

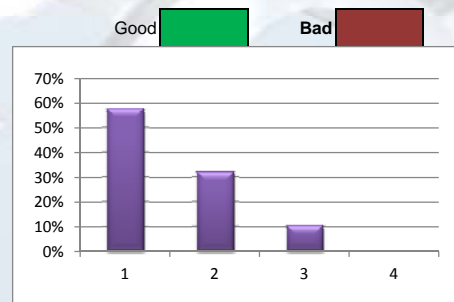
# Joydens Wood Pharmacy, 2 Birchwood Parade, Wilmington, Kent, DA2 7NJ.

## Patient Satisfaction Survey 2010-2011

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

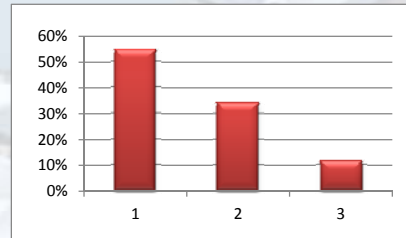
Total Questionnaires Returned  
**100**

	No.	% of valid forms	% of answers
To collect a script for yourself 1	56	56.00%	57.73%
To collect a script for someone else 2	31	31.00%	31.96%
Collect a script for yourself and someone else 3	10	10.00%	10.31%
Other 4	-	-	-



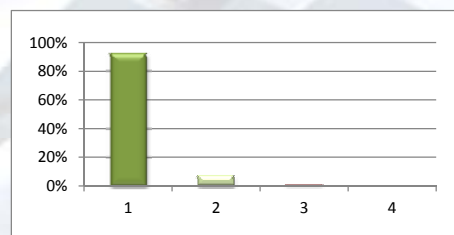
### Q2 If you collected a prescription today

	No.	% forms	% ans.
Were you able to collect it straight away? 1	48	48.00%	54.55%
Did you have to wait in the pharmacy? 2	30	30.00%	34.09%
Did you come back later? 3	10	10.00%	11.36%



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

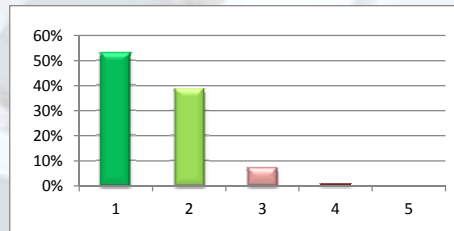
	No.	% forms	% ans.
Very Satisfied 1	89	89.00%	91.75%
Fairly satisfied 2	7	7.00%	7.22%
Not very satisfied 3	1	1.00%	1.03%
Not at all Satisfied 4	-	-	-



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

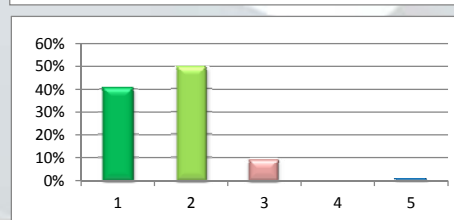
#### a) The cleanliness of the pharmacy

	No.	% forms	% ans.
Very Good 1	53	53.00%	53.00%
Fairly Good 2	39	39.00%	39.00%
Fairly poor 3	7	7.00%	7.00%
Very Poor 4	1	1.00%	1.00%
Don't Know 5	-	-	-



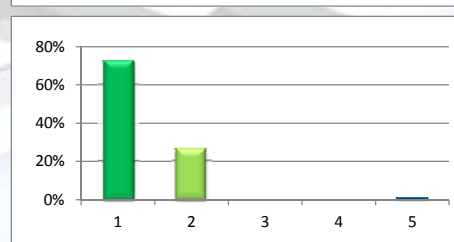
#### b) The comfort and convenience of the waiting areas (e.g. seating or standing room)

