

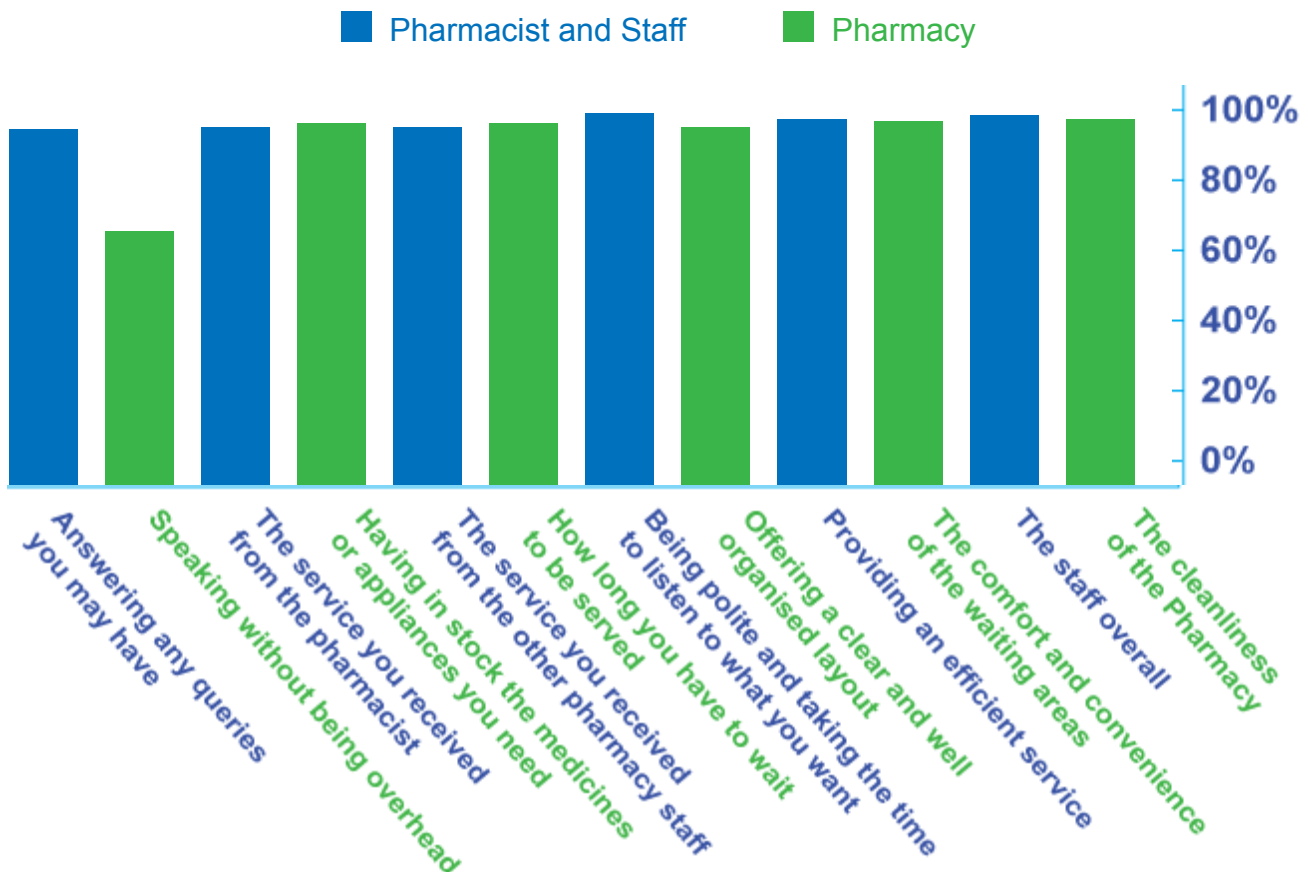
# PATIENT SATISFACTION SURVEY

Thank you for your valuable opinion!

