Clare Pharmacy Patient Questionnaire 2019 - 2020

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

W	hy did	you visit	this	pharmacy to	oday?				
								Response Percent	Response Total
1	To coll	ect a presc	ription	for yourself				62.93%	73
2		ect a presc ne else		16.38%	19				
3	To coll	ect a presc	ription	for both				12.93%	15
4	For an	other reaso	n					7.76%	9
Α	nalysis	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 Respon Percent Total												
1	1 Straight away							84.48%	98				
2	W	aited in pha	armacy	/				12.07%	14				
3	Came back later							3.45%	4				
Analy	Analysis Mean: 1.19 Std. Deviation:					Satisfaction Rate:	9.48	answered	116				
		Variance:	0.22	Std. Error:	0.04			skipped	0				

			-	u with the tir u required?	ne it t	ook to provide	your prescrip	tion and/o	r any		
								Response Percent	Response Total		
1	Very satisfied							93.10%	108		
2	Fair	ly satisfied			4.31%						
3	Not	very satisfi	ed		I		0.86%	1			
4	Not at all satisfied							1.72%	2		
Anal	ysis	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	The cleanliness of the pharmacy?											
								Response Percent	Response Total			
1	Very	good						97.41%	113			
2	Fairl	y good						0.86%	1			
3	Fairl	y poor						0.00%	0			
4	Very	poor						0.00%	0			
5	Don'	t know						1.72%	2			
Ana	alysis	Mean:	1.08	Std. Deviation	1: 0.53	Satisfaction Rate:	1.94	answered	116			
		Variance:	0.28	Std. Error:	0.05			skipped	0			

5. Page 5

The	e com	fort and	conv	enience of t	:he wa	iting areas (e.g.	seating or sta	ınding roc	om)?
								Response Percent	Response Total
1	Very	good						84.48%	98
2	Fairl	y good						12.07%	14
3	Fairly	y poor						0.86%	1
4	Very	poor						0.00%	0
5	Don'	t know						2.59%	3
Ana	alysis	Mean:	1.24	Std. Deviation	n: 0.71	Satisfaction Rate:	6.03	answered	116
		Variance:	0.51	Std. Error:	0.07			skipped	0

Hav	Having in stock the medicines/appliances you need?											
									Response Percent	Response Total		
1	Very	good							93.97%	109		
2	Fairl	y good							4.31%	5		
3	Fairl	y poor							0.86%	1		
4	Very	poor			I				0.86%	1		
5	Don'	t know							0.00%	0		
Ana	lysis	Mean:	1.09	Std. Deviation	n: 0	.38	Satisfaction Rate:	2.16	answered	116		
		Variance:	0.15	Std. Error:	0	.04			skipped	0		

Offe	Offering a clear and well organised layout?											
								Response Percent	Response Total			
1	Very	good						92.24%	107			
2	2 Fairly good							5.17%	6			
3	Fairly	y poor						0.00%	0			
4	Very	poor						0.00%	0			
5	Don'	t know						2.59%	3			
Ana	alysis	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

Hov	How long did you have to wait to be served?											
								Response Percent	Response Total			
1	Very	good						93.10%	108			
2	Pairly good							4.31%	5			
3	Fairl	y poor						0.86%	1			
4	Very	poor						0.00%	0			
5	Don'	t know			I			1.72%	2			
Ana	lysis	Mean:	1.13	Std. Deviation	n: 0.58	Satisfaction Rate:	3.23	answered	116			
		Variance:	0.34	Std. Error:	0.05			skipped	0			

	wanted to?											
									Response Percent	Response Total		
1	Very	good							76.72%	89		
2	Fairl	y good							7.76%	9		
3	Fairl	y poor							0.86%	1		
4	Very	poor							0.86%	1		
5	Don'	t know							13.79%	16		
Ana	lysis	Mean:	1.67	Std. Deviation	n: 1.3	9	Satisfaction Rate: 16.8	81	answered	116		
	-	Variance:	1.94	Std. Error:	0.1	3			skipped	0		

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

Bei	Being polite and taking the time to listen to what you want?												
							Response Percent	Response Total					
1	1 Very good						97.41%	113					
2	2 Fairly good						0.86%	1					
3	Fairl	y poor					0.00%	0					
4	Very	poor					1.72%	2					
5	5 Don't know						0.00%	0					
Ana	Analysis Mean: 1.06 Std. Deviatio				: 0.4	Satisfaction Rate: 1.51	answered	116					
	Variance: 0.16 Std. Error:				0.04		skipped	0					

