

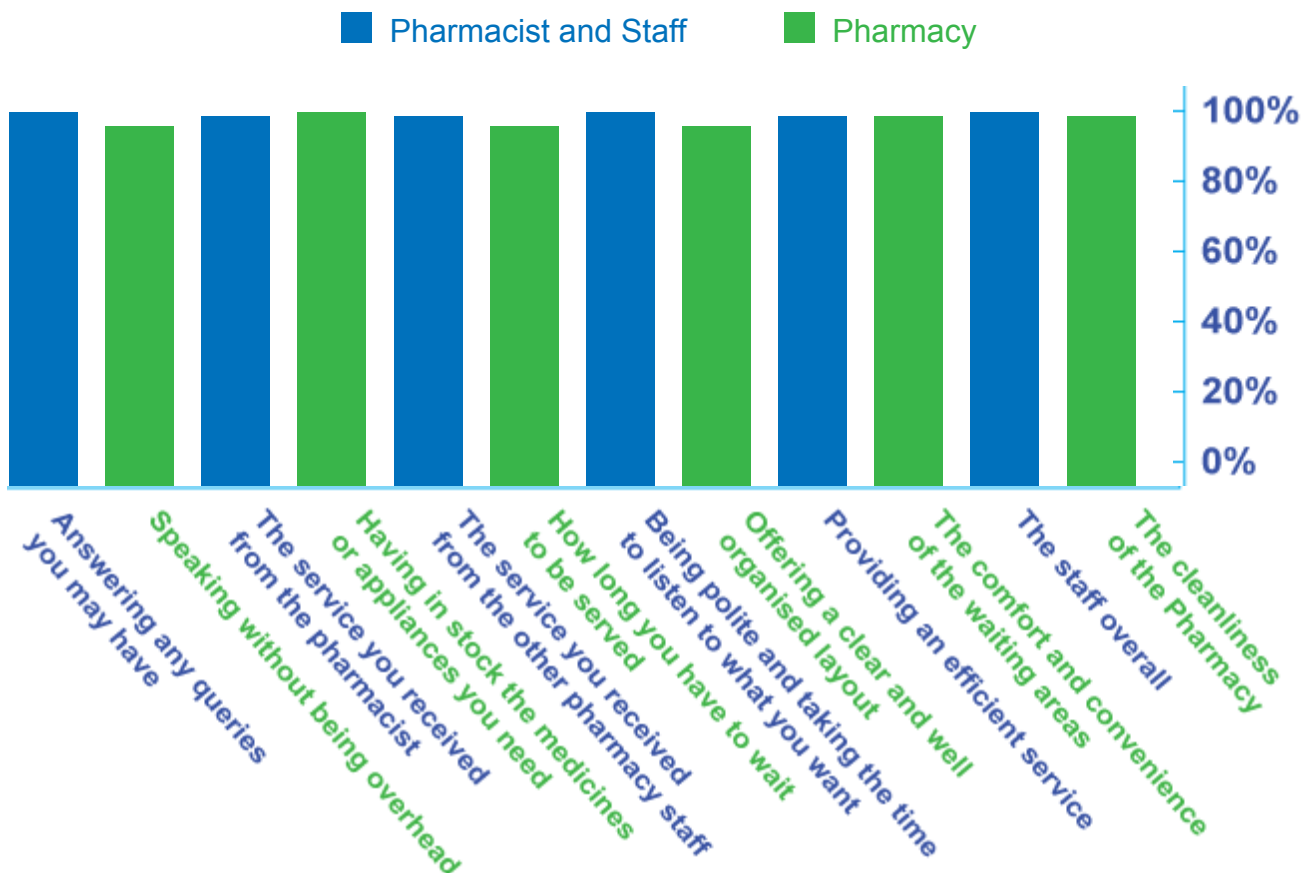
# PATIENT SATISFACTION SURVEY

Thank you for your valuable opinion!