Here are the results of the Patient Satisfaction Survey conducted at **Grafton Pharmacy** for the period covering from **01/04/2018 to 31/03/2019**, with a total of **125** responses and completed on **09/02/2019**

**92%** 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](http://www.howdowedo.co.uk/graffonpharmacy.aspx)

## Community Pharmacy Patient Questionnaire (CPPQ)

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

**Period between 01/04/2018 and 31/03/2019---Total of completed questionnaires: 125**

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

- Repeat prescription collected
- Returning expired medicines
- To order repeat prescription and to speak to a pharmacist
- Looking for a vitamins
- Bought some stuff for my holiday

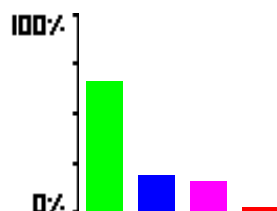
**Full List of Comments received in this period (Q10).** (Total of 8 comment(s) received)

- Exceptional service!
- Excellent pharmacy, couldn't ask for more.
- They provide a great service
- They are always willing to help
- Well done!
- Very good
- None
- I always receive the best service from staff.

### Q1) Why did you visit the pharmacy today?

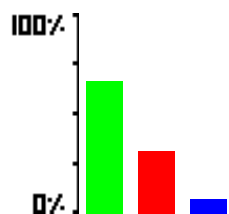
To collect a prescription for:

- Yourself - 81 out of 125 - 64.8%
- Someone else - 23 out of 125 - 18.4%
- Both - 19 out of 125 - 15.2%
- Not collecting prescription - 2 out of 125 - 1.6%



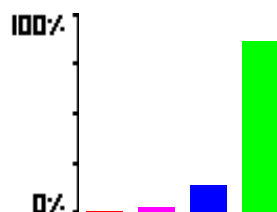
### Q2) If you collected a prescription today, were you able to collect it straight away, did you have to wait in the pharmacy or did you come back later to collect it?

- Straight away - 81 out of 125 - 64.8%
- Waited in pharmacy - 37 out of 125 - 29.6%
- Came back later - 7 out of 125 - 5.6%



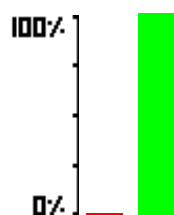
**Q3) How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?**

- Not at all satisfied - 0 out of 125 - 0%
- Not very satisfied - 3 out of 125 - 2.4%
- Fairly satisfied - 16 out of 125 - 12.8%
- Very satisfied - 106 out of 125 - 84.8%



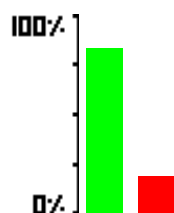
**Q3 a) After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you unhappy with our procedures or do you have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

- Yes - 0 out of 125 - 0%
- No - 125 out of 125 - 100%



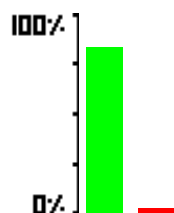
**Q3 b) In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?**

- Yes - 103 out of 125 - 82.4%
- No - 22 out of 125 - 17.6%



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

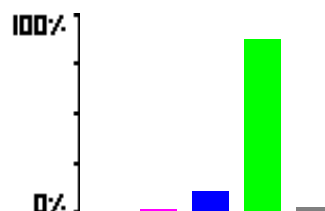
- Yes - 103 out of 125 - 82.4%
- No - 2 out of 125 - 1.6%



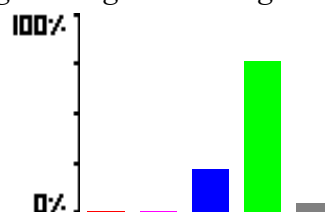
**Q4) Thinking about any previous visits as well as today's, how would you rate the pharmacy on the**

**following factors?***a) The Cleanliness of the pharmacy*

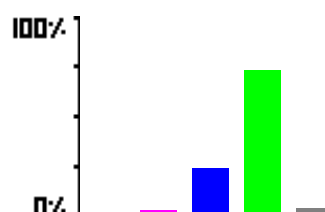
....Very Poor - 0 out of 125 - 0%  
 ....Fairly Poor - 1 out of 125 - 0.8%  
 ....Fairly Good - 13 out of 125 - 10.4%  
 ....Very Good - 108 out of 125 - 86.4%  
 ....Don't Know - 3 out of 125 - 2.4%

