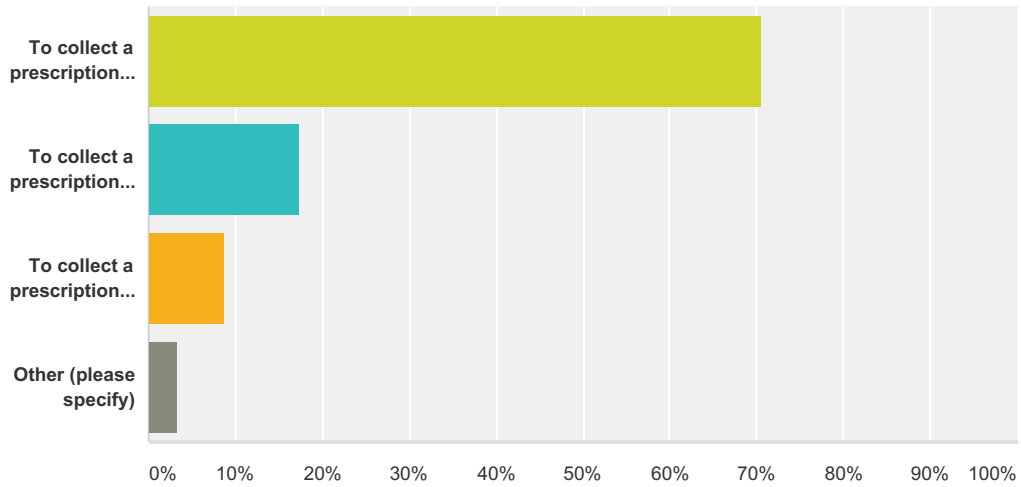


Q1 Why did you visit this pharmacy?

Answered: 150 Skipped: 0

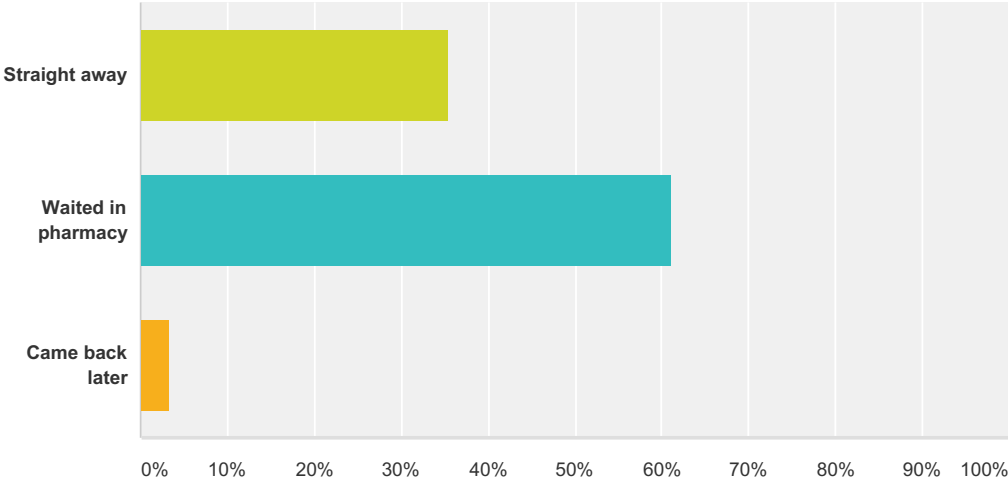


Answer Choices	Responses
To collect a prescription for yourself	70.67% 106
To collect a prescription for someone else	17.33% 26
To collect a prescription for both	8.67% 13
Other (please specify)	3.33% 5
Total	150

#	Other (please specify)	Date
1	For my daughter	2/8/2016 10:39 AM
2	took in monthly prescription for myself	1/15/2016 4:07 PM
3	To collect for someone else and to nuy cough mixture	1/11/2016 11:59 AM
4	to purchase kleenex etc	1/11/2016 10:01 AM
5	for myself and to buy gifts	1/4/2016 5:22 PM

Q2 If you collected a prescription, 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?

