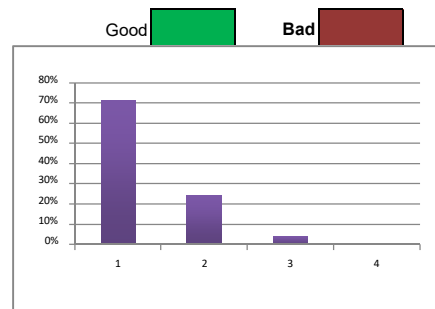


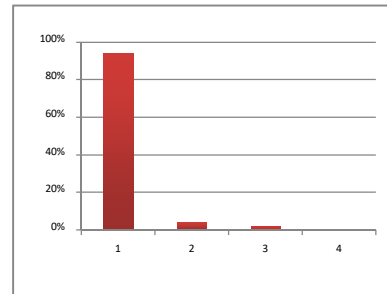
Pharmacy Exprezz, 183a King Street, Great Yarmouth, Norfolk, NR30 1LS

Patient Satisfaction Survey 2017-2018

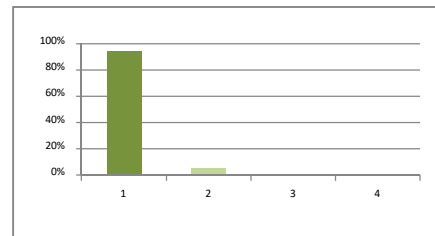
	No.	% of valid forms	% of answers
Q1 Why did you use this pharmacy service?			
Total Questionnaires Returned 50			
To obtain a script for yourself 1	35	70.00%	71.43%
To obtain a script for someone else 2	12	24.00%	24.49%
Obtain a script for yourself and someone else 3	2	4.00%	4.08%
Other 4	-	0.00%	0.00%



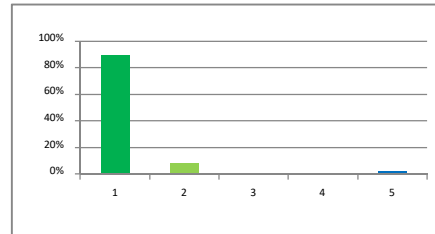
	No.	% forms	% ans.
Q2 If you had a prescription delivered today, how satisfied were you with the time it took to provide your prescription?			
Very Satisfied 1	46	92.00%	93.88%
Fairly Satisfied 2	2	4.00%	4.08%
Not Very Satisfied 3	1	2.00%	2.04%
Not at all Satisfied 4	-	0.00%	0.00%



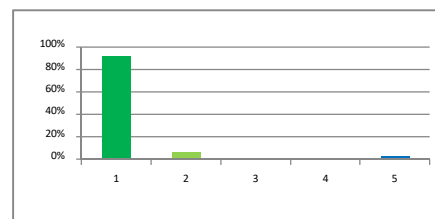
	No.	% forms	% ans.
Q3 If you used the pharmacy service for another NHS service, how satisfied were you with the time it took to provide this service?			
Very Satisfied 1	35	70.00%	94.59%
Fairly Satisfied 2	2	4.00%	5.41%
Not Very Satisfied 3	-	0.00%	0.00%
Not at all Satisfied 4	-	0.00%	0.00%



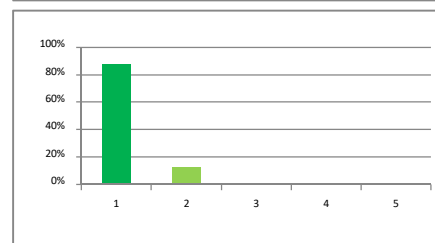
	No.	% forms	% ans.
Q4 Thinking about any previous use of the pharmacy as well as today's, how would you rate the pharmacy on the following factors?			
a) The ease of contacting the pharmacy			
Very good 1	44	88.00%	89.80%
Fairly good 2	4	8.00%	8.16%
Fairly poor 3	-	0.00%	0.00%
Very poor 4	-	0.00%	0.00%
Don't Know 5	1	2.00%	2.04%



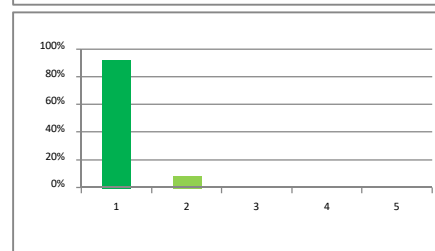
	No.	% forms	% ans.
b) The ease of being able to speak to a pharmacist			
Very good 1	45	90.00%	91.84%
Fairly good 2	3	6.00%	6.12%
Fairly poor 3	-	0.00%	0.00%
Very poor 4	-	0.00%	0.00%
Don't Know 5	1	2.00%	2.04%