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

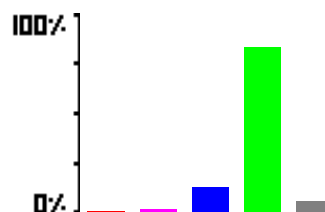
....Very Poor - 0 out of 125 - 0%  
 ....Fairly Poor - 0 out of 125 - 0%  
 ....Fairly Good - 26 out of 125 - 20.8%  
 ....Very Good - 94 out of 125 - 75.2%  
 ....Don't Know - 5 out of 125 - 4%

*c) Having in stock the medicines/appliances you need*

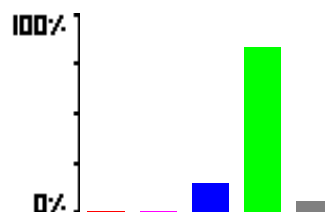
....Very Poor - 0 out of 125 - 0%  
 ....Fairly Poor - 2 out of 125 - 1.6%  
 ....Fairly Good - 29 out of 125 - 23.2%  
 ....Very Good - 90 out of 125 - 72%  
 ....Don't Know - 4 out of 125 - 3.2%

*d) Offering a clear and well organised layout*

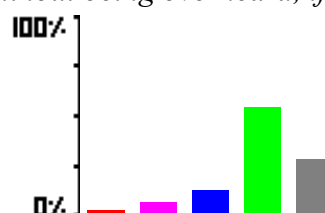
....Very Poor - 0 out of 125 - 0%  
 ....Fairly Poor - 1 out of 125 - 0.8%  
 ....Fairly Good - 15 out of 125 - 12%  
 ....Very Good - 103 out of 125 - 82.4%  
 ....Don't Know - 6 out of 125 - 4.8%

*e) How long you have to wait to be served*

....Very Poor - 0 out of 125 - 0%  
 ....Fairly Poor - 0 out of 125 - 0%  
 ....Fairly Good - 17 out of 125 - 13.6%  
 ....Very Good - 102 out of 125 - 81.6%  
 ....Don't Know - 6 out of 125 - 4.8%

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

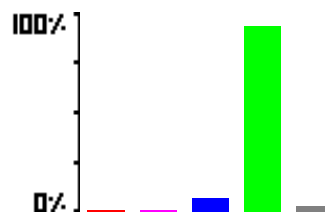
....Very Poor - 2 out of 125 - 1.6%  
 ....Fairly Poor - 8 out of 125 - 6.4%  
 ....Fairly Good - 15 out of 125 - 12%  
 ....Very Good - 66 out of 125 - 52.8%  
 ....Don't Know - 34 out of 125 - 27.2%



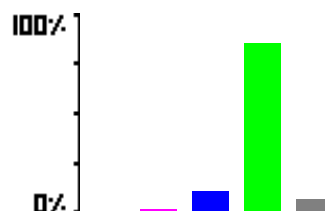
**Q5) Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there?**

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

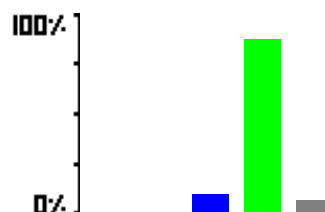
....Very Poor - 0 out of 125 - 0%  
 ....Fairly Poor - 0 out of 125 - 0%  
 ....Fairly Good - 8 out of 125 - 6.4%  
 ....Very Good - 115 out of 125 - 92%  
 ....Don't Know - 2 out of 125 - 1.6%

*b) Answering any queries you may have*

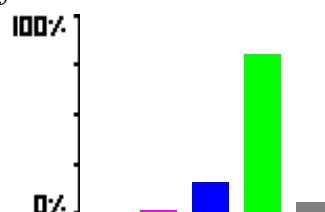
....Very Poor - 0 out of 125 - 0%  
 ....Fairly Poor - 1 out of 125 - 0.8%  
 ....Fairly Good - 12 out of 125 - 9.6%  
 ....Very Good - 105 out of 125 - 84%  
 ....Don't Know - 7 out of 125 - 5.6%