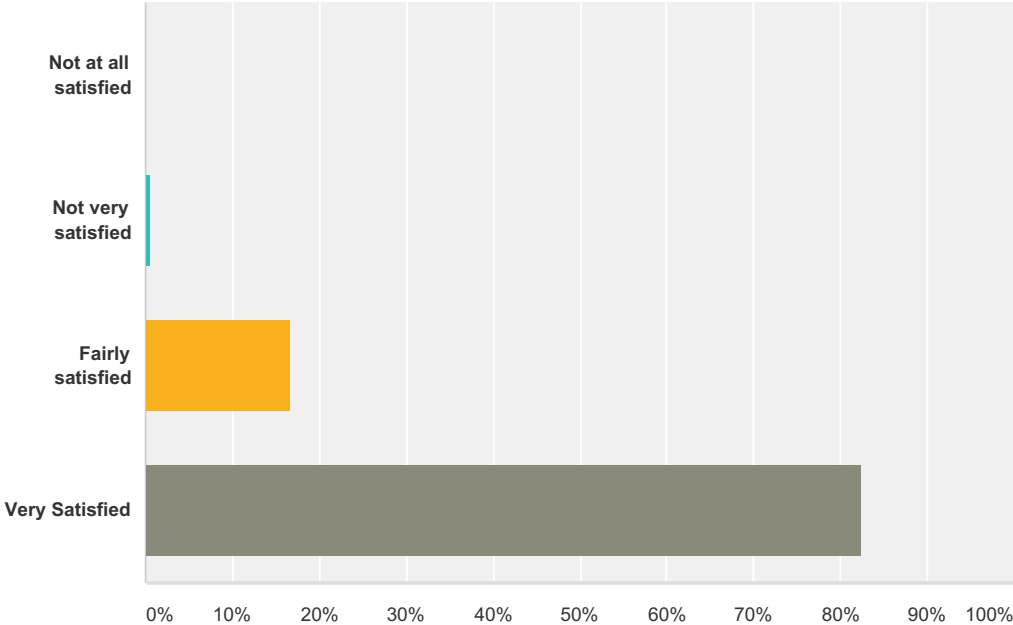
Answered: 149 Skipped: 1



Answer Choices	Responses
Straight away	35.57% 53
Waited in pharmacy	61.07% 91
Came back later	3.36% 5
Total	149

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

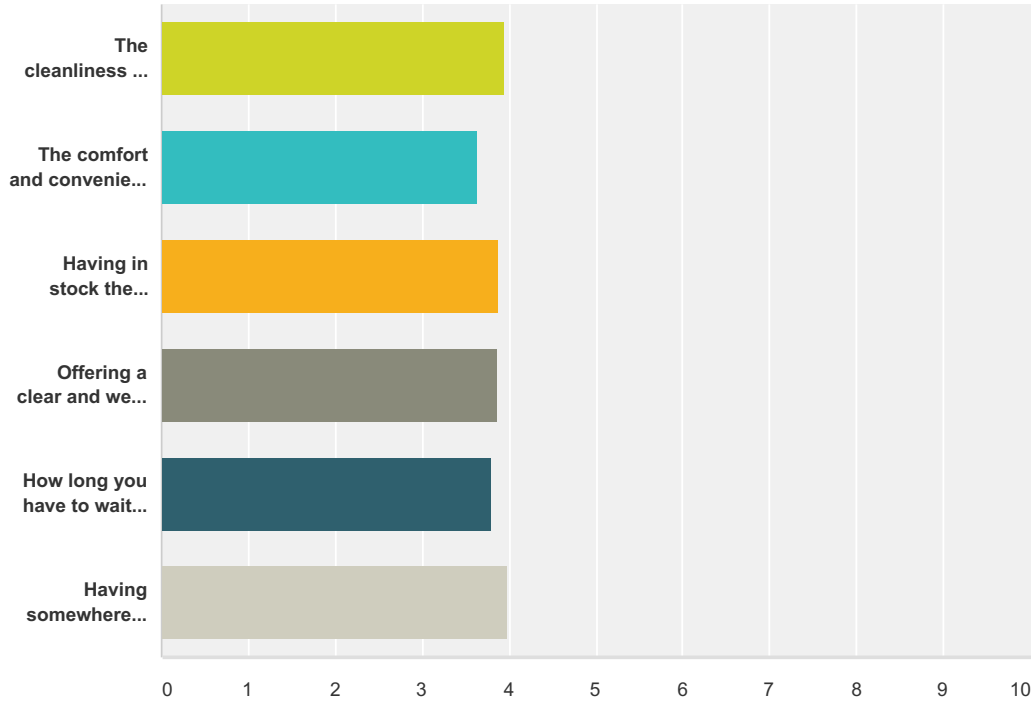
Answered: 149 Skipped: 1



Answer Choices	Responses
Not at all satisfied	0.00% 0
Not very satisfied	0.67% 1
Fairly satisfied	16.78% 25
Very Satisfied	82.55% 123
Total	149