Here are the results of the Patient Satisfaction Survey conducted at **Grafton Pharmacy** for the period covering from **01/04/2019 to 31/03/2020**, with a total of **81** responses and completed on **12/02/2020**

**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/grafftonpharmacy.aspx](http://www.howdowedo.co.uk/grafftonpharmacy.aspx)

## Community Pharmacy Patient Questionnaire (CPPQ)

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

**Period between 01/04/2019 and 31/03/2020---Total of completed questionnaires: 81**

**Full List of Reasons given for visiting the Pharmacy in this period (Q1).** (Total of 4 Reasons given)

- Flu jab - I come every year.
- Prescription and pregnancy supplements
- Appointment with pharmacist (stop smoking service)
- My Dad's regular medicines

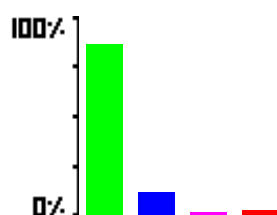
**Full List of Comments received in this period (Q10).** (Total of 5 comment(s) received)

- I always come to Grafton Pharmacy for my autumn Flu Vaccine. They are brilliant and I wouldn't go anywhere else. Thank you, Mrs G.
- Excellent in all areas: Service, staff, care and product range.
- The service is good. The staff takes the time to speak to you and answer your questions.
- Very good service, advice and product information. The pharmacist is well trained and supportive.
- The medicines are always ready on time. The staff and the service are excellent.

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

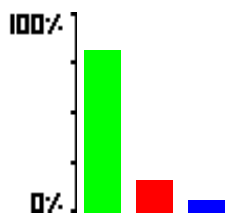
To collect a prescription for:

- Yourself - 69 out of 81 - 85.19%
- Someone else - 9 out of 81 - 11.11%
- Both - 1 out of 81 - 1.23%
- Not collecting prescription - 2 out of 81 - 2.47%



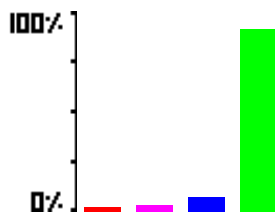
### Q2) If you collected a prescription today, were you able to collect it straight away, did you have to wait in the pharmacy or did you come back later to collect it?

- Straight away - 65 out of 81 - 80.25%
- Waited in pharmacy - 12 out of 81 - 14.81%
- Came back later - 4 out of 81 - 4.94%



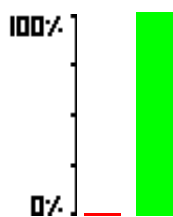
**Q3) How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?**

- Not at all satisfied - 1 out of 81 - 1.23%
- Not very satisfied - 2 out of 81 - 2.47%
- Fairly satisfied - 5 out of 81 - 6.17%
- Very satisfied - 73 out of 81 - 90.12%



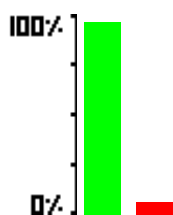
**Q3 a) After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you unhappy with our procedures or do you have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

- Yes - 0 out of 81 - 0%
- No - 81 out of 81 - 100%



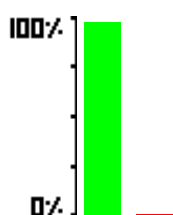
**Q3 b) In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?**

- Yes - 77 out of 81 - 95.06%
- No - 4 out of 81 - 4.94%



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

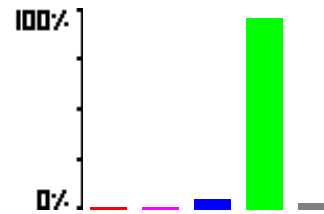
- Yes - 78 out of 81 - 96.30%
- No - 0 out of 81 - 0%



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

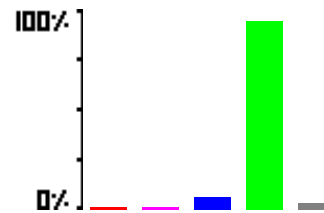
*a) The Cleanliness of the pharmacy*

■ ....Very Poor - 0 out of 81 - 0%  
■ ....Fairly Poor - 0 out of 81 - 0%  
■ ....Fairly Good - 3 out of 81 - 3.70%  
■ ....Very Good - 76 out of 81 - 93.83%  
■ ....Don't Know - 2 out of 81 - 2.47%



