page 14

Providing an efficient service?							Response Percent	Response Total
1	Very good						96.55%	112
2	Fairly good						1.72%	2
3	Fairly poor						0.00%	0
4	Very poor						1.72%	2
5	Don't know						0.00%	0
Analysis	Mean:	1.07	Std. Deviation:	0.41	Satisfaction Rate:	1.72	answered	116
	Variance:	0.17	Std. Error:	0.04			skipped	0

15. Page 15

The staff overall?							Response Percent	Response Total
1	Very good						95.69%	111
2	Fairly good						2.59%	3
3	Fairly poor						0.86%	1
4	Very poor						0.86%	1
5	Don't know						0.00%	0
Analysis	Mean:	1.07	Std. Deviation:	0.36	Satisfaction Rate:	1.72	answered	116
	Variance:	0.13	Std. Error:	0.03			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						72.17%	83
2	Fairly well						1.74%	2
3	Not very well						0.00%	0
4	Not at all well						0.87%	1
5	Never used						25.22%	29
Analysis	Mean:	2.05	Std. Deviation:	1.74	Satisfaction Rate:	26.3	answered	115
	Variance:	3.02	Std. Error:	0.16			skipped	1

17. Page 17

Providing general advice on leading a more healthy lifestyle?							Response Percent	Response Total
1	Very well						37.39%	43
2	Fairly well						5.22%	6
3	Not very well						0.00%	0
4	Not at all well						0.00%	0
5	Never used						57.39%	66
Analysis	Mean:	3.35	Std. Deviation:	1.93	Satisfaction Rate:	58.7	answered	115
	Variance:	3.72	Std. Error:	0.18			skipped	1

18. Page 18

Disposing of medicines you no longer need?							Response Percent	Response Total
1	Very well						61.40%	70
2	Fairly well						1.75%	2
3	Not very well						0.00%	0
4	Not at all well						0.00%	0
5	Never used						36.84%	42
Analysis	Mean:	2.49	Std. Deviation:	1.92	Satisfaction Rate:	37.28	answered	114
	Variance:	3.69	Std. Error:	0.18			skipped	2

19. Page 19

Providing advice on health services or information available elsewhere?							Response Percent	Response Total
1	Very well						47.37%	54
2	Fairly well						0.88%	1
3	Not very well						0.00%	0
4	Not at all well						0.00%	0
5	Never used						51.75%	59
Analysis	Mean:	3.08	Std. Deviation:	1.99	Satisfaction Rate:	51.97	answered	114
	Variance:	3.97	Std. Error:	0.19			skipped	2





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						4.39%	5
2	No						22.81%	26
3	Not Requested						3.51%	4
4	Not Required						69.30%	79
Analysis	Mean:	3.38	Std. Deviation:	0.98	Satisfaction Rate:	79.24	answered	114
	Variance:	0.95	Std. Error:	0.09			skipped	2




21. Page 21

Physical exercise							Response Percent	Response Total
1	Yes						5.26%	6
2	No						21.05%	24
3	Not Requested						27.19%	31
4	Not Required						46.49%	53
Analysis	Mean:	3.15	Std. Deviation:	0.93	Satisfaction Rate:	71.64	answered	114
	Variance:	0.86	Std. Error:	0.09			skipped	2





22. Page 22

Healthy eating						Response Percent	Response Total	
1	Yes					7.02%	8	
2	No					21.05%	24	
3	Not Requested					30.70%	35	
4	Not Required					41.23%	47	
Analysis	Mean:	3.06	Std. Deviation:	0.95	Satisfaction Rate:	68.71	answered	114
	Variance:	0.9	Std. Error:	0.09			skipped	2

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					93.86%	107	
2	This is one of several pharmacies that you use when needed					4.39%	5	
3	This pharmacy was just convenient for you today					1.75%	2	
Analysis	Mean:	1.08	Std. Deviation:	0.33	Satisfaction Rate:	3.95	answered	114
	Variance:	0.11	Std. Error:	0.03			skipped	2

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					86.84%	99	
2	Very Good					10.53%	12	
3	Good					0.88%	1	
4	Fair					0.00%	0	
5	Poor					1.75%	2	
Analysis	Mean:	1.19	Std. Deviation:	0.62	Satisfaction Rate:	4.82	answered	114
	Variance:	0.38	Std. Error:	0.06			skipped	2