*c) The service you received from the pharmacist*

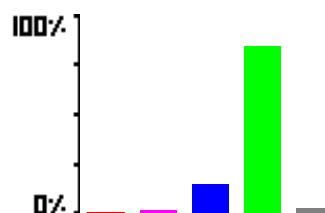
....Very Poor - 0 out of 125 - 0%  
 ....Fairly Poor - 0 out of 125 - 0%  
 ....Fairly Good - 11 out of 125 - 8.8%  
 ....Very Good - 107 out of 125 - 85.6%  
 ....Don't Know - 7 out of 125 - 5.6%

*d) The service you received from the other pharmacy staff*

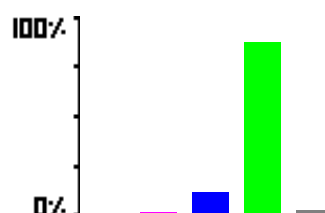
....Very Poor - 0 out of 125 - 0%  
 ....Fairly Poor - 1 out of 125 - 0.8%  
 ....Fairly Good - 19 out of 125 - 15.2%  
 ....Very Good - 99 out of 125 - 79.2%  
 ....Don't Know - 6 out of 125 - 4.8%

*e) Providing an efficient service*

....Very Poor - 0 out of 125 - 0%  
 ....Fairly Poor - 1 out of 125 - 0.8%  
 ....Fairly Good - 17 out of 125 - 13.6%  
 ....Very Good - 104 out of 125 - 83.2%  
 ....Don't Know - 3 out of 125 - 2.4%

*f) The staff overall*

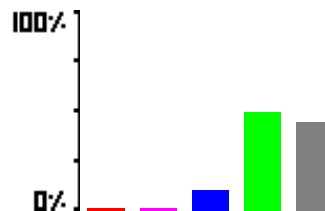
....Very Poor - 0 out of 125 - 0%  
 ....Fairly Poor - 1 out of 125 - 0.8%  
 ....Fairly Good - 14 out of 125 - 11.2%  
 ....Very Good - 108 out of 125 - 86.4%  
 ....Don't Know - 2 out of 125 - 1.6%



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

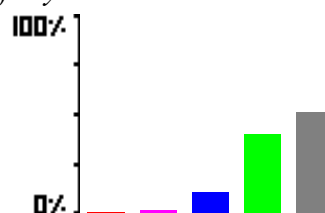
*a) Providing advice on current health problem or a longer term health condition*

....Very Poor - 0 out of 125 - 0%  
 ....Fairly Poor - 0 out of 125 - 0%  
 ....Fairly Good - 11 out of 125 - 8.8%  
 ....Very Good - 60 out of 125 - 48%  
 ....Don't Know - 54 out of 125 - 43.2%



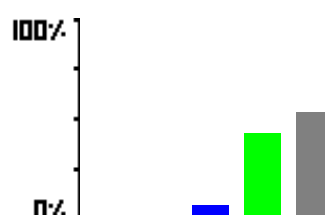
*b) Providing general advice on leading a more healthy lifestyle*

....Very Poor - 0 out of 125 - 0%  
 ....Fairly Poor - 1 out of 125 - 0.8%  
 ....Fairly Good - 12 out of 125 - 9.6%  
 ....Very Good - 49 out of 125 - 39.2%  
 ....Don't Know - 63 out of 125 - 50.4%



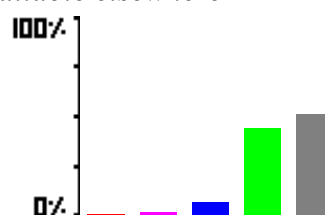
*c) Disposing of medicines you no longer need*

....Very Poor - 0 out of 125 - 0%  
 ....Fairly Poor - 1 out of 125 - 0.8%  
 ....Fairly Good - 7 out of 125 - 5.6%  
 ....Very Good - 52 out of 125 - 41.6%  
 ....Don't Know - 65 out of 125 - 52%