Q4 Thinking about any previous visits, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

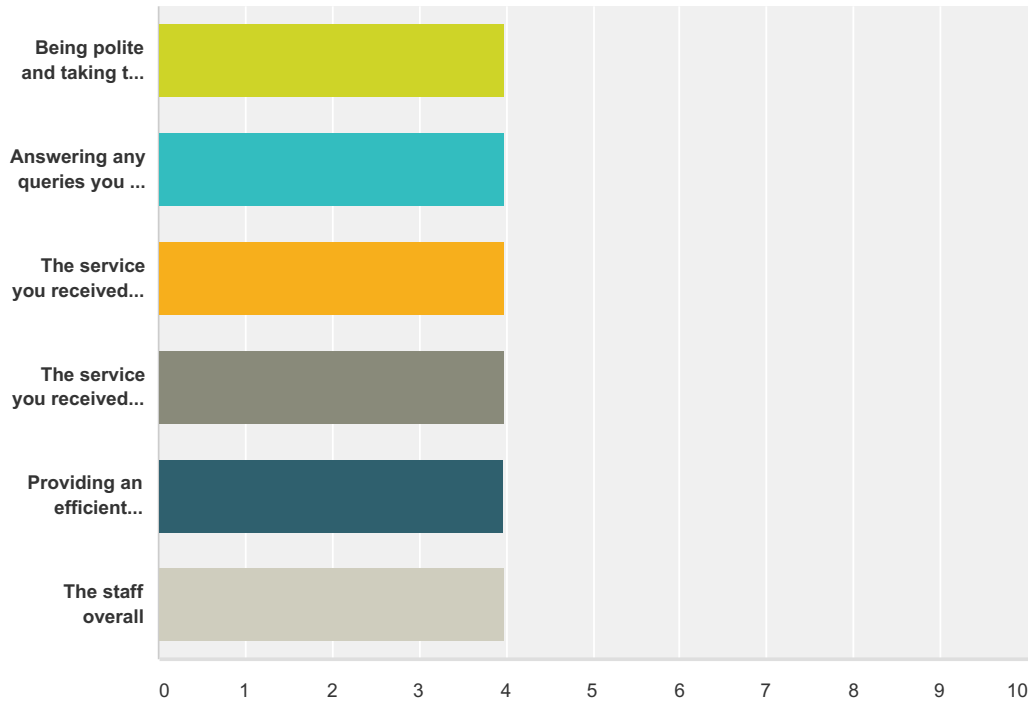
Answered: 150 Skipped: 0



	Very poor	Fairly poor	Fairly good	Very good	Don't know	Total	Weighted Average
The cleanliness of the pharmacy	0.67% 1	0.00% 0	2.67% 4	96.67% 145	0.00% 0	150	3.95
The comfort and convenience of the waiting areas (e.g. seating or standing room)	0.67% 1	0.67% 1	32.67% 49	66.00% 99	0.00% 0	150	3.64
Having in stock the medicines/appliances you need	0.67% 1	0.00% 0	10.00% 15	88.00% 132	1.33% 2	150	3.89
Offering a clear and well organised layout	0.67% 1	0.00% 0	12.67% 19	85.33% 128	1.33% 2	150	3.87
How long you have to wait to be served	0.67% 1	0.00% 0	20.00% 30	77.33% 116	2.00% 3	150	3.80
Having somewhere available where you could speak without being overheard, if you wanted to	0.67% 1	0.67% 1	10.74% 16	75.84% 113	12.08% 18	149	3.98

