

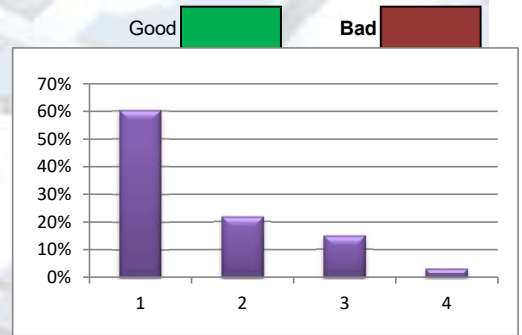
# Joydens Wood Pharmacy. 2 Birchwood Parade, Wilmington, Kent, DA2 7NJ.

## Patient Satisfaction Survey 2008-2009

### Q1 Why did you visit this pharmacy today?

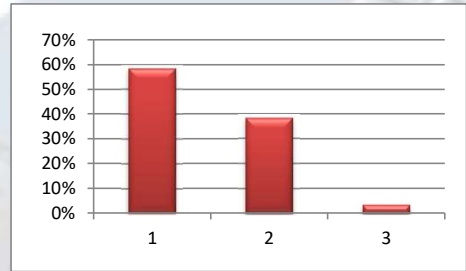
Total Questionnaires Returned  
**100**

	No.	% forms	% ans.
To collect a script for yourself <b>1</b>	61	61.00%	60.40%
To collect a script for someone else <b>2</b>	22	22.00%	21.78%
Collect a script for yourself and someone else <b>3</b>	15	15.00%	14.85%
Other <b>4</b>	3	3.00%	2.97%



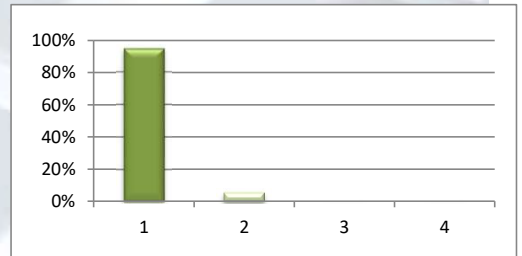
### Q2 If you collected a prescription today

	No.	% forms	% ans.
Were you able to collect it straight away? <b>1</b>	52	52.00%	58.43%
Did you have to wait in the pharmacy? <b>2</b>	34	34.00%	38.20%
Did you come back later? <b>3</b>	3	3.00%	3.37%



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

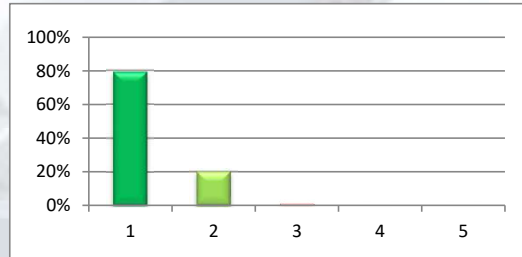
	No.	% forms	% ans.
Very Satisfied <b>1</b>	88	88.00%	94.62%
Fairly satisfied <b>2</b>	5	5.00%	5.38%
Not very satisfied <b>3</b>	-	-	-
Not at all Satisfied <b>4</b>	-	-	-



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

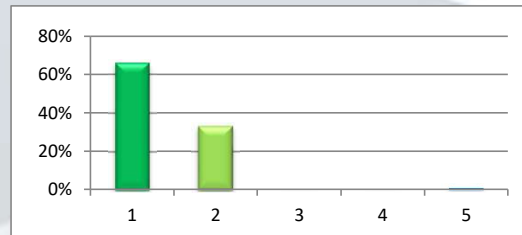
#### a) The cleanliness of the pharmacy

	No.	% forms	% ans.
Very Good <b>1</b>	79	79.00%	79.00%
Fairly Good <b>2</b>	20	20.00%	20.00%
Fairly poor <b>3</b>	1	1.00%	1.00%
Very Poor <b>4</b>	-	-	-
Don't Know <b>5</b>	-	-	-



