

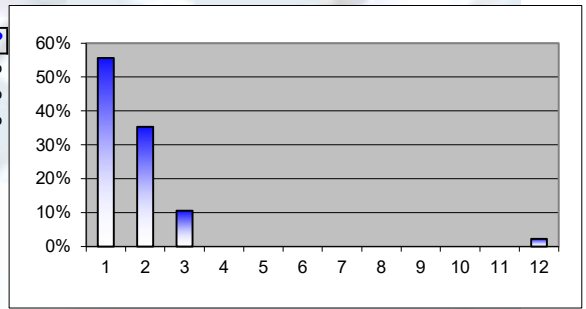
Joydens Wood Pharmacy, 2, Birchwood Parade, Woodside Drive, Wilmington, Kent, DA2 7NJ.

Total Questionnaires Returned > **133** 01-Apr-08
 Number % of valid forms % of answers

Key ■ Good ■ Bad

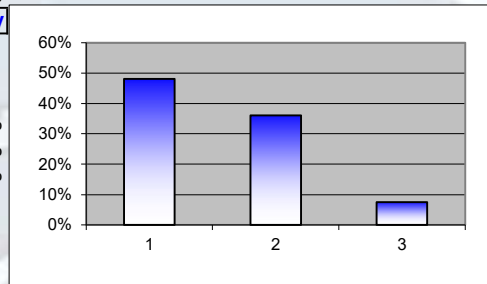
Q1 Why did you visit this pharmacy today?

1	To collect a script for yourself	74	55.64%	53.62%
2	To collect a script for someone else	47	35.34%	34.06%
3	Collect a script for yourself and someone else	14	10.53%	10.14%
4	To use the minor ailments scheme	-	-	-
5	Blood Pressure Testing	-	-	-
6	To Participate in a weight control program	-	-	-
7	To bring back some waste medicines	-	-	-
8	To ask advice about some aspect of my medical condition	-	-	-
9	To ask for some lifestyle advice	-	-	-
10	To participate in a weight clinic	-	-	-
11	To use the Stop Smoking service	-	-	-
12	Other	3	2.26%	2.17%



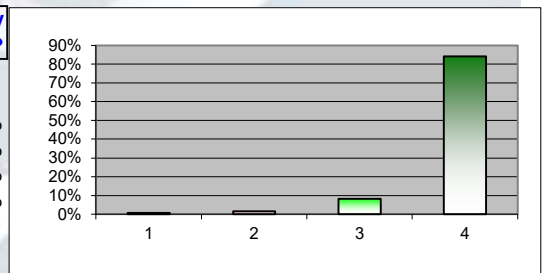
Q2 If you collected a prescription today

1	Were you able to collect it straight away?	64	48.12%	52.46%
2	Did you have to wait in the pharmacy?	48	36.09%	39.34%
3	Did you come back later?	10	7.52%	8.20%



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

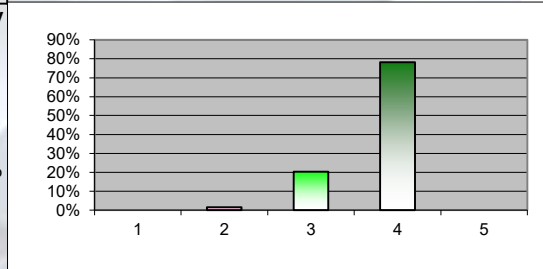
1	Not at all Satisfied	1	0.75%	0.79%
2	Not very satisfied	2	1.50%	1.59%
3	Fairly satisfied	11	8.27%	8.73%
4	Very Satisfied	112	84.21%	88.89%



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

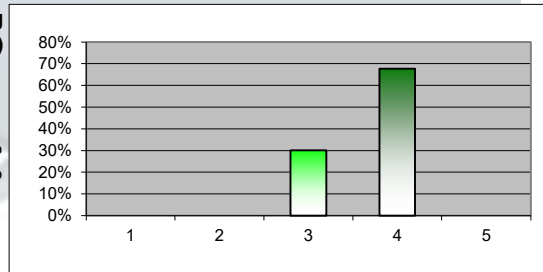
a) The cleanliness of the pharmacy

1	Very Poor	-	-	-
2	Fairly poor	2	1.50%	-
3	Fairly Good	27	20.30%	-
4	Very Good	104	78.20%	100.00%
5	Don't Know	-	-	-



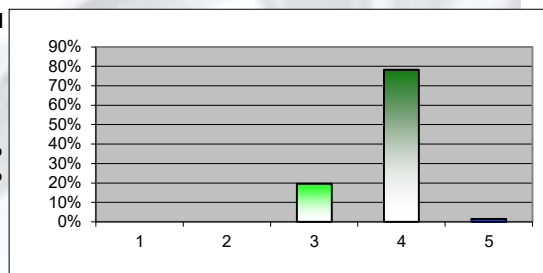
b) The comfort and convenience of the waiting areas (e.g. seating or standing room)