Q5 Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

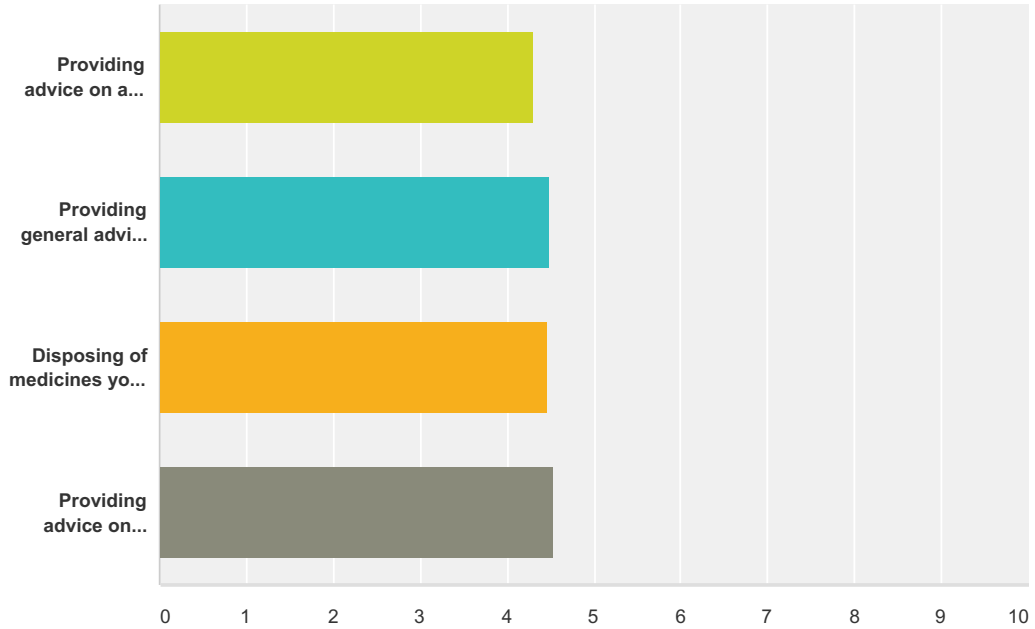
Answered: 150 Skipped: 0



	Very poor	Fairly poor	Fairly good	Very good	Don't know	Total	Weighted Average
Being polite and taking the time to listen to what you want	0.00% 0	0.00% 0	2.00% 3	98.00% 147	0.00% 0	150	3.98
Answering any queries you may have	0.00% 0	0.00% 0	2.00% 3	96.67% 145	1.33% 2	150	3.99
The service you received from the pharmacist	0.00% 0	0.00% 0	2.67% 4	96.00% 144	1.33% 2	150	3.99
The service you received from the other pharmacy staff	0.00% 0	0.00% 0	2.00% 3	97.33% 146	0.67% 1	150	3.99
Providing an efficient service	0.00% 0	0.00% 0	2.67% 4	97.33% 146	0.00% 0	150	3.97
The staff overall	0.00% 0	0.00% 0	2.00% 3	98.00% 147	0.00% 0	150	3.98