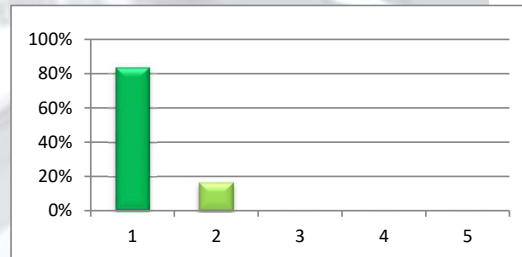
#### b) The comfort and convenience of the waiting areas (e.g. seating or standing room)

	No.	% forms	% ans.
Very Good <b>1</b>	66	66.00%	66.00%
Fairly Good <b>2</b>	33	33.00%	33.00%
Fairly poor <b>3</b>	-	-	-
Very Poor <b>4</b>	-	-	-
Don't Know <b>5</b>	1	1.00%	1.00%



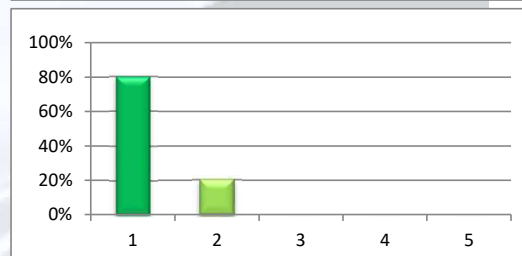
#### c) Having in stock the medicines/appliances you need

	No.	% forms	% ans.
Very Good <b>1</b>	82	82.00%	83.67%
Fairly Good <b>2</b>	16	16.00%	16.33%
Fairly poor <b>3</b>	-	-	-
Very Poor <b>4</b>	-	-	-
Don't Know <b>5</b>	-	-	-



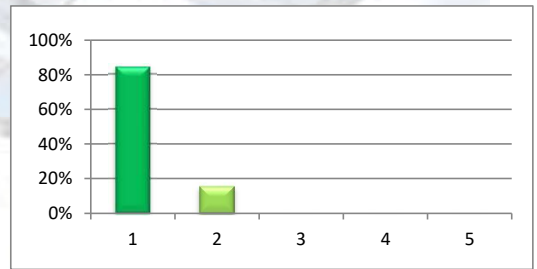
#### d) Offering a clear and well organised layout

	No.	% forms	% ans.
Very Good <b>1</b>	79	79.00%	79.80%
Fairly Good <b>2</b>	20	20.00%	20.20%
Fairly poor <b>3</b>	-	-	-
Very Poor <b>4</b>	-	-	-
Don't Know <b>5</b>	-	-	-



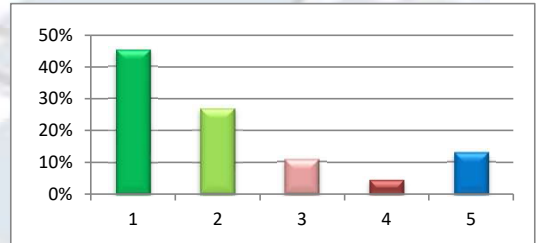
**e) How long you have to wait to be served**

	No.	% forms	% ans.
Very Good 1	82	82.00%	84.54%
Fairly Good 2	15	15.00%	15.46%
Fairly poor 3	-	-	-
Very Poor 4	-	-	-
Don't Know 5	-	-	-



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

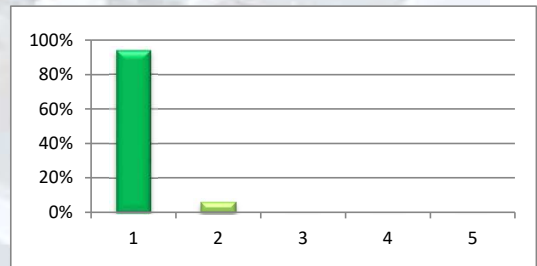
	No.	% forms	% ans.
Very Good 1	42	42.00%	45.16%
Fairly Good 2	25	25.00%	26.88%
Fairly poor 3	10	10.00%	10.75%
Very Poor 4	4	4.00%	4.30%
Don't Know 5	12	12.00%	12.90%