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%	39
1	09/04/2019 16:41 PM ID: 113691398	Grateful to have such a helpful pharmacy, close at hand. Thanks, Ron Hilditch		
2	13/04/2019 11:07 AM ID: 114001523	Very satisfied customer.		
3	19/04/2019 10:04 AM ID: 114443946	The service I get from this pharmacy is exceptional. The pharmacist has gone out of his way to help me on several occasions and I've really appreciated his support and caring attitude. The staff are friendly, professional and extremely helpful. Visiting Clare Pharmacy is always a positive experience.		
4	09/05/2019 23:29 PM ID: 116217794	As far as I can see the pharmacy is a very good example of a well run, efficient, helpful staff and the pharmacist is always very helpful if one needs advice.		
5	11/05/2019 09:56 AM ID: 116320040	I think Clare pharmacy could not be improved, they provide a great service in every respect.		
6	14/08/2019 14:09 PM ID: 124516540	I have used Clare Pharmacy for many years and have always had good service from them.		
7	30/10/2019 09:42 AM ID: 129928001	Why give the prescriptions in a plastic bag?? A large paper one would do or a string bag??		
8	11/11/2019 23:13 PM ID: 130701800	Pls		
9	21/11/2019 16:48 PM ID: 131338056	As far as I'm concerned, Clare Pharmacy, run by the excellent Nick Smith and his first class team, have always given me excellent, all round service, and I am very grateful for it!		
10	29/11/2019 10:51 AM ID: 131708095	No improvement necessary.		
11	04/01/2020 15:03 PM ID: 133475621	An incredibly rude pharmacist unwilling to let me take my Sick disabled mothers prescription as I didn't have ID. I have collected her medication several times. I am my mothers carer. I have never been asked for ID before so did not know this was required. She took a dislike to me I believe and refused to give them to me. My mother had controlled drugs and cannot do without them over the weekend. I gave her information that only someone who knew could have known but was willing to let me have them if I had a bank card on me!!!!!! What sort of ID is a bank card no address no photo just a name that she couldn't verify either. I then had to go and get my mum from the car have her walk in pain to the chemist so she could identify her!!! If course my mother seldom picks them up herself as she is hour bound on her her own. So she didn't know her either!! Needless to say she then reluctantly let my mother have her drugs. Very very poor service. My mother Has been using your pharmacy for 7/8 years now. My dad or I are the only ones that ever pick up her medication for her. I am a woman with four children I'm a carer I have never been so rudely treated in my life. There are ways of dealing with situations. This lady needs to learn customer service skills. She had two young men working with her I pity their understanding g of customer service skills with her as their guide. As a country we do not have ID cards to carry around. Only a passport or driving licence have our photos and there is no obligation for everyone to have or carry these around. I popped in with my mum to collect her medication as dad was working late and couldn't collect them. neither of us had our bags on us. I have never been asked for ID before. She was just being stubborn to make her point. I had to then go get my mum from the car and she had to walk and do a simple task that I and dad have done for her several times in the past on a monthly basis!! I really cannot tell you how angry I am. There is such a thing as 'jobs wirth' and she wins the prize.		

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




			Response Percent	Response Total
12	11/01/2020 16:14 PM ID: 123635678	Very satisfied - thank you		
13	16/01/2020 14:48 PM ID: 134080592	Excellent service. We are very fortunate to have the service.		
14	18/01/2020 11:54 AM ID: 134189207	I had to wait a few minutes for my prescription to be authorised by the pharmacist. There was seating available near the door but I chose to stand. I felt I was rather in the way. Perhaps seating could be provided at the far end of the counter for those who have a short wait?		
15	23/01/2020 21:35 PM ID: 134494614	I don't think there are any improvements that could be made.		
16	08/02/2020 14:24 PM ID: 135384271	Just consistency in relief pharmacists - found one very off hand		
17	08/02/2020 14:29 PM ID: 135384474	None		
18	12/02/2020 11:49 AM ID: 135601191	You should get some better face masks in. The ones you have are flimsy and expensive.		
19	15/02/2020 12:41 PM ID: 135783095	Door is rather heavy for elderly people, could be eased?		
20	27/02/2020 11:50 AM ID: 136739800	Great service caring staff, always provide a good service well presented with excellent quality of service.		
21	19/03/2020 18:17 PM ID: 137859455	Please pass on my thanks to Nick and his team for their help today in sourcing a liquid paracetamol for our two young and sickly grandchildren. Having one with scarlatina and the younger with a nasty nasal infection running out of this was becoming a great concern. All the staff were immensely helpful and polite both on the phone and face to face and whilst they are a little of the beaten track for us these days, it was a reminder to me of how excellent this organisation and their team has been and clearly still is. Many thanks Nick from an ex local colleague. Stay safe		
22	20/03/2020 15:22 PM ID: 137895379	Always very helpful and polite.		
23	07/04/2020 11:58 AM ID: 138699324	Long may you continue to offer this valuable service to the ageing population in Clare. Perhaps a home delivery service (chargeable not free) for those less mobile would be considered. It would be better than signing up for the mail order pharmacies that may lead to the eventual demise of the Pharmacy.		
24	13/04/2020 16:46 PM ID: 138962232	Having vstd it for 38 years. It must be good!		
25	27/04/2020 11:41 AM ID: 139540916	No improvement necessary. The service from this pharmacy is excellent and they are handling the current Covid-19 situation very well indeed. I am self-isolating so a member of staff brought my prescription outside to me, together with other medical items I had been able to pay for on the phone beforehand. We are so lucky to have this pharmacy and its excellent, helpful team.		
26	07/05/2020 15:42 PM ID: 140363621	For my own purposes - no improvement necessary. Just keep all those lovely looking ladies serving !! :-)		
27	16/05/2020 19:24 PM ID: 141284558	A lovely atmosphere staff always helpful		
28	29/05/2020 19:29 PM ID: 142172407	This is a great pharmacy, great staff, they will always go that extra mile to help.		
29	29/05/2020 20:20 PM ID: 142174204	Always top class service		