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

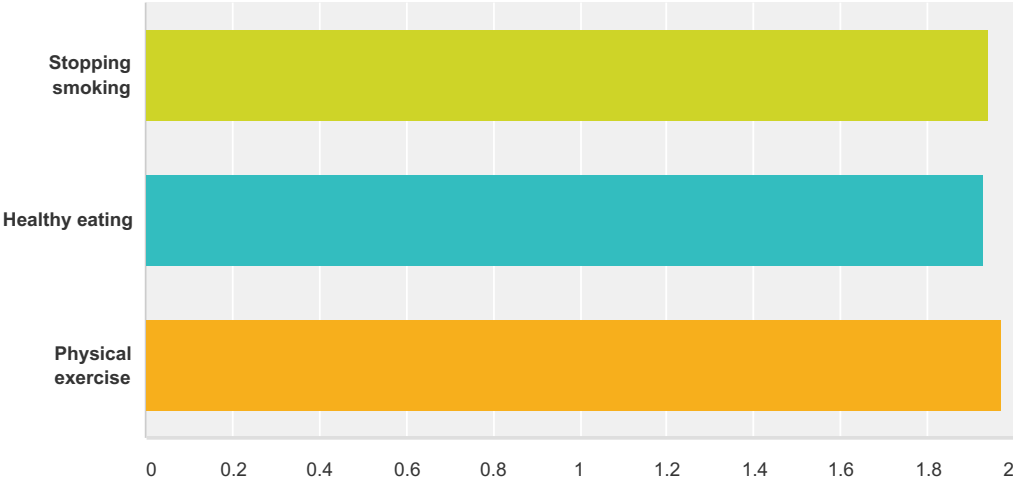
Answered: 150 Skipped: 0



	Not at all well	Not very well	Fairly well	Very well	Never used	Total	Weighted Average
Providing advice on a current health problem or a longer term health condition	0.00% 0	0.67% 1	7.33% 11	52.00% 78	40.00% 60	150	4.31
Providing general advice on leading a more healthy lifestyle	0.00% 0	0.00% 0	8.00% 12	36.00% 54	56.00% 84	150	4.48
Disposing of medicines you no longer need	0.00% 0	0.00% 0	2.67% 4	48.00% 72	49.33% 74	150	4.47
Providing advice on health services or information available elsewhere	0.00% 0	0.00% 0	6.00% 9	34.00% 51	60.00% 90	150	4.54

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

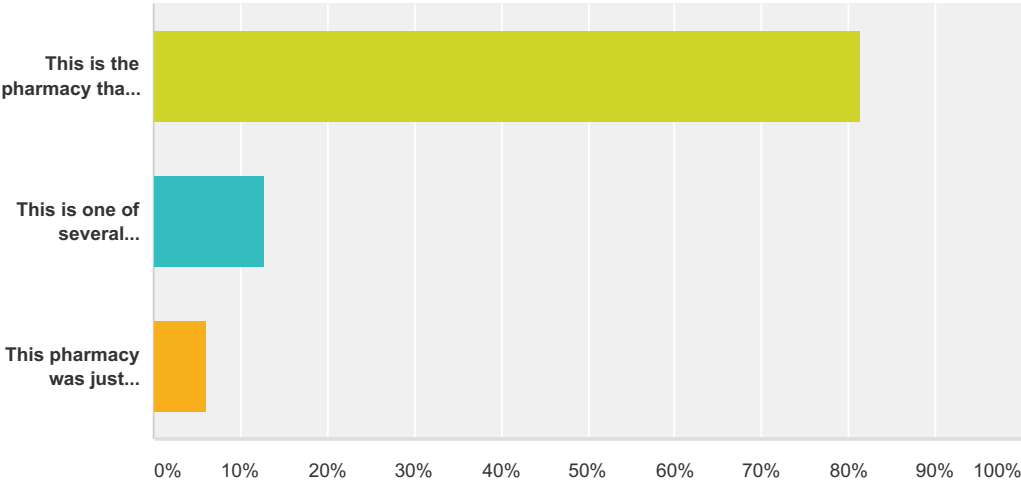
Answered: 150 Skipped: 0



	Yes	No	Total	Weighted Average
Stopping smoking	6.08% 9	93.92% 139	148	1.94
Healthy eating	7.38% 11	92.62% 138	149	1.93
Physical exercise	3.45% 5	96.55% 140	145	1.97

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

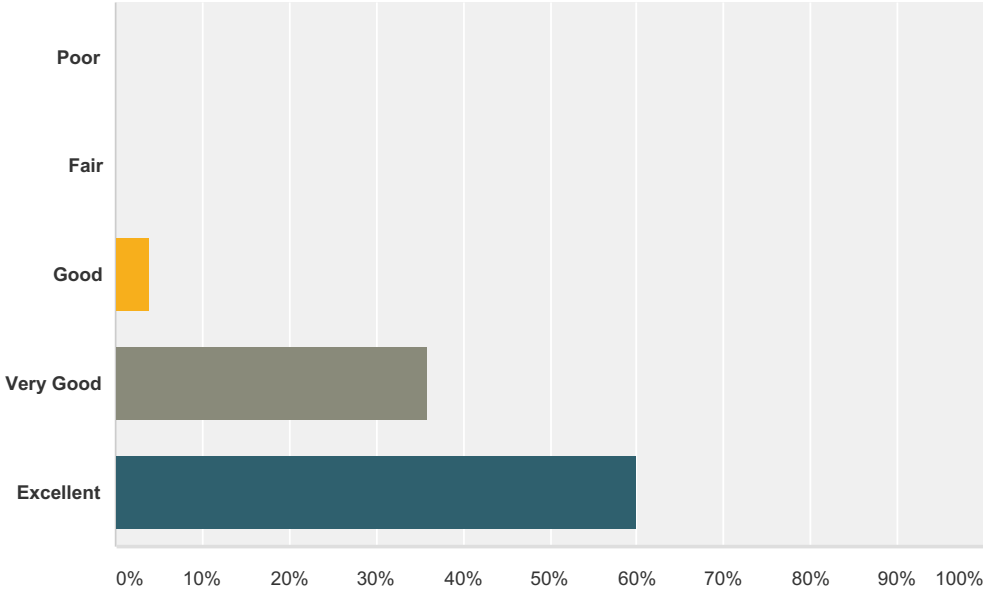
Answered: 150 Skipped: 0



Answer Choices	Responses	
This is the pharmacy that you choose to visit if possible	81.33%	122
This is one of several pharmacies that you use when you need to	12.67%	19
This pharmacy was just convenient for you on the day	6.00%	9
Total		150

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?