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

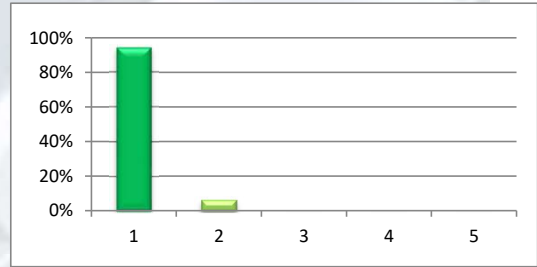
**a) Being polite and taking the time to listen to what you want**

	No.	% forms	% ans.
Very Good 1	94	94.00%	94.00%
Fairly Good 2	6	6.00%	6.00%
Fairly poor 3	-	-	-
Very Poor 4	-	-	-
Don't Know 5	-	-	-



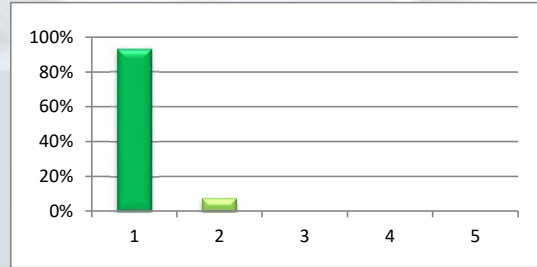
**b) Answering any queries you may have**

	No.	% forms	% ans.
Very Good 1	94	94.00%	94.00%
Fairly Good 2	6	6.00%	6.00%
Fairly poor 3	-	-	-
Very Poor 4	-	-	-
Don't Know 5	-	-	-



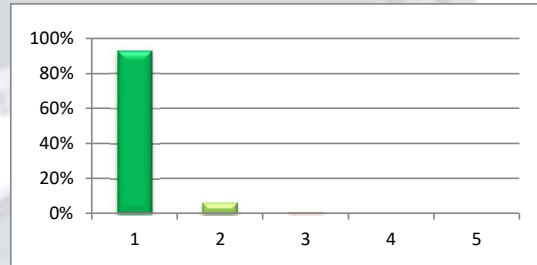
**c) The service you received from the pharmacist**

	No.	% forms	% ans.
Very Good 1	92	92.00%	92.93%
Fairly Good 2	7	7.00%	7.07%
Fairly poor 3	-	-	-
Very Poor 4	-	-	-
Don't Know 5	-	-	-



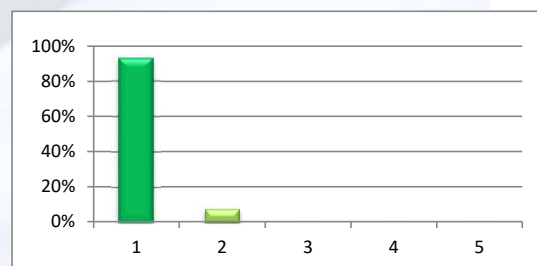
**d) The service you received from the other pharmacy staff**

	No.	% forms	% ans.
Very Good 1	91	91.00%	92.86%
Fairly Good 2	6	6.00%	6.12%
Fairly poor 3	1	1.00%	1.02%
Very Poor 4	-	-	-
Don't Know 5	-	-	-



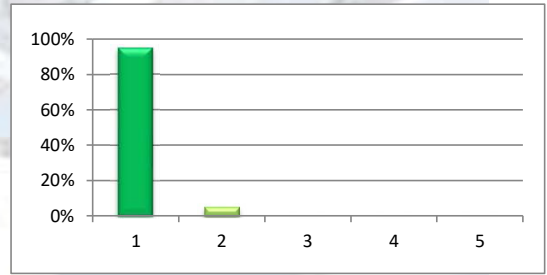
**e) Providing an efficient service**

	No.	% forms	% ans.
Very Good 1	92	92.00%	92.93%
Fairly Good 2	7	7.00%	7.07%
Fairly poor 3	-	-	-
Very Poor 4	-	-	-
Don't Know 5	-	-	-