	No.	% forms	% ans.
Very Good 1	40	40.00%	40.40%
Fairly Good 2	49	49.00%	49.49%
Fairly poor 3	9	9.00%	9.09%
Very Poor 4	-	-	-
Don't Know 5	1	1.00%	1.01%



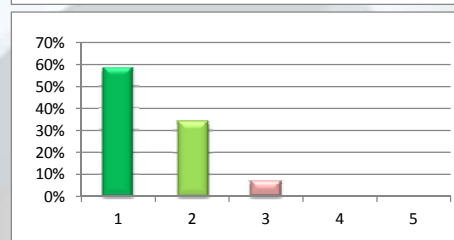
#### c) Having in stock the medicines/appliances you need

	No.	% forms	% ans.
Very Good 1	72	72.00%	72.73%
Fairly Good 2	26	26.00%	26.26%
Fairly poor 3	-	-	-
Very Poor 4	-	-	-
Don't Know 5	1	1.00%	1.01%



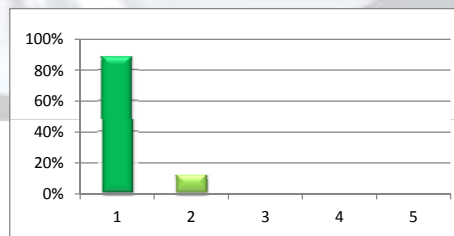
#### d) Offering a clear and well organised layout

	No.	% forms	% ans.
Very Good 1	58	58.00%	58.59%
Fairly Good 2	34	34.00%	34.34%
Fairly poor 3	7	7.00%	7.07%
Very Poor 4	-	-	-
Don't Know 5	-	-	-



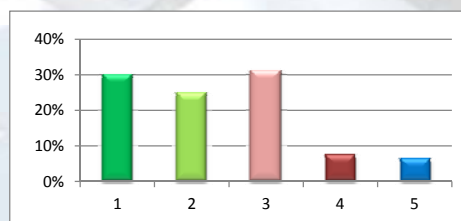
#### e) How long you have to wait to be served

	No.	% forms	% ans.
Very Good 1	85	85.00%	88.54%
Fairly Good 2	11	11.00%	11.46%
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**

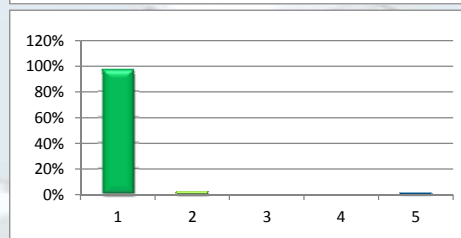
	No.	% forms	% ans.
Very Good 1	29	29.00%	30.21%
Fairly Good 2	24	24.00%	25.00%
Fairly poor 3	30	30.00%	31.25%
Very Poor 4	7	7.00%	7.29%
Don't Know 5	6	6.00%	6.25%



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

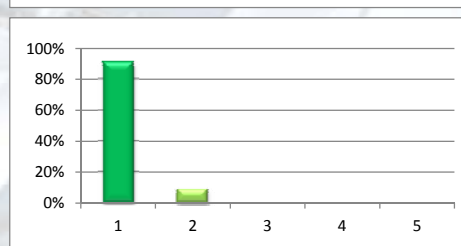
**a) Being polite and taking the time to listen to what you want**

	No.	% forms	% ans.
Very Good 1	97	97.00%	97.00%
Fairly Good 2	2	2.00%	2.00%
Fairly poor 3	-	-	-
Very Poor 4	-	-	-
Don't Know 5	1	1.00%	1.00%



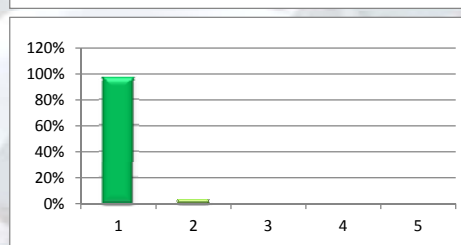
**b) Answering any queries you may have**