11. Page 11

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

The	e serv	rice you r	ecei	ved from the	phar	macist?			
								Response Percent	Response Total
1	Very	good						95.69%	111
2	2 Fairly good							1.72%	2
3	Fairl	y poor						0.00%	0
4	Very	poor			I			1.72%	2
5	5 Don't know							0.86%	1
Ana	Analysis Mean: 1.1 Std. Deviation					Satisfaction Rate:	2.59	answered	116
	Variance: 0.3 Std. Error:							skipped	0

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

14. Page 14

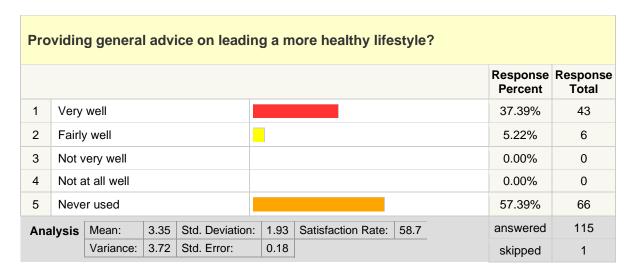
Pro	Providing an efficient service?									
								Response Percent	Response Total	
1	Very	good						96.55%	112	
2	2 Fairly good				I			1.72%	2	
3	Fairly	y poor						0.00%	0	
4	Very	poor			I			1.72%	2	
5	Don'	t know						0.00%	0	
Ana	alysis	Mean:	1.07	Std. Deviation	n: 0.41	Satisfaction Rate:	1.72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

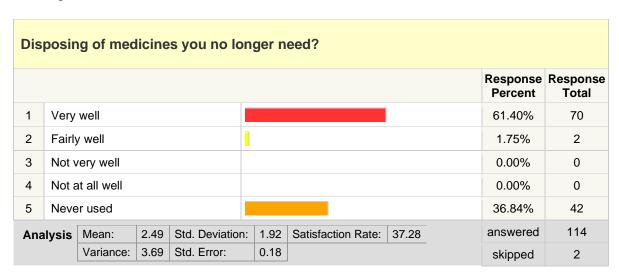
The	The staff overall?									
								Response Percent	Response Total	
1	Very	good						95.69%	111	
2	2 Fairly good							2.59%	3	
3	Fairl	y poor						0.86%	1	
4	Very	poor			I			0.86%	1	
5	Don'	t know						0.00%	0	
Ana	Analysis Mean: 1.07 Std. Deviation		: 0.36	Satisfaction Rate:	1.72	answered	116			
		Variance:	0.13	Std. Error:	0.03			skipped	0	

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

Pro	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 v	ery well								0.00%	0
4	Not a	at all well			I					0.87%	1
5	Neve	er used								25.22%	29
Ana	alysis	Mean:	2.05	Std. Deviation	n: 1.74	Sa	atisfaction Rate:	26.3	-	answered	115
			3.02	Std. Error:	0.16				-	skipped	1

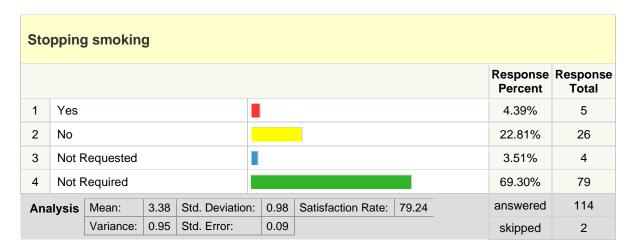
17. Page 17

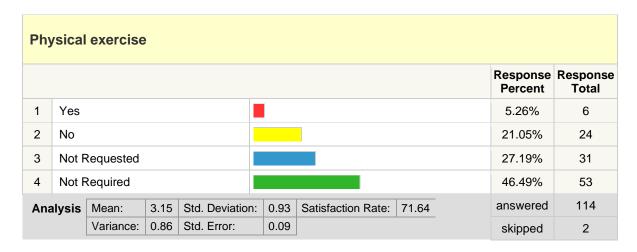




Pro	Providing advice on health services or information available elsewhere?										
										Response Percent	Response Total
1	Very	well								47.37%	54
2	2 Fairly well									0.88%	1
3	Not v	ery well								0.00%	0
4	Not a	at all well								0.00%	0
5	Neve	er used								51.75%	59
Ana	alysis	Mean:	3.08	Std. Deviation	n: 1	1.99	Satisfaction R	ate:	51.97	answered	114
	Variance: 3.9		3.97	Std. Error:	(0.19			<u> </u>	skipped	2