Answered: 150 Skipped: 0



Answer Choices	Responses
Poor	0.00% 0
Fair	0.00% 0
Good	4.00% 6
Very Good	36.00% 54
Excellent	60.00% 90
Total	150

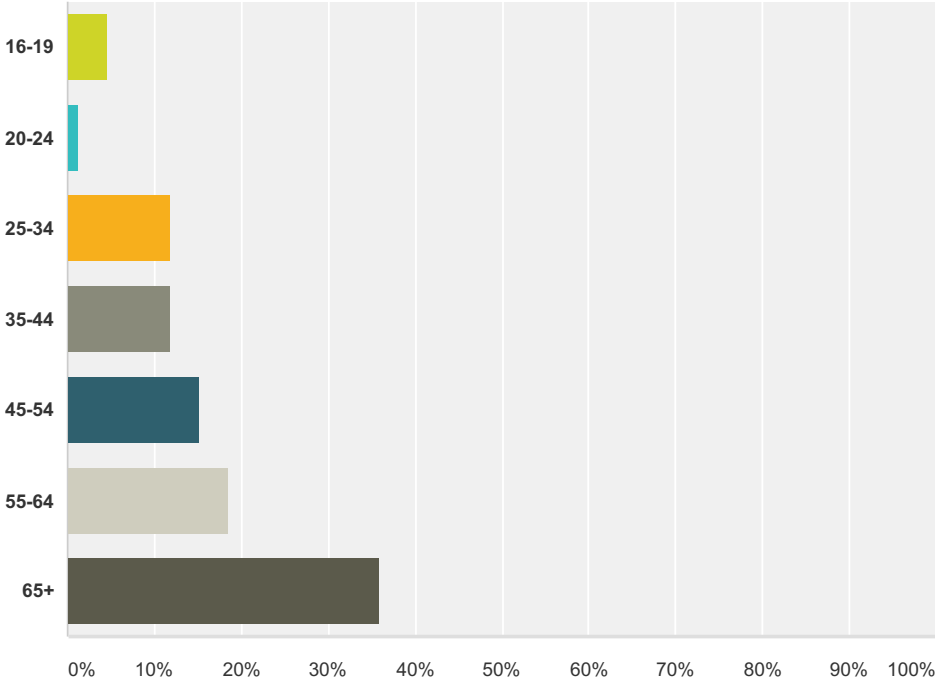
Q10 If you have any comments about how the service from this pharmacy could be improved, please write them in here:

Answered: 18 Skipped: 132

#	Responses	Date
1	question 7 - n/a - do not smoke	2/8/2016 10:40 AM
2	only been here a couple of times - new patient	2/3/2016 6:18 PM
3	recently moved to the area 6 months ago, my last pharmacy were terrible very long wait and not helpful. Staff are always very friendly here and helpful, open at weekend and over christmas, they are always happy to help, Pharmacist has given me good advice in past	2/3/2016 6:04 PM
4	very friendly greeting - overheard the pharmacist being very helpful to another customr	1/27/2016 6:01 PM
5	staff are always polite, helpful, treat with dignity and respect. Pharmacists always polite and helpful Very good service provided Always recommend Mill Pharmacy if asked about a pharmacy	1/27/2016 5:59 PM
6	none, always helpful, polite and kind	1/27/2016 5:56 PM
7	If the present level of service is maintained improvement of this pharmacy will be difficult	1/25/2016 3:29 PM
8	dont change anything excellent all round service	1/25/2016 3:04 PM
9	there could be a few more seats, i know there is not alot of space Everything else, the staff are fabulous Thank you for ALL your help	1/25/2016 3:02 PM
10	excellent service always clean premises	1/15/2016 4:03 PM
11	none	1/15/2016 3:54 PM
12	Maybe more seats, when we have to wait for drugs Only fault I have	1/11/2016 12:16 PM
13	Bit overcrowded, when getting our drugs if quite a few patients are waiting - need few more seats	1/11/2016 12:14 PM
14	have never asked staff about smoking, healthy eating or excercise	1/11/2016 12:01 PM
15	Difficult to fault V. Good service	1/11/2016 11:21 AM
16	All staff are exceptional except one lady who is very grutt and rude and I have been told by others that they do not visit due to this	1/11/2016 11:06 AM
17	excelence cannot be improved	1/11/2016 10:27 AM
18	Always take time to make you feel important	1/4/2016 5:22 PM