1	Very Poor	-	-	-
2	Fairly poor	-	-	-
3	Fairly Good	40	30.08%	30.77%
4	Very Good	90	67.67%	69.23%
5	Don't Know	-	-	-



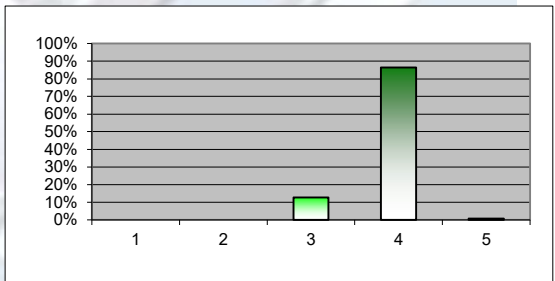
c) Having in stock the medicines/appliances you need

1	Very Poor	-	-	-
2	Fairly poor	-	-	-
3	Fairly Good	26	19.55%	19.70%
4	Very Good	104	78.20%	78.79%
5	Don't Know	2	1.50%	-



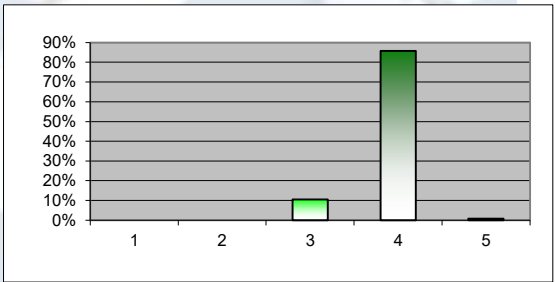
d) Offering a clear and well organised layout

1	Very Poor	-		
2	Fairly poor	-		
3	Fairly Good	17	12.78%	12.78%
4	Very Good	115	86.47%	86.47%
5	Don't Know	1	0.75%	0.75%



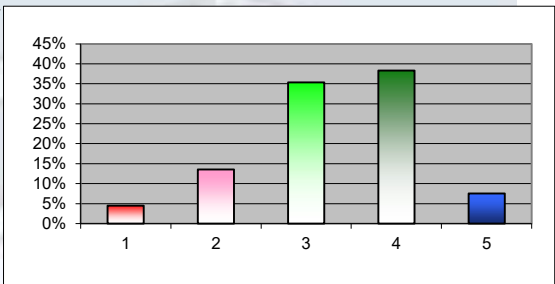
e) How long you have to wait to be served

1	Very Poor	-		
2	Fairly poor	-		
3	Fairly Good	14	10.53%	10.85%
4	Very Good	114	85.71%	88.37%
5	Don't Know	1	0.75%	0.78%



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

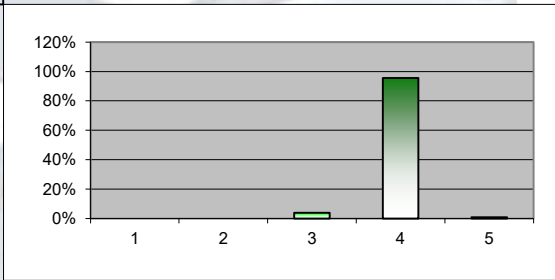
1	Very Poor	6	4.51%	4.55%
2	Fairly poor	18	13.53%	13.64%
3	Fairly Good	47	35.34%	35.61%
4	Very Good	51	38.35%	38.64%
5	Don't Know	10	7.52%	7.58%



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

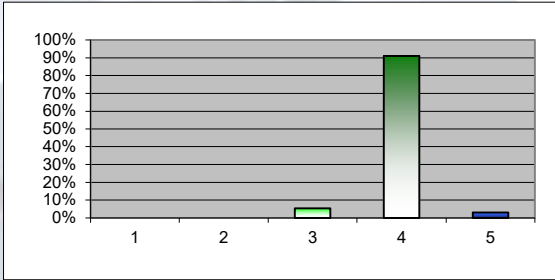
a) Being polite and taking the time to listen to what you want

