

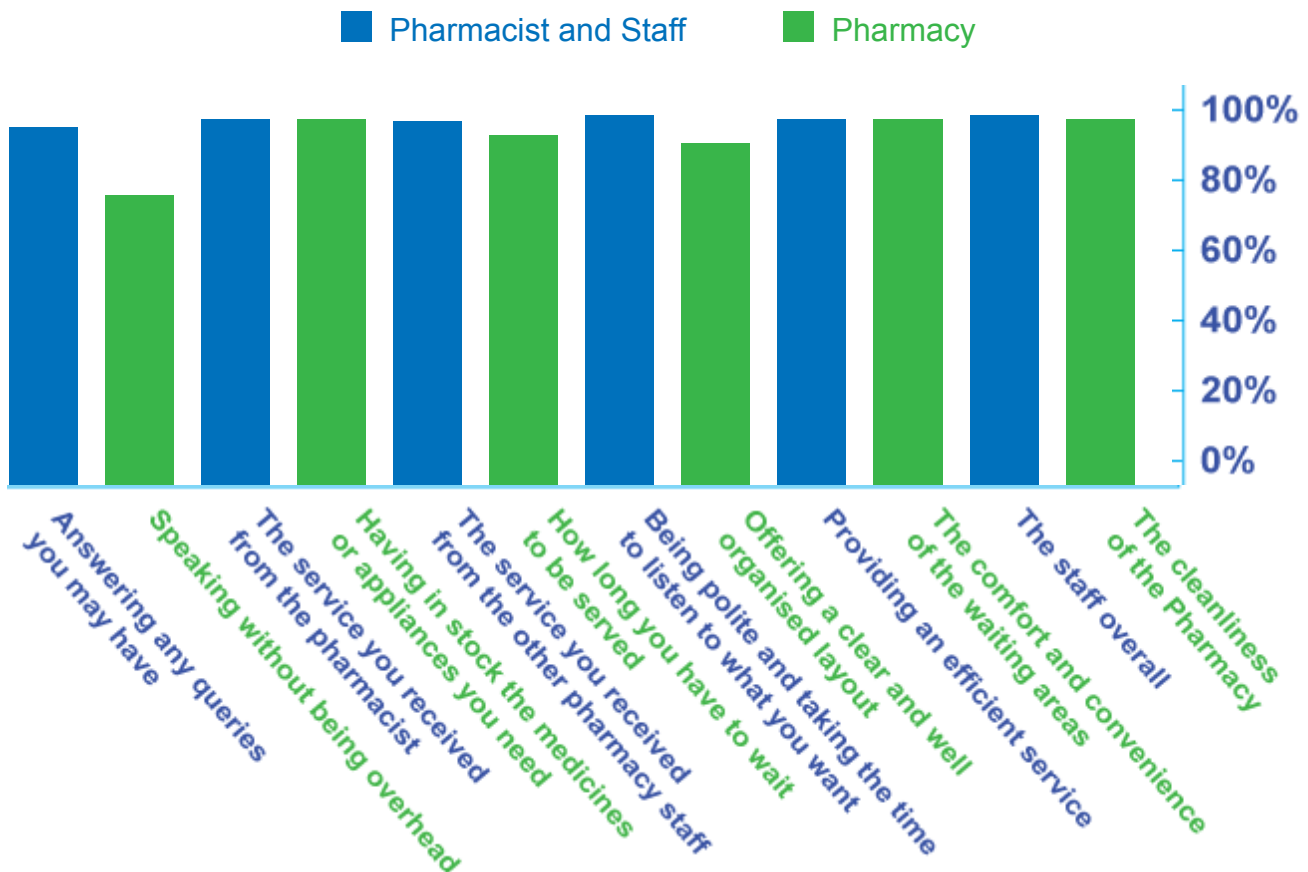
PATIENT SATISFACTION SURVEY

Thank you for your valuable opinion!

Here are the results of the Patient Satisfaction Survey conducted at **Grafton Pharmacy** for the period covering from **01/04/2017 to 31/03/2018**, with a total of **147** responses and completed on **08/03/2018**

96% of surveyed patients
rated Grafton Pharmacy
as Excellent or Very
Good

Patients rated our pharmacy and our staff as shown below:



Complete our Survey while you wait or even online at:
www.howdowedo.co.uk/graffonpharmacy.aspx

CPPQ**The Management**

Grafton Pharmacy
132/132a Tottenham Court Rd
London
W1T 5AZ

Patient Survey completed on: **08/03/2018**

Report for **London Area Team**

Regarding: Community Pharmacy Patient Questionnaire (CPPQ)

Total of **147** responses received and processed.

