## **Community Pharmacy Patient Questionnaire**

This	section	is about wh	<i>у уо</i>	u visi	ted th	e pha	rmacy	today	/	
Q1 Why did you use	this ph	armacy?								
To obtain a prescription	on for:	Yourself	S	omeor	ne else	e 🗌	Both		OR	
For some other reas	on (plea	se write in the	e reas	son):						
If you did not require	prescript	ion medicatio	on, ple	ease go	o to Q	3.				
Q2 If you required a to?	prescri	otion today,	did y	ou rec	eive t	he meo	dicatior	n wher	ı you ex	cpected
As advised 🗌	There w	as a delay 🗌								
Q3 How satisfied we other NHS services			it too	ok to p	orovid	e your	prescr	iption	and/or	any
Not at all satisfied 🗌	Not v	ery satisfied [		Fairly	satisfie	ed 🗌	Very	Satisfie	ed 🗌	
W	ork the	on is about i re more ger	neral	ly, not	t just i	for toa	lay's vi	isit		
Q4 Thinking about a on the following fact show how good or po	tors? P	lease tick one			•		•		-	-
ANSWERS:		١	/ery	<b>DOO</b> 7	Fairly		Fairly	Very	Don't	know
<ul><li>a) The website layout</li><li>b) The information pro</li><li>c) Having in stock the</li></ul>	ovided o	n the website			роо    		good		good	know
you need										
<ul><li>d) How long you have</li><li>f) Being able to contain</li></ul>	ct some	one, if you								
wanted to										
Q5 Again, including pharmacist and the service listed below, t	other st	aff who work	c ther	e? Ple	ase tio	ck one	-			f the
ANSWERS:		N	/ery	poor	Fairly poo		Fairly good	Very	Don't good	know
a) Being polite and ta to what you want										
<ul><li>b) Answering any que</li><li>c) The service you red</li></ul>	ceived fr	om the								
d) The service you real	ceived fr	om the other								
e) Providing an efficie										
f) The staff overall										

Annex A

Q6 Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services either by email / videocall or on the website?

ANSWERS:	Not at all well	Not very well	Fairly well	Very well	Nevei used	ſ	
<ul><li>a) Providing advice on a current health pr or a longer term health condition</li><li>b) Providing general advice on leading a statement</li></ul>							
healthy lifestyle							
c) Disposing of medicines you no longer r	need						
<ul> <li>d) Providing advice on health services or information available elsewhere</li> </ul>							

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

Stopping smoking	🗌 Yes	🗌 No
Healthy eating	🗌 Yes	🗌 No
Physical exercise	🗌 Yes	🗌 No

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

This is the pharmacy that you choose to use if possible	
This is one of several pharmacies that you use when you need to	
This pharmacy was just convenient for you today	

## Q9 Finally, taking everything into account - the staff, the website and the service provided - how would you rate the pharmacy where you received this questionnaire?

Poor 🗌	Fair 🗌	Good 🗌	Very Good 🗌	Excellent	
-	-	comments abo the them in her		from this pharmacy	/ could be

[Insert here, if required, additional questions relating to healthcare service provision]

These last few questions are just to help us categorise your answers

Q11 How old are you?									
16-19 🗌	20-24 🗌	25-34 🗌	35-44 🗌	45-54 🗌	55-64 🗌	65+			
Q12 Are you		Male	] Fe	emale	]				
Q 13 Which of the following apply to you:									
You have, or care for, children under 16 You are a carer for someone with a longstanding illness or infirmity Neither									
Thank you for completing this questionnaire									

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