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




			Response Percent	Response Total
30	29/05/2020 20:22 PM ID: 142174363	Brilliant asset to the town, always friendly helpful and knowledgeable. Well stocked despite current difficulties. We are very lucky to have them locally.		
31	30/05/2020 02:34 AM ID: 142183678	The staff are friendly knowledgeable and very helpful . The shop is bright clean and easy to get around		
32	30/05/2020 10:03 AM ID: 142192332	Very satisfied with all services provided at Clare pharmacy.		
33	02/06/2020 17:48 PM ID: 142414215	No comments , the pharmacy is a credit to all who work there.		
34	16/06/2020 06:52 AM ID: 143247772	Whilst appreciating the green/white corporate colours of the pharmacy , on the self adhesive labels for medication, the white writing on the light green background is incredibly difficult to read. Could this be looked at the next time a rerun of labels are purchased, even if just for the phone number to be more obvious? Thanks		
35	19/06/2020 17:50 PM ID: 143517057	I collect my prescriptions via telephone contact from my car (I am a vulnerable person). The system works extremely well with parking space immediately outside the pharmacy.		
36	26/06/2020 15:49 PM ID: 143883118	Always willing to try to get preferred brands.		
37	14/07/2020 13:10 PM ID: 144934179	Pharmacy assistant was rude and complained about my request. Been trying to get prescription for nearly a week, still not available. If job was done properly, wouldn't have to keep chasing and receive rudeness!		
38	22/07/2020 12:49 PM ID: 145438678	Nothing to improve, thank you. I mainly use the prescription service at the moment as I am shielding.		
39	06/08/2020 09:25 AM ID: 146152427	No suggestions. The service has always worked very well for me and anyone I have spoken to.		
			answered	39
			skipped	77



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					96.49%	110	
2	No					0.00%	0	
3	Not Applicable					3.51%	4	
Analysis	Mean:	1.07	Std. Deviation:	0.37	Satisfaction Rate:	3.51	answered	114
	Variance:	0.14	Std. Error:	0.03			skipped	2

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					18.42%	21	
2	No					62.28%	71	
3	Not Applicable					19.30%	22	
Analysis	Mean:	2.01	Std. Deviation:	0.61	Satisfaction Rate:	50.44	answered	114
	Variance:	0.38	Std. Error:	0.06			skipped	2

If yes, do you feel your wishes were respected?						Response Percent	Response Total	
1	Yes					96.30%	26	
2	No					3.70%	1	
Analysis	Mean:	1.04	Std. Deviation:	0.19	Satisfaction Rate:	3.7	answered	27
	Variance:	0.04	Std. Error:	0.04			skipped	89




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					1.77%	2	
3	25-34					1.77%	2	
4	35-44					6.19%	7	
5	45-54					5.31%	6	
6	55-64					11.50%	13	
7	65+					73.45%	83	
Analysis	Mean:	6.43	Std. Deviation:	1.14	Satisfaction Rate:	90.56	answered	113
	Variance:	1.29	Std. Error:	0.11			skipped	3

29. Page 29

Are you...							Response Percent	Response Total
1	Male						37.17%	42
2	Female						62.83%	71
Analysis	Mean:	1.63	Std. Deviation:	0.48	Satisfaction Rate:	62.83	answered	113
	Variance:	0.23	Std. Error:	0.05			skipped	3

30. Page 30

Which of the following apply to you:							Response Percent	Response Total
1	You have, or care for, children under 16						10.62%	12
2	You are a carer for someone with a longstanding illness or infirmity						13.27%	15
3	Neither						76.11%	86
Analysis	Mean:	2.65	Std. Deviation:	0.66	Satisfaction Rate:	82.74	answered	113
	Variance:	0.44	Std. Error:	0.06			skipped	3