We have recently conducted the CPPQ for the period covering from **01/04/2017 to 31/03/2018**, as required by the terms of the NHS community pharmacy contractual framework.

As a matter of good practice we would like to share with you the areas where the survey identified the greatest potential for improvement and the action being taken to improve performance, along with the areas where the pharmacy is performing strongly.

Areas where the pharmacy is performing strongly	Brief commentary
Q10) The comments received are positive, making special emphasis on the service and the staff	Thank you for your feedback and great comments. Every customer is at the very center of our daily practice.
Q5 b) 90% rated our staff as Very Good in terms of answering any queries that they might have	Our staff undergoes regular training to make sure that they can assist patients and customers with general health related and minor ailments queries. Thank you for valuable feedback
Q9) 96% rated our pharmacy as Excellent or Very Good, taking into account the staff, the shop and the service we provide	We are passionate and dedicated to offering the best service and care to every customer. Thank you for your valuable feedback

Area where the survey identified the greatest potential for improvement	Brief commentary and action being taken to improve performance
Q2) 65% indicated that they collected their prescription medicines straight away; in contrast with 30% who indicated that they had to wait in the pharmacy or come back later to collect it	This 30% shows that there is still room for improvement. We will focus on reducing waiting times as we understand how important it is to provide the correct service at the correct time required.

Community Pharmacy Patient Questionnaire (CPPQ)

Grafton Pharmacy. 132/132a Tottenham Court Rd, London, W1T 5AZ.
London Area Team.

Period between 01/04/2017 and 31/03/2018---Total of completed questionnaires: 147

Full List of Reasons given for visiting the Pharmacy in this period (Q1). (Total of 5 Reasons given)

- To collect prescription medicines for my dad
- Allergy
- Toiletries and other things
- Night nurse medicine
- Shopping

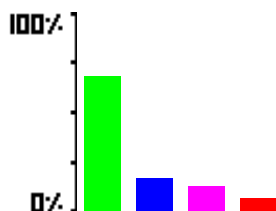
Full List of Comments received in this period (Q10). (Total of 4 comment(s) received)

- Quality service
- The staff is always willing to help
- Brilliant pharmacy, the staff is very nice and caring
- Busy pharmacy but the service is always fast and good

Q1) Why did you visit the pharmacy today?

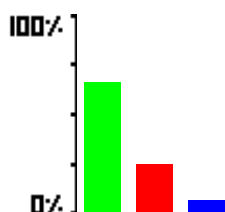
To collect a prescription for:

- Yourself - 98 out of 147 - 66.67%
- Someone else - 23 out of 147 - 15.65%
- Both - 17 out of 147 - 11.56%
- Not collecting prescription - 9 out of 147 - 6.12%



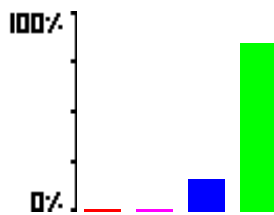
Q2) If you collected a prescription today, were you able to collect it straight away, did you have to wait in the pharmacy or did you come back later to collect it?

- Straight away - 95 out of 147 - 64.63%
- Waited in pharmacy - 36 out of 147 - 24.49%
- Came back later - 9 out of 147 - 6.12%



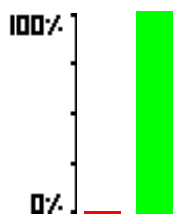
Q3) How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?

- Not at all satisfied - 0 out of 147 - 0%
- Not very satisfied - 0 out of 147 - 0%
- Fairly satisfied - 22 out of 147 - 14.97%
- Very satisfied - 122 out of 147 - 82.99%



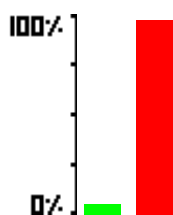
Q3 a) After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you unhappy with our procedures or do you have any concerns?