	No.	% forms	% ans.
Very Good 1	90	90.00%	90.91%
Fairly Good 2	9	9.00%	9.09%
Fairly poor 3	-	-	-
Very Poor 4	-	-	-
Don't Know 5	-	-	-



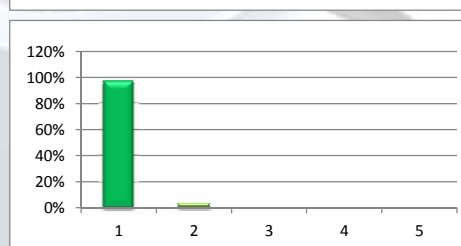
**c) The service you received from the pharmacist**

	No.	% forms	% ans.
Very Good 1	97	97.00%	97.00%
Fairly Good 2	3	3.00%	3.00%
Fairly poor 3	-	-	-
Very Poor 4	-	-	-
Don't Know 5	-	-	-



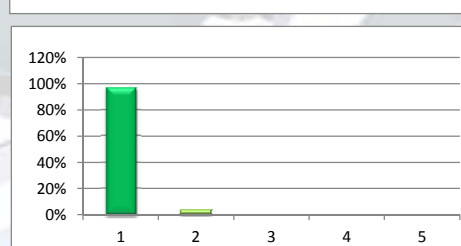
**d) The service you received from the other pharmacy staff**

	No.	% forms	% ans.
Very Good 1	97	97.00%	97.00%
Fairly Good 2	3	3.00%	3.00%
Fairly poor 3	-	-	-
Very Poor 4	-	-	-
Don't Know 5	-	-	-



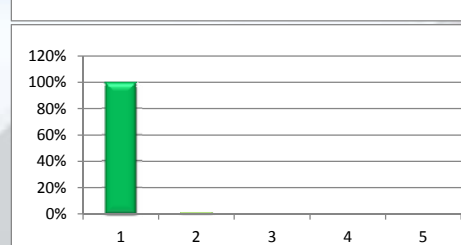
**e) Providing an efficient service**

	No.	% forms	% ans.
Very Good 1	97	97.00%	97.00%
Fairly Good 2	3	3.00%	3.00%
Fairly poor 3	-	-	-
Very Poor 4	-	-	-
Don't Know 5	-	-	-



**f) The staff overall**

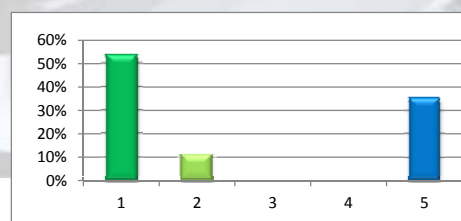
	No.	% forms	% ans.
Very Good 1	99	99.00%	99.00%
Fairly Good 2	1	1.00%	1.00%
Fairly poor 3	-	-	-
Very Poor 4	-	-	-
Don't Know 5	-	-	-



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

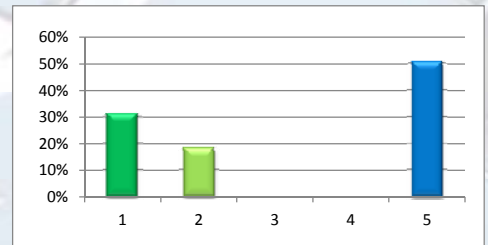
**a) Providing advice on a current health problem or a longer term health condition**

	No.	% forms	% ans.
Very Well 1	53	53.00%	53.54%
Fairly Well 2	11	11.00%	11.11%
Not very well 3	-	-	-
Not at all well 4	-	-	-
Never used 5	35	35.00%	35.35%



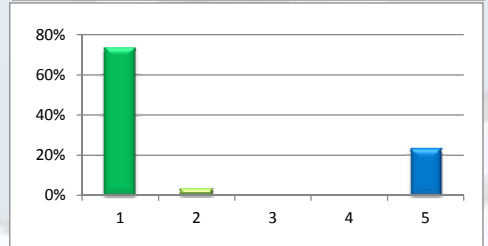
**b) Providing general advice on leading a more healthy lifestyle**