**f) The staff overall**

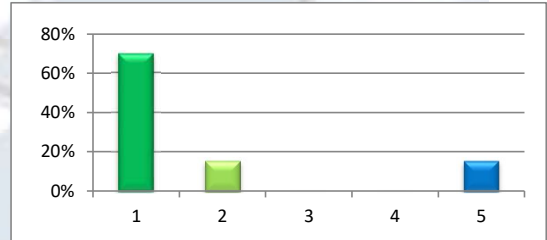
	No.	% forms	% ans.
Very Good 1	95	95.00%	95.00%
Fairly Good 2	5	5.00%	5.00%
Fairly poor 3	-		
Very Poor 4	-		
Don't Know 5	-		



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

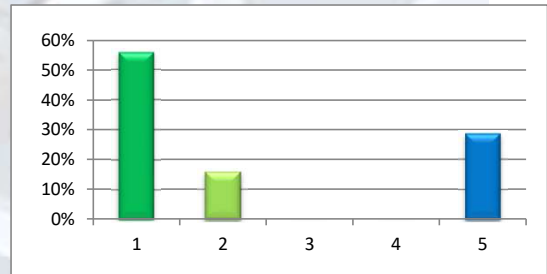
**a) Providing advice on a current health problem or a longer term health condition**

	No.	% forms	% ans.
Very Well 1	69	69.00%	69.70%
Fairly Well 2	15	15.00%	15.15%
Not very well 3	-		
Not at all well 4	-		
Never used 5	15	15.00%	15.15%



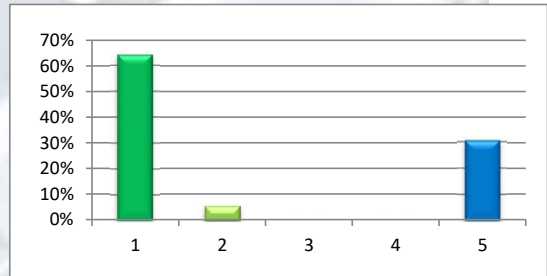
**b) Providing general advice on leading a more healthy lifestyle**

	No.	% forms	% ans.
Very Well 1	53	53.00%	55.79%
Fairly Well 2	15	15.00%	15.79%
Not very well 3	-		
Not at all well 4	-		
Never used 5	27	27.00%	28.42%



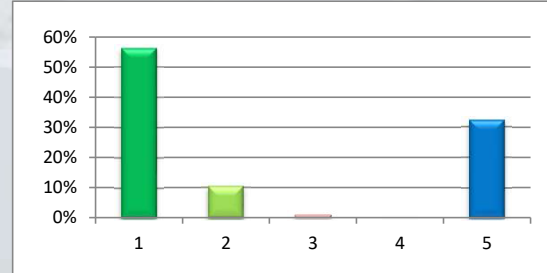
**c) Disposing of medicines you no longer need**

	No.	% forms	% ans.
Very Well 1	61	61.00%	64.21%
Fairly Well 2	5	5.00%	5.26%
Not very well 3	-		
Not at all well 4	-		
Never used 5	29	29.00%	30.53%



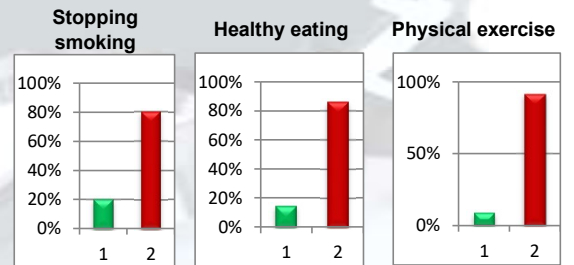
**d) Providing advice on health services or information available elsewhere**