Q11 How old are you?

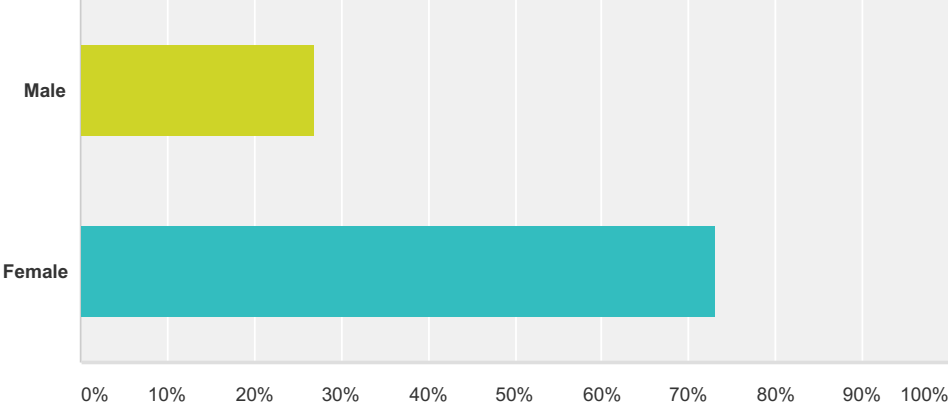
Answered: 150 Skipped: 0



Answer Choices	Responses
16-19	4.67% 7
20-24	1.33% 2
25-34	12.00% 18
35-44	12.00% 18
45-54	15.33% 23
55-64	18.67% 28
65+	36.00% 54
Total	150

Q12 Are you:

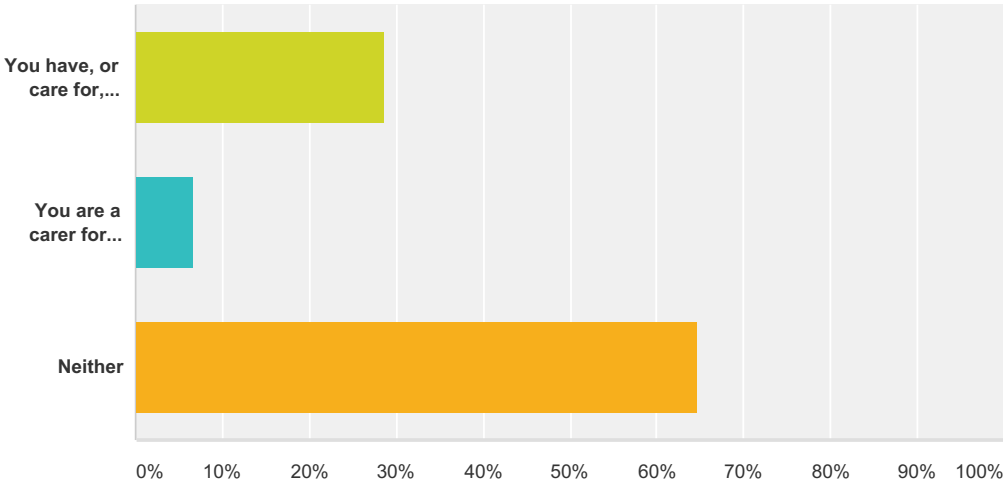
Answered: 149 Skipped: 1



Answer Choices	Responses
Male	26.85% 40
Female	73.15% 109
Total	149

Q13 Which of the following apply to you?

Answered: 150 Skipped: 0



Answer Choices	Responses
You have, or care for, children under 16	28.67% 43
You are a carer for someone with a longstanding illness or infirmity	6.67% 10
Neither	64.67% 97
Total	150