	No.	% forms	% ans.
Very Well 1	31	31.00%	31.31%
Fairly Well 2	18	18.00%	18.18%
Not very well 3	-	-	-
Not at all well 4	-	-	-
Never used 5	50	50.00%	50.51%



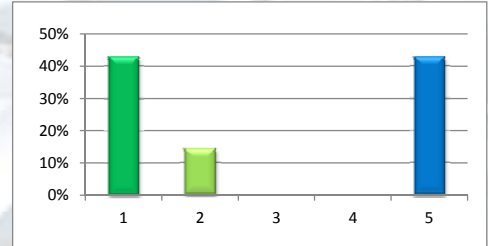
**c) Disposing of medicines you no longer need**

	No.	% forms	% ans.
Very Well 1	73	73.00%	73.74%
Fairly Well 2	3	3.00%	3.03%
Not very well 3	-	-	-
Not at all well 4	-	-	-
Never used 5	23	23.00%	23.23%



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

	No.	% forms	% ans.
Very Well 1	42	42.00%	42.86%
Fairly Well 2	14	14.00%	14.29%
Not very well 3	-	-	-
Not at all well 4	-	-	-
Never used 5	42	42.00%	42.86%



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

	No.	% forms	% ans.
Yes 1	16	16.00%	16.84%
No 2	79	79.00%	83.16%

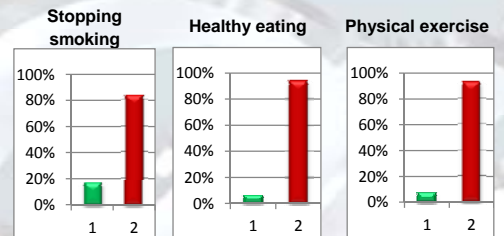
**Stopping smoking**

	No.	% forms	% ans.
Yes 1	6	6.00%	6.25%
No 2	90	90.00%	93.75%

**Healthy eating**

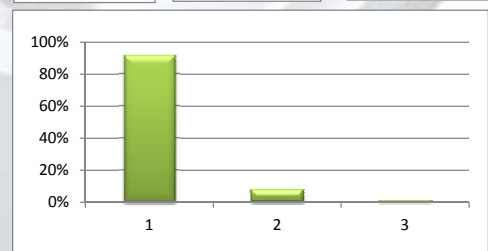
	No.	% forms	% ans.
Yes 1	7	7.00%	7.22%
No 2	90	90.00%	92.78%

**Physical exercise**



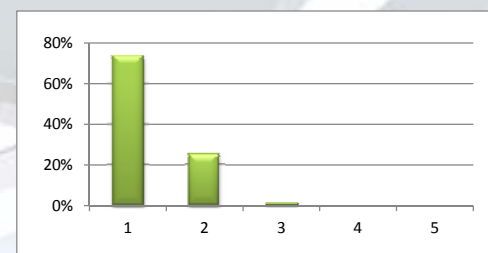
**Q8 Which of the following best describes how you use this pharmacy?**

	No.	% forms	% ans.
Choose to visit if possible 1	84	84.00%	91.30%
One of several I use 2	7	7.00%	7.61%
Just convenient today 3	1	1.00%	1.09%



**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?**

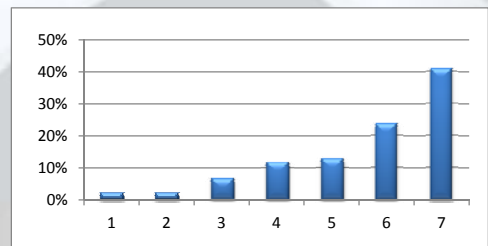
	No.	% forms	% ans.
Excellent 1	74	74.00%	74.00%
Very Good 2	25	25.00%	25.00%
Good 3	1	1.00%	1.00%
Fair 4	-	-	-
Poor 5	-	-	-