- Yes - 0 out of 147 - 0%
- No - 147 out of 147 - 100%



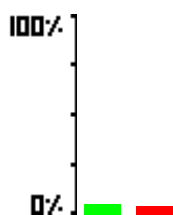
Q3 b) In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?

- Yes - 6 out of 147 - 4.08%
- No - 141 out of 147 - 95.92%



Q3 c) If yes, do you feel your wishes were respected?

- Yes - 6 out of 147 - 4.08%
- No - 4 out of 147 - 2.72%

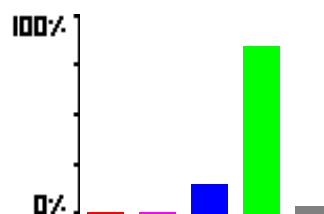


Q4) Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors?

a) The Cleanliness of the pharmacy

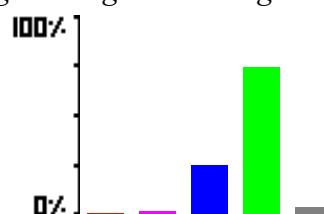
-Very Poor - 0 out of 147 - 0%

....Fairly Poor - 0 out of 147 - 0%
Fairly Good - 20 out of 147 - 13.61%
Very Good - 122 out of 147 - 82.99%
Don't Know - 5 out of 147 - 3.40%



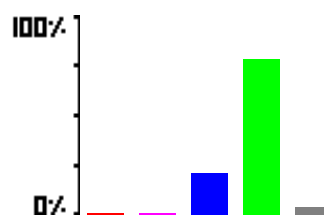
b) The Comfort and convenience of the waiting areas (e.g. seating or standing room)

....Very Poor - 0 out of 147 - 0%
Fairly Poor - 1 out of 147 - 0.68%
Fairly Good - 35 out of 147 - 23.81%
Very Good - 107 out of 147 - 72.79%
Don't Know - 4 out of 147 - 2.72%



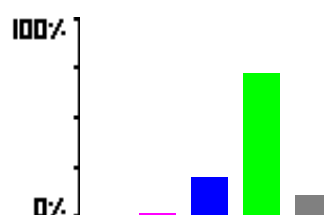
c) Having in stock the medicines/appliances you need

....Very Poor - 0 out of 147 - 0%
Fairly Poor - 0 out of 147 - 0%
Fairly Good - 29 out of 147 - 19.73%
Very Good - 113 out of 147 - 76.87%
Don't Know - 5 out of 147 - 3.40%



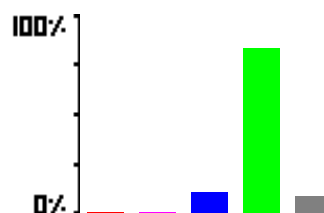
d) Offering a clear and well organised layout

....Very Poor - 0 out of 147 - 0%
Fairly Poor - 1 out of 147 - 0.68%
Fairly Good - 28 out of 147 - 19.05%
Very Good - 104 out of 147 - 70.75%
Don't Know - 14 out of 147 - 9.52%



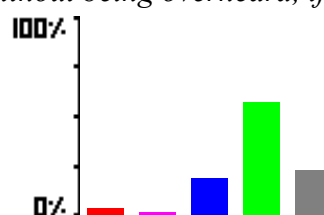
e) How long you have to wait to be served

....Very Poor - 0 out of 147 - 0%
Fairly Poor - 0 out of 147 - 0%
Fairly Good - 15 out of 147 - 10.20%
Very Good - 120 out of 147 - 81.63%
Don't Know - 12 out of 147 - 8.16%



f) Having somewhere available where you could speak without being overheard, if you wanted to

....Very Poor - 4 out of 147 - 2.72%
Fairly Poor - 1 out of 147 - 0.68%
Fairly Good - 27 out of 147 - 18.37%
Very Good - 83 out of 147 - 56.46%
Don't Know - 32 out of 147 - 21.77%

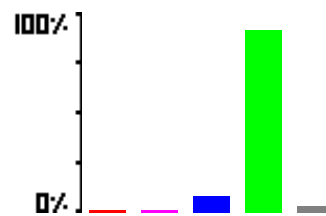


Q5) Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there?

a) Being polite and taking the time to listen to what you want

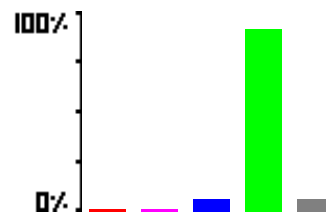
....Very Poor - 0 out of 147 - 0%
Fairly Poor - 0 out of 147 - 0%