*d) Providing advice on health services or information available elsewhere*

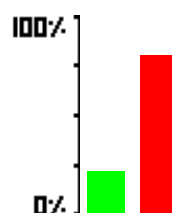
....Very Poor - 0 out of 125 - 0%  
 ....Fairly Poor - 1 out of 125 - 0.8%  
 ....Fairly Good - 7 out of 125 - 5.6%  
 ....Very Good - 54 out of 125 - 43.2%  
 ....Don't Know - 63 out of 125 - 50.4%



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

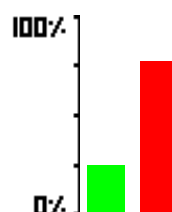
*a) Stopping smoking*

....Yes - 26 out of 125 - 20.8%  
 ....No - 99 out of 125 - 79.2%



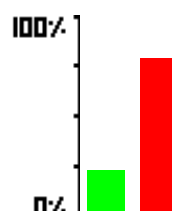
*b) Healthy eating*

....Yes - 30 out of 125 - 24%  
 ....No - 95 out of 125 - 76%



*c) Physical exercise*

....Yes - 28 out of 125 - 22.4%  
 ....No - 97 out of 125 - 77.6%

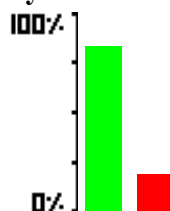


**Q8) Which of the following best describes how you use this pharmacy?**

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

....Yes - 103 out of 125 - 82.4%

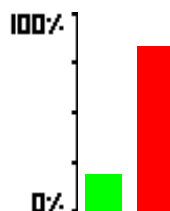
....No - 22 out of 125 - 17.6%



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

....Yes - 22 out of 125 - 17.6%

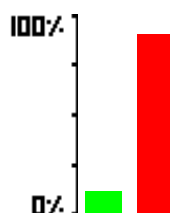
....No - 103 out of 125 - 82.4%



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

....Yes - 14 out of 125 - 11.2%

....No - 111 out of 125 - 88.8%

**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?**

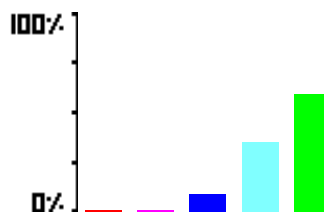
....Poor - 0 out of 125 - 0%

....Fair - 0 out of 125 - 0%

....Good - 10 out of 125 - 8%

....Very Good - 43 out of 125 - 34.4%

....Excellent - 72 out of 125 - 57.6%

**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 - 8 out of 125 - 6.4%

**Q11) How old are you?**

....16-19 - 1 out of 125 - 0.8%

....20-24 - 7 out of 125 - 5.6%

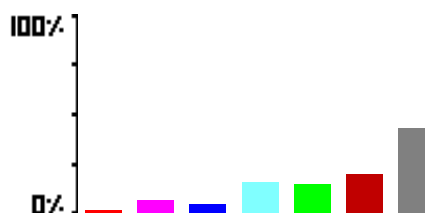
....25-34 - 5 out of 125 - 4%

....35-44 - 19 out of 125 - 15.2%

....45-54 - 17 out of 125 - 13.6%

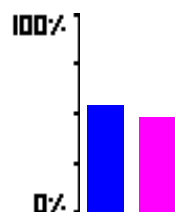
....55-64 - 24 out of 125 - 19.2%

....65+ - 52 out of 125 - 41.6%

**Q12) Are you?**

....Male - 66 out of 125 - 52.8%

....Female - 59 out of 125 - 47.2%



**Q13) Which of the following applies to you?**

....You have, or care for, children under 16 - 13 out of 125 - 10.4%

....You are a carer for someone with a longstanding illness or infirmity - 22 out of 125 - 17.6%

....Neither - 90 out of 125 - 72%

.....(BOTH)You have, or care for, children under 16 & You are a carer for someone with a longstanding illness or infirmity - 0 out of 125 - 0%