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

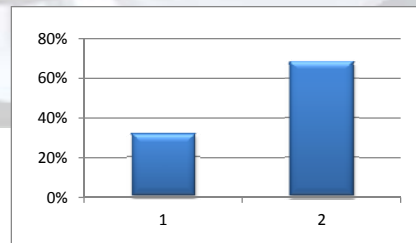
**Q12 How old are you?**

	No.	% forms	% ans.
16-19 1	2	2.00%	2.15%
20-24 2	2	2.00%	2.15%
25-34 3	6	6.00%	6.45%
35-44 4	11	11.00%	11.83%
45-54 5	12	12.00%	12.90%
55-64 6	22	22.00%	23.66%
65+ 7	38	38.00%	40.86%



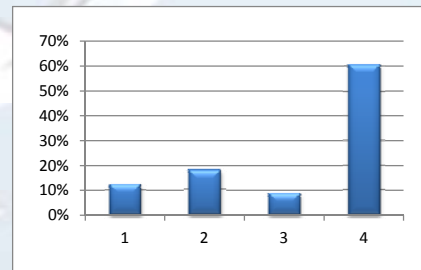
**Q13 Are You**

	No.	% forms	% ans.
Male 1	26	26.00%	31.33%
Female 2	57	57.00%	68.67%



**Q 14 Which of the following apply to you:**

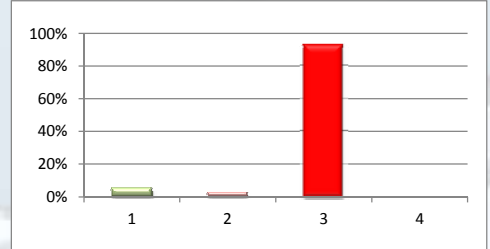
	No.	% forms	% ans.
You have or care for a child(ren) under 5 <b>1</b>	10	10.00%	12.66%
You have or care for a child(ren) between 5 and 16 <b>2</b>	14	14.00%	17.72%
You are a carer for a sufferer of longstanding illness <b>3</b>	7	7.00%	8.86%
Neither look after children nor the long term ill <b>4</b>	48	48.00%	60.76%



**Q11 Which of the following services would you like to see us provide, assuming that the price would be reasonable or paid for by the PCT? Tick as many or as few as you wish.**

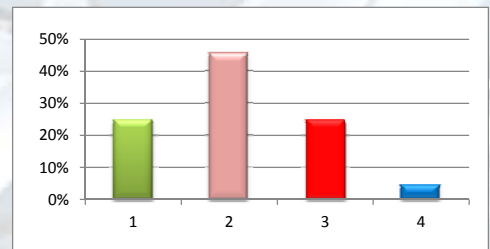
**A) Stop Smoking service**

	No.	% forms	% ans.
I would use it now myself <b>1</b>	2	2.00%	5.00%
I might use at some later date <b>2</b>	1	1.00%	2.50%
It would be of no interest to me <b>3</b>	37	37.00%	92.50%
I don't know exactly what this means <b>4</b>	-	-	-



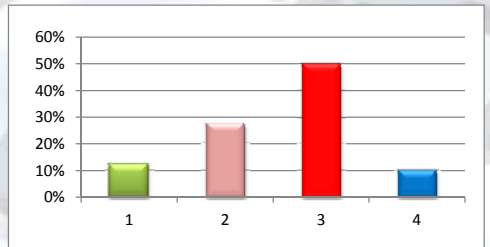
**B) Minor Ailments Scheme**

	No.	% forms	% ans.
I would use it now myself <b>1</b>	11	11.00%	25.00%
I might use at some later date <b>2</b>	20	20.00%	45.45%
It would be of no interest to me <b>3</b>	11	11.00%	25.00%
I don't know exactly what this means <b>4</b>	2	2.00%	4.55%