	No.	% forms	% ans.
c) Having in stock the medicines/appliances you need			
Very good 1	43	86.00%	87.76%
Fairly good 2	6	12.00%	12.24%
Fairly poor 3	-	0.00%	0.00%
Very poor 4	-	0.00%	0.00%
Don't Know 5	-	0.00%	0.00%

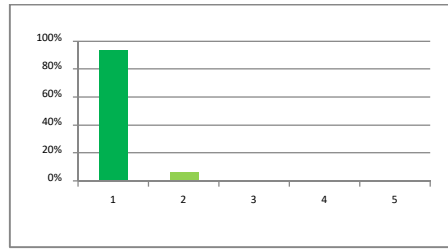


	No.	% forms	% ans.
d) The quality of the packaging used for the delivery of your prescription(s)			
Very good 1	45	90.00%	91.84%
Fairly good 2	4	8.00%	8.16%
Fairly poor 3	-	0.00%	0.00%
Very poor 4	-	0.00%	0.00%
Don't Know 5	-	0.00%	0.00%



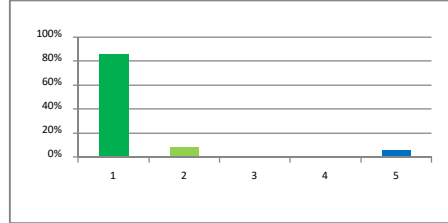
e) The condition in which you received your prescription(s)

	No.	% forms	% ans.
Very good 1	45	90.00%	93.75%
Fairly good 2	3	6.00%	6.25%
Fairly poor 3	-	0.00%	0.00%
Very poor 4	-	0.00%	0.00%
Don't Know 5	-	0.00%	0.00%



f) Having someone available to deal with any problem with your prescription after it has been delivered

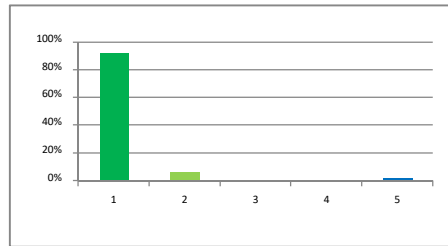
	No.	% forms	% ans.
Very good 1	42	84.00%	85.71%
Fairly good 2	4	8.00%	8.16%
Fairly poor 3	-	0.00%	0.00%
Very poor 4	-	0.00%	0.00%
Don't Know 5	3	6.00%	6.12%



Q5 Again, including any previous use of this pharmacy, how would you rate the pharmacist(s) and the other staff who work there?

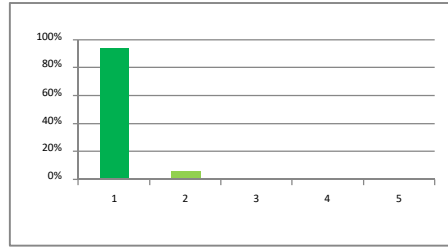
a) Being polite and taking the time to listen to what you want

	No.	% forms	% ans.
Very good 1	45	90.00%	91.84%
Fairly good 2	3	6.00%	6.12%
Fairly poor 3	-	0.00%	0.00%
Very poor 4	-	0.00%	0.00%
Don't Know 5	1	2.00%	2.04%



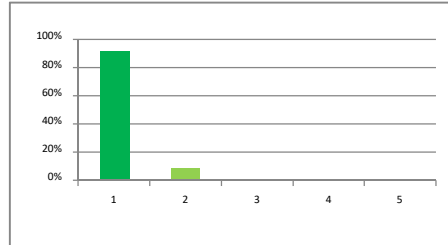
b) Answering any queries you may have

	No.	% forms	% ans.
Very good 1	46	92.00%	93.88%
Fairly good 2	3	6.00%	6.12%
Fairly poor 3	-	0.00%	0.00%
Very poor 4	-	0.00%	0.00%
Don't Know 5	-	0.00%	0.00%



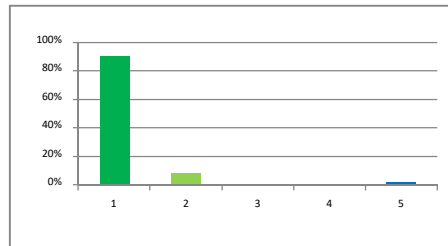
c) The service you received from the pharmacist

	No.	% forms	% ans.
Very good 1	45	90.00%	91.84%
Fairly good 2	4	8.00%	8.16%
Fairly poor 3	-	0.00%	0.00%
Very poor 4	-	0.00%	0.00%
Don't Know 5	-	0.00%	0.00%



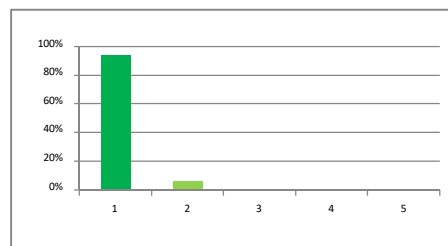
d) The service you received from the other pharmacy staff