	No.	% forms	% ans.
Very Well 1	54	54.00%	56.25%
Fairly Well 2	10	10.00%	10.42%
Not very well 3	1	1.00%	1.04%
Not at all well 4	-		
Never used 5	31	31.00%	32.29%



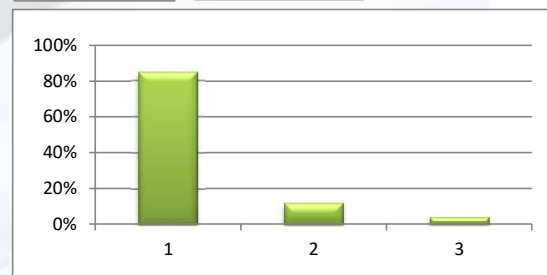
**Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?**

	No.	% forms	% ans.
<b>Stopping smoking</b>			
Yes 1	16	16.00%	20.00%
No 2	64	64.00%	80.00%
<b>Healthy eating</b>			
Yes 1	11	11.00%	13.92%
No 2	68	68.00%	86.08%
<b>Physical exercise</b>			
Yes 1	7	7.00%	8.86%
No 2	72	72.00%	91.14%



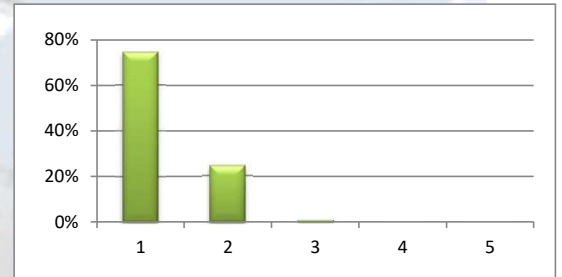
**Q8 Which of the following best describes how you use this pharmacy?**

	No.	% forms	% ans.
Choose to visit if possible 1	88	88.00%	84.62%
One of several I use 2	12	12.00%	11.54%
Just convenient today 3	4	4.00%	3.85%



**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?**

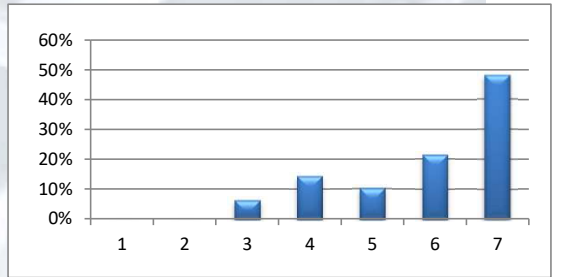
	No.	% forms	% ans.
Excellent 1	73	73.00%	74.49%
Very Good 2	24	24.00%	24.49%
Good 3	1	1.00%	1.02%
Fair 4	-	-	-
Poor 5	-	-	-



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

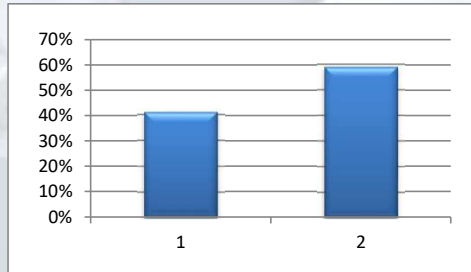
**Q11 How old are you?**

	No.	% forms	% ans.
16-19 1	-	-	-
20-24 2	-	-	-
25-34 3	6	6.00%	6.12%
35-44 4	14	14.00%	14.29%
45-54 5	10	10.00%	10.20%
55-64 6	21	21.00%	21.43%
65+ 7	47	47.00%	47.96%



**Q12 Are You**

	No.	% forms	% ans.
Male 1	39	39.00%	41.05%
Female 2	56	56.00%	58.95%



**Q 13 Which of the following apply to you:**

	No.	% forms	% ans.
You have or care for a child(ren) under 16 1	21	21.00%	23.08%
You are a carer for a sufferer of longstanding illness 2	12	12.00%	13.19%
Neither look after children nor the long term ill 3	58	58.00%	63.74%