1	Very Poor	-		
2	Fairly poor	-		
3	Fairly Good	5	3.76%	3.76%
4	Very Good	127	95.49%	95.49%
5	Don't Know	1	0.75%	0.75%



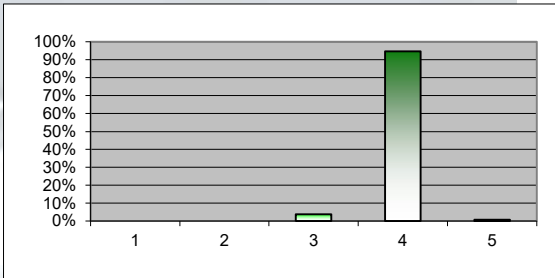
b) Answering any queries you may have

1	Very Poor	-		
2	Fairly poor	-		
3	Fairly Good	7	5.26%	5.30%
4	Very Good	121	90.98%	91.67%
5	Don't Know	4	3.01%	3.03%



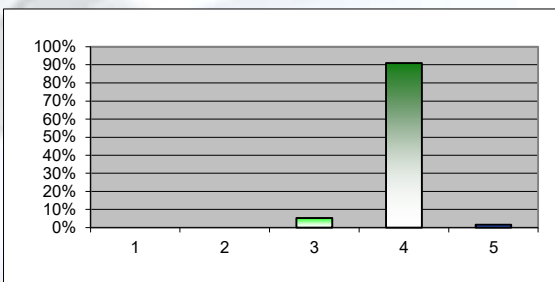
c) The service you received from the pharmacist

1	Very Poor	-		
2	Fairly poor	-		
3	Fairly Good	5	3.76%	3.79%
4	Very Good	126	94.74%	95.45%
5	Don't Know	1	0.75%	0.76%



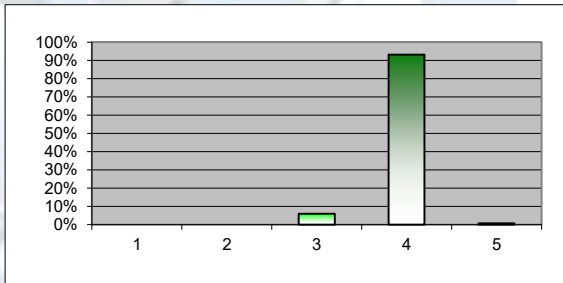
d) The service you received from the other pharmacy staff

1	Very Poor	-		
2	Fairly poor	-		
3	Fairly Good	7	5.26%	5.38%
4	Very Good	121	90.98%	93.08%
5	Don't Know	2	1.50%	



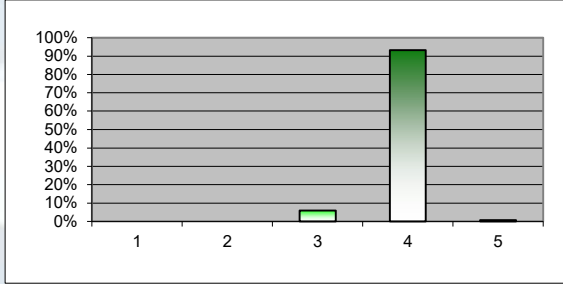
e) Providing an efficient service

1	Very Poor	-		
2	Fairly poor	-		
3	Fairly Good	8	6.02%	6.02%
4	Very Good	124	93.23%	93.23%
5	Don't Know	1	0.75%	



f) The staff overall

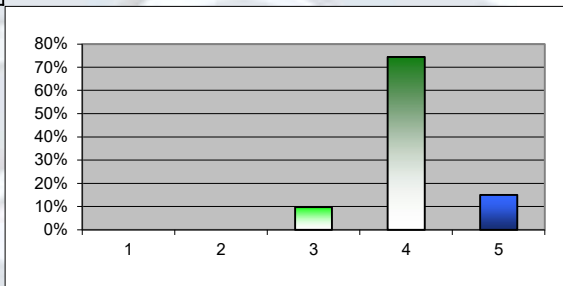
1	Very Poor	-		
2	Fairly poor	-		
3	Fairly Good	8	6.02%	6.02%
4	Very Good	124	93.23%	93.23%
5	Don't Know	1	0.75%	0.75%



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

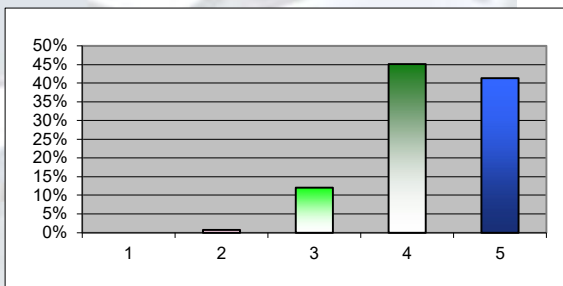
a) Providing advice on a current health problem or a longer term health condition

1	Not at all well	-		
2	Not very well	-		
3	Fairly well	13	9.77%	9.85%
4	Very well	99	74.44%	75.00%
5	Never used	20	15.04%	15.15%



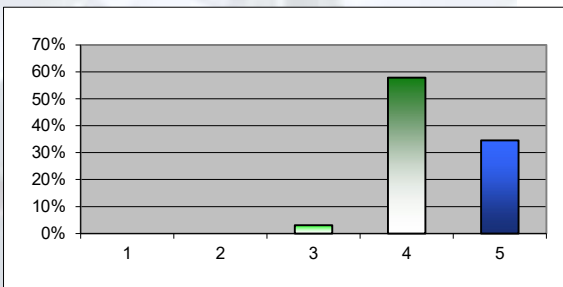
b) Providing general advice on leading a more healthy lifestyle