	No.	% forms	% ans.
Very good 1	44	88.00%	89.80%
Fairly good 2	4	8.00%	8.16%
Fairly poor 3	-	0.00%	0.00%
Very poor 4	-	0.00%	0.00%
Don't Know 5	1	2.00%	2.04%



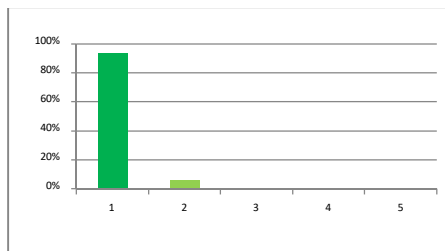
e) Providing an efficient service

	No.	% forms	% ans.
Very good 1	46	92.00%	93.88%
Fairly good 2	3	6.00%	6.12%
Fairly poor 3	-	0.00%	0.00%
Very poor 4	-	0.00%	0.00%
Don't Know 5	-	0.00%	0.00%



f) The staff overall

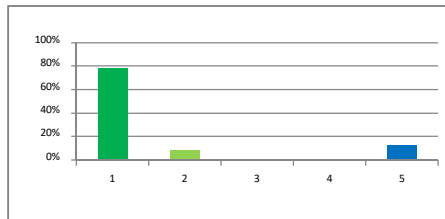
	No.	% forms	% ans.
Very good 1	46	92.00%	93.88%
Fairly good 2	3	6.00%	6.12%
Fairly poor 3	-	0.00%	0.00%
Very poor 4	-	0.00%	0.00%
Don't Know 5	-	0.00%	0.00%



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

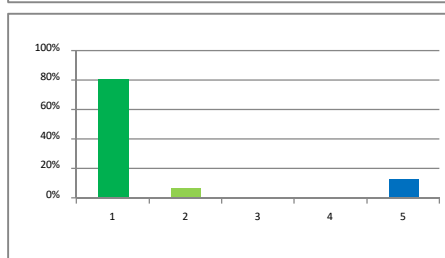
a) Providing advice on a current health problem or a longer term health condition

	No.	% forms	% ans.
Very well 1	37	74.00%	78.72%
Fairly well 2	4	8.00%	8.51%
Not very well 3	-	0.00%	0.00%
Not at all well 4	-	0.00%	0.00%
Never used 5	6	12.00%	12.77%



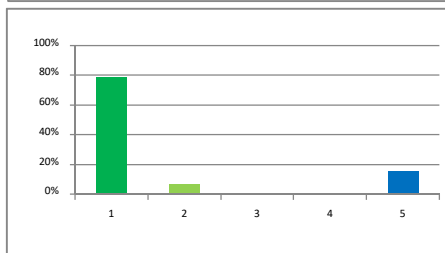
b) Providing general advice on leading a more healthy lifestyle

	No.	% forms	% ans.
Very well 1	38	76.00%	80.85%
Fairly well 2	3	6.00%	6.38%
Not very well 3	-	0.00%	0.00%
Not at all well 4	-	0.00%	0.00%
Never used 5	6	12.00%	12.77%



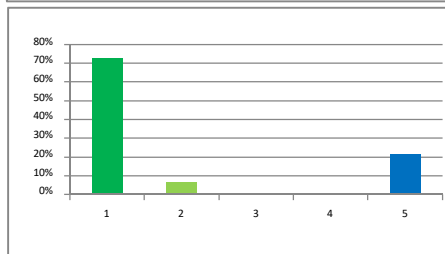
c) Disposing of medicines you no longer need

	No.	% forms	% ans.
Very well 1	36	72.00%	78.26%
Fairly well 2	3	6.00%	6.52%
Not very well 3	-	0.00%	0.00%
Not at all well 4	-	0.00%	0.00%
Never used 5	7	14.00%	15.22%



d) Providing advice on health services or information available elsewhere

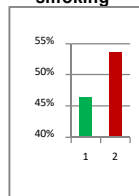
	No.	% forms	% ans.
Very well 1	34	68.00%	72.34%
Fairly well 2	3	6.00%	6.38%
Not very well 3	-	0.00%	0.00%
Not at all well 4	-	0.00%	0.00%
Never used 5	10	20.00%	21.28%



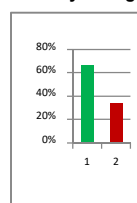
Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?

