## **Community Pharmacy Patient Questionnaire**

This section is about	t why y	ou visi	ted th	e phar	тасу	today	,	
Q1 Why did you use this pharmacy?								
To obtain a prescription for: Yourself		Someor	ne else		Both		OR	
For some other reason (please write in	n the rea	ason):						
If you did not require prescription medic	ation, p	lease go	o to Q3	3.				
Q2 If you required a prescription todato?	ay, did ː	you rec	eive tl	he med	icatior	n when	ı you ex	cpected
As advised  There was a delay	/							
Q3 How satisfied were you with the to other NHS services you required?	ime it to	ook to p	orovid	e your∣	prescr	iption	and/or a	any
Not at all satisfied  Not very satisfi	ed 🗌	Fairly	satisfie	ed 🗌	Very	Satisfie	ed 🗌	
This section is abo work there more		•	-					
Q4 Thinking about any previous use on the following factors? Please tick show how good or poor you think it is:	as well	as toda	ay's, h	ow wo	uld you	u rate t	-	•
ANSWERS:	Very		Fairly		Fairly	Very	Don't	
<ul><li>a) The website layout</li><li>b) The information provided on the web</li><li>c) Having in stock the medicines/appliant</li></ul>	site	poor			good		good	know
you need								
<ul><li>d) How long you have to wait for your m</li><li>f) Being able to contact someone, if you</li></ul>	I							
wanted to					$\Box$			
Q5 Again, including any previous use pharmacist and the other staff who we service listed below, to show how good	vork the	ere? Ple	ase tic	k one b				fthe

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

Annex A

Q6 Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services either by email / videocall or on the website?

ANSWERS:	Not at all well	Not very well	Fairly well	Very well	Neve used	r	
<ul><li>a) Providing advice on a current health p or a longer term health condition</li><li>b) Providing general advice on leading a</li></ul>							
healthy lifestyle							
<ul><li>c) Disposing of medicines you no longer</li><li>d) Providing advice on health services o</li></ul>							
information available elsewhere							

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

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

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

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

## Q9 Finally, taking everything into account - the staff, the website and the service provided - how would you rate the pharmacy where you received this questionnaire?

Poor 🗌	Fair 🗌	Good 🗌	Very Good 🗌	Excellent	
-		comments abo te them in her		e from this pharmacy	could be

[Insert here, if required, additional questions relating to healthcare service provision]

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				emale [				
Q 13 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 for completing this questionnaire								