1	Not at all well	-		
2	Not very well	1	0.75%	0.76%
3	Fairly well	16	12.03%	12.12%
4	Very well	60	45.11%	45.45%
5	Never used	55	41.35%	41.67%



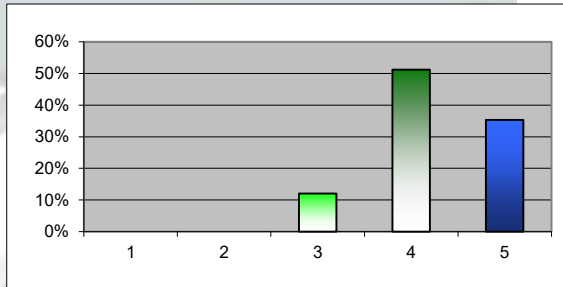
c) Disposing of medicines you no longer need

1	Not at all well	-		
2	Not very well	-		
3	Fairly well	4	3.01%	3.15%
4	Very well	77	57.89%	60.63%
5	Never used	46	34.59%	36.22%



d) Providing advice on health services or information available elsewhere

1	Not at all well	-		
2	Not very well	-		
3	Fairly well	16	12.03%	12.21%
4	Very well	68	51.13%	51.91%
5	Never used	47	35.34%	35.88%



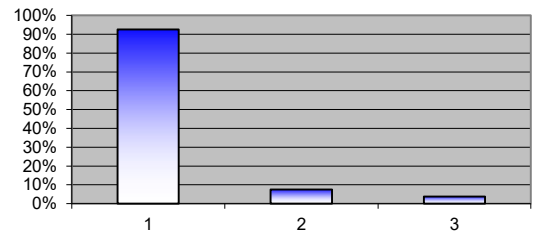
Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?

Stopping smoking				
1	Yes	13	9.77%	10.48%
2	No	111	83.46%	89.52%
Healthy eating				
1	Yes	17	12.78%	13.49%
2	No	109	81.95%	86.51%
Physical exercise				
1	Yes	13	9.77%	10.32%
2	No	113	84.96%	89.68%



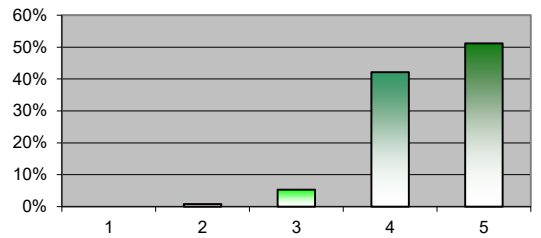
Q8 Which of the following best describes how you use this pharmacy?

1	Choose to visit if possible	123	92.48%	89.13%
2	One of several I use	10	7.52%	7.25%
3	Just convenient today	5	3.76%	3.62%



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?

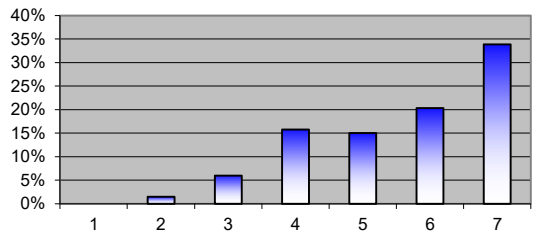
1	Poor	-		
2	Fair	1	0.75%	0.76%
3	Good	7	5.26%	5.30%
4	Very Good	56	42.11%	42.42%
5	Excellent	68	51.13%	51.52%



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

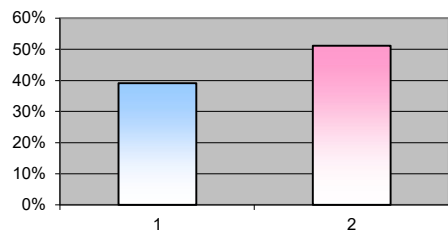
Q11 How old are you?

1	16-19	-		
2	20-24	2	1.50%	1.63%
3	25-34	8	6.02%	6.50%
4	35-44	21	15.79%	17.07%
5	45-54	20	15.04%	16.26%
6	55-64	27	20.30%	21.95%
7	65+	45	33.83%	36.59%



Q12 Are You

1	Male	52	39.10%	43.33%
2	Female	68	51.13%	56.67%



Q 13 Which of the following apply to you:

1	You have or care for a child(ren) under 16	29	21.80%	26.61%
2	You are a carer for a sufferer of longstanding illness	17	12.78%	15.60%
3	Neither look after children nor the long term ill	63	47.37%	57.80%

