

Click2Pharmacy Recent Performane Survey**Total Number of Questionnaires****125**

Every year we undertake an annual patient survey to enable our patients to provide valuable feedback on the services that we provide. The survey, undertaken by all community pharmacies in England, is called the Community Pharmacy Patient Questionnaire. The report of our survey results allows us to identify the areas where we are performing most strongly, the areas for improvement and the actions required to address issues raised by respondents. Our results for 2016/17 are provided here.

"We recently carried out a survey and here is what we found....."

No.	Question	Answers	Tally	%
1	Are you happy with the manner in which your medication is delivered?	Not at all satisfied	0	0
		Not very satisfied	0	0
		Fairly satisfied	25	20
		Very Satisfied	100	80
2	Was your medication delivered on time?	Early	15	12
		On time	105	84
		Late	5	4
3	How satisfied were you with the service provided by the Pharmacy	Not at all satisfied	0	0
		Not very satisfied	1	2
		Fairly satisfied	30	24
		Very Satisfied	94	75.2

4		Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
a	The friendliness of the staff	0	0	25	85	15
b	The convenience of using the service	0	0	20	105	0
c	Having in stock the medicines/appliances you need when required	0	0	28	95	2
d	Offering an easy and accurate ordering system	0	2	11	105	7

5		Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
a	Being polite and taking the time to listen	0	0	18	107	0
b	Answering any queries you may have	0	0	16	109	0
c	The service you received from the pharmacist	0	0	30	86	9
d	The service you received from the other staff	0	0	62	55	8
e	Providing an efficient service	0	0	12	113	0
f	The staff overall	0	0	10	115	0

6		Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
a	Providing advice on a current health problem or a longer term health condition	0	0	30	50	45
b	Providing general advice on leading a more healthy lifestyle	0	0	42	36	47
c	Disposing of medicines you no longer need	0	0	25	16	84
d	Providing advice on health services or information available elsewhere	0	0	25	44	56

7	Have you ever been given advice about any of the following by the pharmacist or staff?	Yes	No	% Yes
	Stopping smoking	45	85	36
	Healthy eating	55	70	44
	Physical exercise	57	68	45.6

9	Q9 Finally, taking everything into account - the staff, and the service provided - how would you rate the pharmacy?	Answer	Tally	%
		Poor	0	0
		Fair	1	0.8
		Good	2	1.6
		Very Good	43	34.4
		Excellent	79	63.2