	Yes 1	No 2	% forms	% ans.
Stopping smoking	19	22	38.00%	46.34%
Healthy eating	29	15	58.00%	65.91%
Physical exercise	25	18	50.00%	58.14%
			36.00%	41.86%

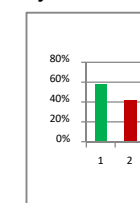
Stopping smoking



Healthy eating

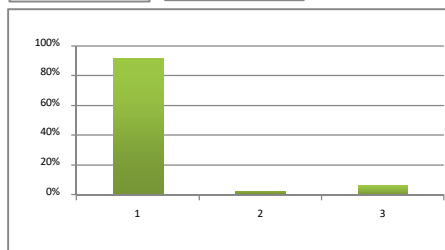


Physical exercise



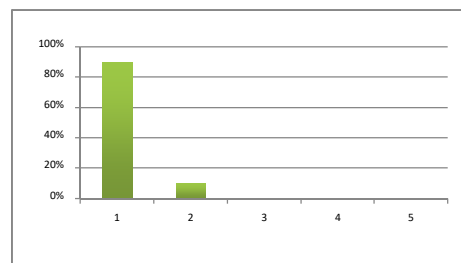
Q8 Which of the following best describes how you use this pharmacy?

	No.	% forms	% ans.
Choose to use if possible 1	45	90.00%	91.84%
One of several I use 2	1	2.00%	2.04%
Just convenient this time 3	3	6.00%	6.12%



Q9 Finally, taking everything into account - the staff the service provided - how would you rate this pharmacy?

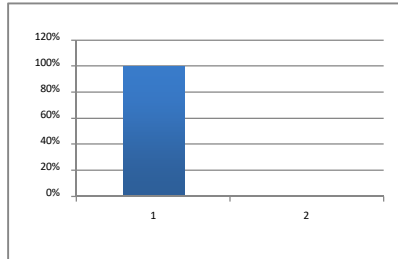
	No.	% forms	% ans.
Excellent 1	43	86.00%	89.58%
Very good 2	5	10.00%	10.42%
Good 3	-	0.00%	0.00%
Fair 4	-	0.00%	0.00%
Poor 5	-	0.00%	0.00%



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

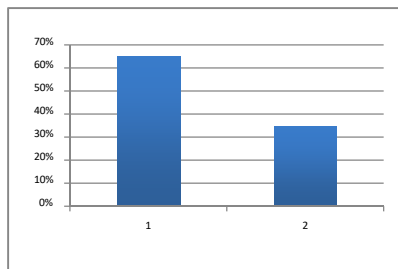
(11a) After you receive services or advice from us, we may retain some of your health information so that we can better help when you next visit the pharmacy. We always keep this information safely stored and kept absolutely confidential. Are you happy with the way we do this?

	No.	% forms	% ans.
Yes 1	49	98.00%	100.00%
No 2	-	0.00%	0.00%



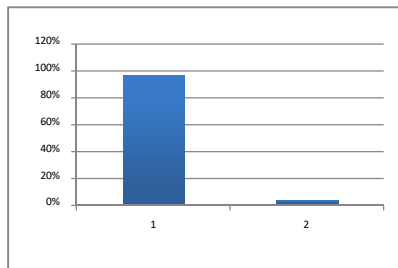
(11b) In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?

	No.	% forms	% ans.
Yes 1	30	60.00%	65.22%
No 2	16	32.00%	34.78%



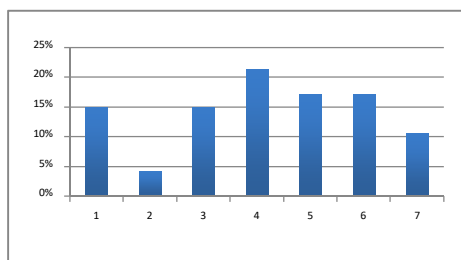
(11c) If so, do you feel your wishes were respected?

	No.	% forms	% ans.
Yes 1	30	60.00%	96.77%
No 2	1	2.00%	3.23%



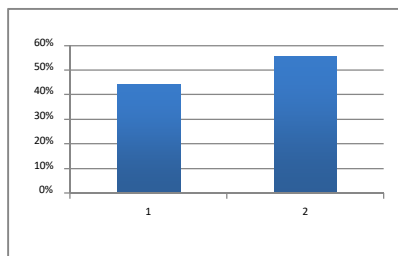
Q12 How old are you?

	No.	% forms	% ans.
16-19 1	7	14.00%	14.89%
20-24 2	2	4.00%	4.26%
25-34 3	7	14.00%	14.89%
35-44 4	10	20.00%	21.28%
45-54 5	8	16.00%	17.02%
55-64 6	8	16.00%	17.02%
65+ 7	5	10.00%	10.64%



Q13 Are You

	No.	% forms	% ans.
Male 1	20	40.00%	44.44%
Female 2	25	50.00%	55.56%



Q14 Which of the following apply to you:

	No.	% forms	% ans.
You have or care for a child(ren) under 16 1	20	40.00%	40.82%
You are a carer for a sufferer of longstanding illness 2	7	14.00%	14.29%
Neither 4	22	44.00%	44.90%