....Fairly Good - 11 out of 147 - 7.48%
Very Good - 133 out of 147 - 90.48%
Don't Know - 3 out of 147 - 2.04%



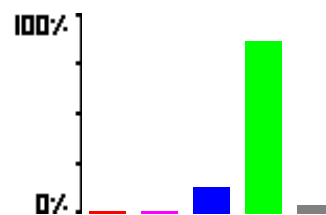
b) Answering any queries you may have

....Very Poor - 0 out of 147 - 0%
Fairly Poor - 0 out of 147 - 0%
Fairly Good - 7 out of 147 - 4.76%
Very Good - 132 out of 147 - 89.80%
Don't Know - 8 out of 147 - 5.44%



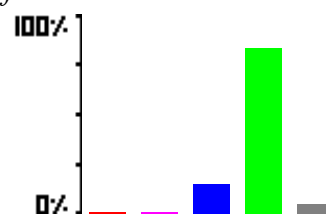
c) The service you received from the pharmacist

....Very Poor - 0 out of 147 - 0%
Fairly Poor - 0 out of 147 - 0%
Fairly Good - 17 out of 147 - 11.56%
Very Good - 125 out of 147 - 85.03%
Don't Know - 5 out of 147 - 3.40%



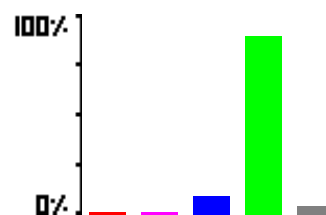
d) The service you received from the other pharmacy staff

....Very Poor - 0 out of 147 - 0%
Fairly Poor - 0 out of 147 - 0%
Fairly Good - 21 out of 147 - 14.29%
Very Good - 120 out of 147 - 81.63%
Don't Know - 6 out of 147 - 4.08%



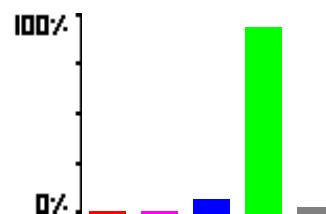
e) Providing an efficient service

....Very Poor - 0 out of 147 - 0%
Fairly Poor - 0 out of 147 - 0%
Fairly Good - 12 out of 147 - 8.16%
Very Good - 130 out of 147 - 88.44%
Don't Know - 5 out of 147 - 3.40%



f) The staff overall

....Very Poor - 0 out of 147 - 0%
Fairly Poor - 0 out of 147 - 0%
Fairly Good - 9 out of 147 - 6.12%
Very Good - 135 out of 147 - 91.84%
Don't Know - 3 out of 147 - 2.04%

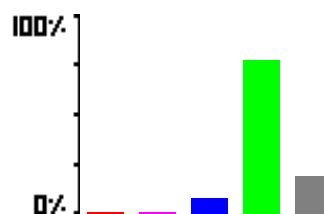


Q6) Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?

a) Providing advice on current health problem or a longer term health condition

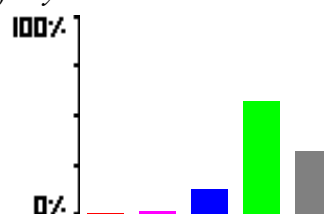
....Very Poor - 0 out of 147 - 0%
Fairly Poor - 0 out of 147 - 0%

....Fairly Good - 10 out of 147 - 6.80%
Very Good - 111 out of 147 - 75.51%
Don't Know - 26 out of 147 - 17.69%



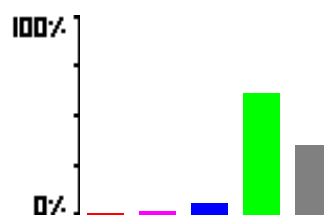
b) Providing general advice on leading a more healthy lifestyle

....Very Poor - 0 out of 147 - 0%
Fairly Poor - 1 out of 147 - 0.68%
Fairly Good - 18 out of 147 - 12.24%
Very Good - 83 out of 147 - 56.46%
Don't Know - 45 out of 147 - 30.61%