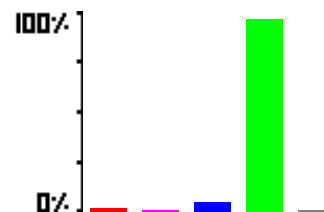
*b) The Comfort and convenience of the waiting areas (e.g. seating or standing room)*

■ ....Very Poor - 0 out of 81 - 0%  
■ ....Fairly Poor - 0 out of 81 - 0%  
■ ....Fairly Good - 4 out of 81 - 4.94%  
■ ....Very Good - 75 out of 81 - 92.59%  
■ ....Don't Know - 2 out of 81 - 2.47%



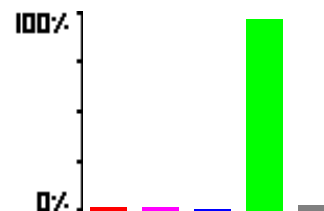
*c) Having in stock the medicines/appliances you need*

■ ....Very Poor - 1 out of 81 - 1.23%  
■ ....Fairly Poor - 0 out of 81 - 0%  
■ ....Fairly Good - 3 out of 81 - 3.70%  
■ ....Very Good - 77 out of 81 - 95.06%  
■ ....Don't Know - 0 out of 81 - 0%



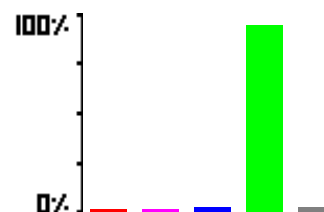
*d) Offering a clear and well organised layout*

■ ....Very Poor - 1 out of 81 - 1.23%  
■ ....Fairly Poor - 1 out of 81 - 1.23%  
■ ....Fairly Good - 0 out of 81 - 0%  
■ ....Very Good - 77 out of 81 - 95.06%  
■ ....Don't Know - 2 out of 81 - 2.47%



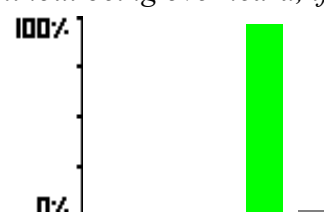
*e) How long you have to wait to be served*

■ ....Very Poor - 1 out of 81 - 1.23%  
■ ....Fairly Poor - 1 out of 81 - 1.23%  
■ ....Fairly Good - 2 out of 81 - 2.47%  
■ ....Very Good - 75 out of 81 - 92.59%  
■ ....Don't Know - 2 out of 81 - 2.47%



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

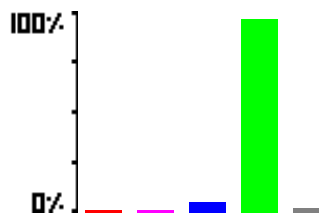
■ ....Very Poor - 1 out of 81 - 1.23%  
■ ....Fairly Poor - 1 out of 81 - 1.23%  
■ ....Fairly Good - 0 out of 81 - 0%  
■ ....Very Good - 77 out of 81 - 95.06%  
■ ....Don't Know - 2 out of 81 - 2.47%



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

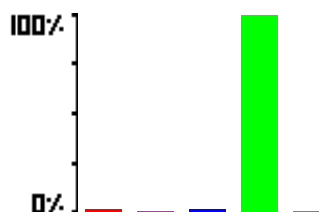
*a) Being polite and taking the time to listen to what you want*

....Very Poor - 0 out of 81 - 0%  
 ....Fairly Poor - 0 out of 81 - 0%  
 ....Fairly Good - 3 out of 81 - 3.70%  
 ....Very Good - 77 out of 81 - 95.06%  
 ....Don't Know - 1 out of 81 - 1.23%



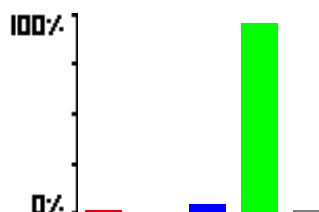
*b) Answering any queries you may have*

....Very Poor - 1 out of 81 - 1.23%  
 ....Fairly Poor - 0 out of 81 - 0%  
 ....Fairly Good - 1 out of 81 - 1.23%  
 ....Very Good - 79 out of 81 - 97.53%  
 ....Don't Know - 0 out of 81 - 0%