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





Hea	Healthy eating										
									Response Percent	Response Total	
1	1 Yes								7.02%	8	
2	No								21.05%	24	
3	Not F	Requested							30.70%	35	
4	4 Not Required							41.23%	47		
Ana	Analysis Mean: 3.06 Std. Deviation		n: (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

W	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				ı				1.75%	2	
Aı	nalysis	Mean:	1.08	Std. Deviation	on:	0.33	Satisfaction Rate:	3.95	answered	114	
		Variance:	0.11	Std. Error:	- (0.03			skipped	2	

	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			I			1.75%	2				
Analys	is 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:

imp	rov	ed, please write tl	hem in here:						
				Response Percent	Response Total				
1	O	pen-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 post his way to help me on several occasions and I've really and caring attitude. The staff are friendly, professional and Visiting Clare Pharmacy is always a positive experience.	appreciated I	nis support				
	4	09/05/2019 23:29 PM ID: 116217794	As far as I can see the pharmacy is a very good example helpful staff and the pharmacist is always very helpful if or	ee the pharmacy is a very good example of a well run, efficient, 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 pape string bag??	er one would	do or a				
	8	11/11/2019 23:13 PM ID: 130701800	Pis						
	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 prescription as I didn't have ID. I have collected her medic my mothers carer. I have never been asked for ID before required. She took a dislike to me I believe and refused to mother had controlled drugs and cannot do without them of her information that only someone who knew could have let me have them if I had a bank card on me!!!!! What sor address no photo just a name that she couldn't verify either get my mum from the car have her walk in pain to the che her!!! If course my mother seldom picks them up herself a her her own. So she didn't know her either!! Needless to selt my mother have her drugs. Very very poor service. My your pharmacy for 7/8 years now. My dad or I are the only her medication for her. I am a woman with four children I'r been so rudely treated in my life. There are ways of dealir lady needs to learn customer service skills. She had two yher I pity their understanding g of customer service skills was a country we do not have ID cards to carry around. On licence have our photos and there is no obligation for ever these around. I popped in with my mum to collect her med working late and couldn't collect them. neither of us had on never been asked for ID before. She was just being stubb had to then go get my mum from the car and she had to we that I and dad have done for her several times in the past really cannot tell you how angry I am. There is such a thin wins the prize.	eation several so did not know give them to give them to over the week known but wat of ID is a bater. I then had mist so she cas she is hour any she then range with situation and the light of the she was the light of the she with her as the light of the she with her as the light of the she was the she was the light of	times. I am ow this was me. My send. I gave so willing to nk card no to go and ould identify bound on seluctantly open using er pick up ve never ons. This orking with beir guide. or driving or carry d was so I have ner point. I simple task basis!! I				

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

		Response Percent 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 know despite current difficulties. We are very lucky to have them		Vell stocked			
31	30/05/2020 02:34 AM ID: 142183678	The staff are friendly knowledgeable and very helpful . The and easy to get around	shop is brig	ht clean			
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 the	ere.				
34	16/06/2020 06:52 AM ID: 143247772	adhesive labels for medication, the white writing on the light incredibly difficult to read. Could this be looked at the next	nilst appreciating the green/white corporate colours of the pharmacy, on the self hesive labels for medication, the white writing on the light green background is credibly difficult to read. Could this be looked at the next time a rerun of labels be 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 ca person). The system works extremely well with parking spa 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 reget prescription for nearly a week, still not available. If job 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 prescriptio as I am shielding.	n service at t	the moment			
39	06/08/2020 09:25 AM ID: 146152427	No suggestions. The service has always worked very well have spoken to.	for me and a	inyone I			
			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 Applicab	le					3.51%	4
Analys	Mean:	1.07	Std. Deviation:	0.37	Satisfaction Rate:	3.51	answered	114
	Variance:	0.14	Std. Error:	0.03			skipped	2

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
Analys	Mean:	2.01	Std. Deviation:	0.61	Satisfaction Rate:	50.44	answered	114
	Variance:	0.38	Std. Error:	0.06			skipped	2



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

How old are you?										
								Response Percent	Response Total	
1	16-1	9						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	
Anal	lysis	Mean:	6.43	Std. Deviation:	1.14	Satisfaction Rate:	90.56	answered	113	
		Variance:	1.29	Std. Error:	0.11			skipped	3	

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