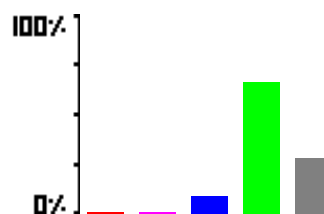
c) Disposing of medicines you no longer need

....Very Poor - 0 out of 147 - 0%
Fairly Poor - 1 out of 147 - 0.68%
Fairly Good - 8 out of 147 - 5.44%
Very Good - 88 out of 147 - 59.86%
Don't Know - 50 out of 147 - 34.01%



d) Providing advice on health services or information available elsewhere

....Very Poor - 0 out of 147 - 0%
Fairly Poor - 0 out of 147 - 0%
Fairly Good - 12 out of 147 - 8.16%
Very Good - 95 out of 147 - 64.63%
Don't Know - 40 out of 147 - 27.21%



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

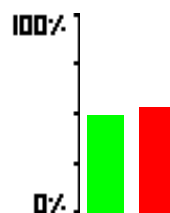
a) Stopping smoking

....Yes - 56 out of 147 - 38.10%
No - 91 out of 147 - 61.90%



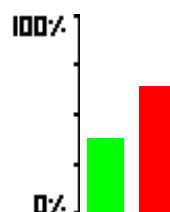
b) Healthy eating

....Yes - 71 out of 147 - 48.30%
No - 76 out of 147 - 51.70%



c) Physical exercise

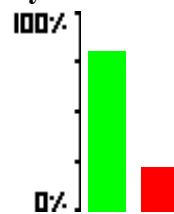
....Yes - 54 out of 147 - 36.73%
No - 93 out of 147 - 63.27%



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

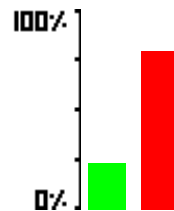
a) *This is the pharmacy that you choose to visit if possible*

....Yes - 116 out of 147 - 78.91%
No - 31 out of 147 - 21.09%



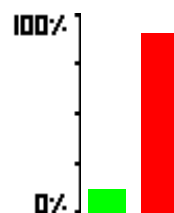
b) *This is one of several pharmacies that you use when you need to*

....Yes - 32 out of 147 - 21.77%
No - 115 out of 147 - 78.23%



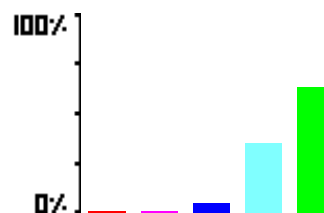
c) *This pharmacy was just convenient for you today*

....Yes - 16 out of 147 - 10.88%
No - 131 out of 147 - 89.12%



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 - 0 out of 147 - 0%
Fair - 0 out of 147 - 0%
Good - 6 out of 147 - 4.08%
Very Good - 50 out of 147 - 34.01%
Excellent - 91 out of 147 - 61.90%



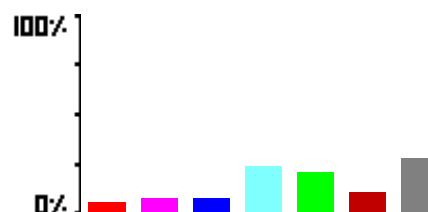
Q10) If you have any comments about how the service from this pharmacy could be improved, please write them in here:

....Total number of comments given - 4 out of 147 - 2.72%



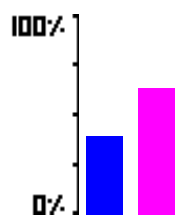
Q11) How old are you?

....16-19 - 7 out of 147 - 4.76%
20-24 - 11 out of 147 - 7.48%
25-34 - 11 out of 147 - 7.48%
35-44 - 34 out of 147 - 23.13%
45-54 - 30 out of 147 - 20.41%
55-64 - 15 out of 147 - 10.20%
65+ - 39 out of 147 - 26.53%



Q12) Are you?

■Male - 56 out of 147 - 38.10%
■Female - 91 out of 147 - 61.90%



Q13) Which of the following applies to you?

■You have, or care for, children under 16 - 32 out of 147 - 21.77%
■You are a carer for someone with a longstanding illness or infirmity - 18 out of 147 - 12.24%
■Neither - 97 out of 147 - 65.99%
■(BOTH)You have, or care for, children under 16 & You are a carer for someone with a longstanding illness or infirmity - 0 out of 147 - 0%