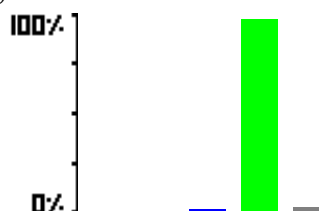
*c) The service you received from the pharmacist*

....Very Poor - 1 out of 81 - 1.23%  
 ....Fairly Poor - 0 out of 81 - 0%  
 ....Fairly Good - 3 out of 81 - 3.70%  
 ....Very Good - 76 out of 81 - 93.83%  
 ....Don't Know - 1 out of 81 - 1.23%



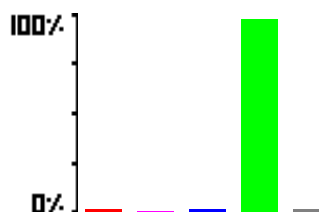
*d) The service you received from the other pharmacy staff*

....Very Poor - 0 out of 81 - 0%  
 ....Fairly Poor - 0 out of 81 - 0%  
 ....Fairly Good - 1 out of 81 - 1.23%  
 ....Very Good - 78 out of 81 - 96.30%  
 ....Don't Know - 2 out of 81 - 2.47%



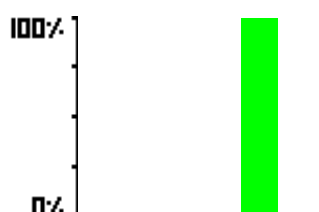
*e) Providing an efficient service*

....Very Poor - 1 out of 81 - 1.23%  
 ....Fairly Poor - 0 out of 81 - 0%  
 ....Fairly Good - 1 out of 81 - 1.23%  
 ....Very Good - 78 out of 81 - 96.30%  
 ....Don't Know - 1 out of 81 - 1.23%



*f) The staff overall*

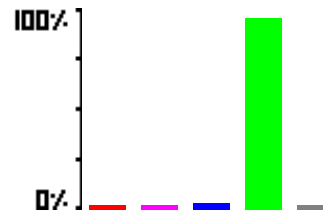
....Very Poor - 0 out of 81 - 0%  
 ....Fairly Poor - 1 out of 81 - 1.23%  
 ....Fairly Good - 1 out of 81 - 1.23%  
 ....Very Good - 79 out of 81 - 97.53%  
 ....Don't Know - 0 out of 81 - 0%



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

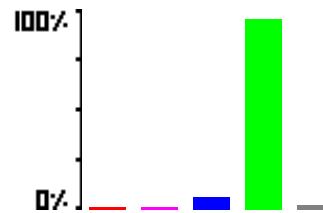
*a) Providing advice on current health problem or a longer term health condition*

....Very Poor - 1 out of 81 - 1.23%  
 ....Fairly Poor - 1 out of 81 - 1.23%  
 ....Fairly Good - 2 out of 81 - 2.47%  
 ....Very Good - 76 out of 81 - 93.83%  
 ....Don't Know - 1 out of 81 - 1.23%



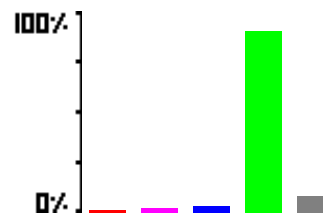
*b) Providing general advice on leading a more healthy lifestyle*

....Very Poor - 0 out of 81 - 0%  
 ....Fairly Poor - 0 out of 81 - 0%  
 ....Fairly Good - 4 out of 81 - 4.94%  
 ....Very Good - 76 out of 81 - 93.83%  
 ....Don't Know - 1 out of 81 - 1.23%



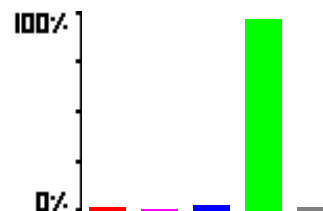
*c) Disposing of medicines you no longer need*

....Very Poor - 0 out of 81 - 0%  
 ....Fairly Poor - 1 out of 81 - 1.23%  
 ....Fairly Good - 2 out of 81 - 2.47%  
 ....Very Good - 72 out of 81 - 88.89%  
 ....Don't Know - 6 out of 81 - 7.41%



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

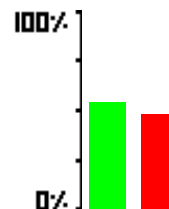
....Very Poor - 1 out of 81 - 1.23%  
 ....Fairly Poor - 0 out of 81 - 0%  
 ....Fairly Good - 2 out of 81 - 2.47%  
 ....Very Good - 77 out of 81 - 95.06%  
 ....Don't Know - 1 out of 81 - 1.23%



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

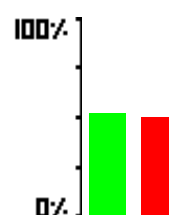
*a) Stopping smoking*

....Yes - 43 out of 81 - 53.09%  
 ....No - 38 out of 81 - 46.91%



*b) Healthy eating*

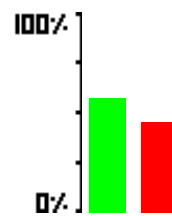
....Yes - 41 out of 81 - 50.62%  
 ....No - 40 out of 81 - 49.38%



c) *Physical exercise*

....Yes - 45 out of 81 - 55.56%

....No - 36 out of 81 - 44.44%

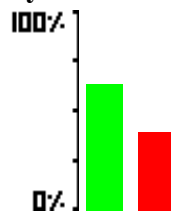


**Q8) Which of the following best describes how you use this pharmacy?**

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

....Yes - 50 out of 81 - 61.73%

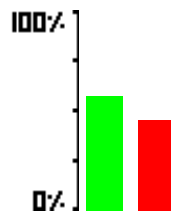
....No - 31 out of 81 - 38.27%



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

....Yes - 45 out of 81 - 55.56%

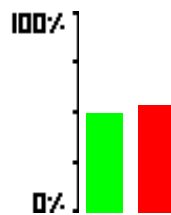
....No - 36 out of 81 - 44.44%



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

....Yes - 39 out of 81 - 48.15%

....No - 42 out of 81 - 51.85%



**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?**

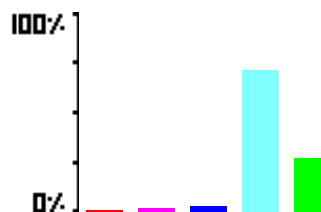
....Poor - 0 out of 81 - 0%

....Fair - 1 out of 81 - 1.23%

....Good - 2 out of 81 - 2.47%

....Very Good - 57 out of 81 - 70.37%

....Excellent - 21 out of 81 - 25.93%



**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 - 5 out of 81 - 6.17%



**Q11) How old are you?**

....16-19 - 6 out of 81 - 7.41%

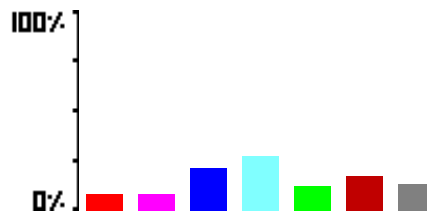
....20-24 - 6 out of 81 - 7.41%

....25-34 - 16 out of 81 - 19.75%

....35-44 - 21 out of 81 - 25.93%

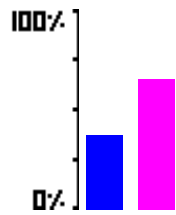
....45-54 - 9 out of 81 - 11.11%

■ ....55-64 - 13 out of 81 - 16.05%  
■ ....65+ - 10 out of 81 - 12.35%



### Q12) Are you?

■ ....Male - 29 out of 81 - 35.80%  
■ ....Female - 52 out of 81 - 64.20%



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

■ ....You have, or care for, children under 16 - 14 out of 81 - 17.28%  
■ ....You are a carer for someone with a longstanding illness or infirmity - 5 out of 81 - 6.17%  
■ ....Neither - 64 out of 81 - 79.01%  
■ ....(BOTH)You have, or care for, children under 16 & You are a carer for someone with a longstanding illness or infirmity - 2 out of 81 - 2.47%