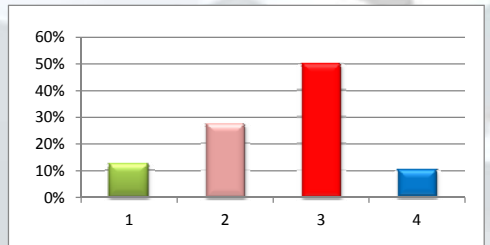
**C) Medicines Use Review**

	No.	% forms	% ans.
I would use it now myself <b>1</b>	5	5.00%	12.50%
I might use at some later date <b>2</b>	11	11.00%	27.50%
It would be of no interest to me <b>3</b>	20	20.00%	50.00%
I don't know exactly what this means <b>4</b>	4	4.00%	10.00%



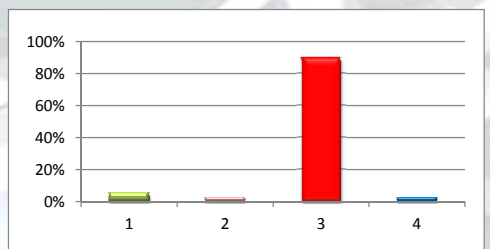
**D) Repeat Dispensing**

	No.	% forms	% ans.
I would use it now myself <b>1</b>	18	18.00%	41.86%
I might use at some later date <b>2</b>	10	10.00%	23.26%
It would be of no interest to me <b>3</b>	14	14.00%	32.56%
I don't know exactly what this means <b>4</b>	1	1.00%	2.33%



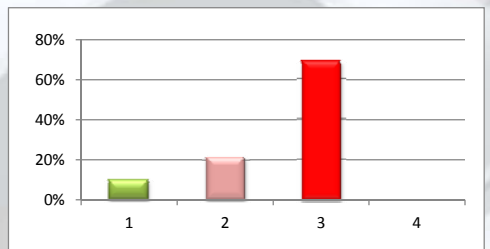
**E) Services for drug users**

	No.	% forms	% ans.
I would use it now myself <b>1</b>	2	2.00%	5.26%
I might use at some later date <b>2</b>	1	1.00%	2.63%
It would be of no interest to me <b>3</b>	34	34.00%	89.47%
I don't know exactly what this means <b>4</b>	1	1.00%	2.63%



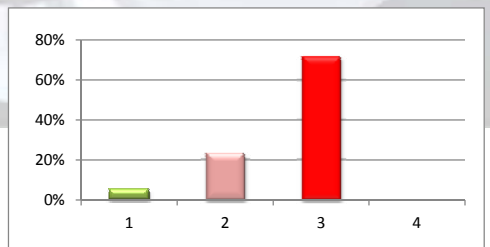
**F) Weight Control Programme**

	No.	% forms	% ans.
I would use it now myself <b>1</b>	4	4.00%	9.52%
I might use at some later date <b>2</b>	9	9.00%	21.43%
It would be of no interest to me <b>3</b>	29	29.00%	69.05%
I don't know exactly what this means <b>4</b>	-	-	-



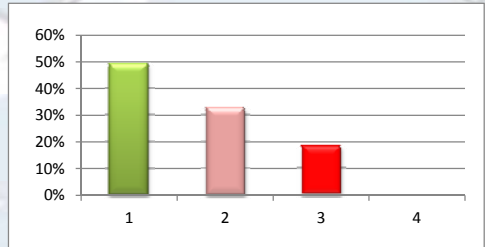
**G) Exercise Programme**

	No.	% forms	% ans.
I would use it now myself <b>1</b>	2	2.00%	5.13%
I might use at some later date <b>2</b>	9	9.00%	23.08%
It would be of no interest to me <b>3</b>	28	28.00%	71.79%
I don't know exactly what this means <b>4</b>	-	-	-



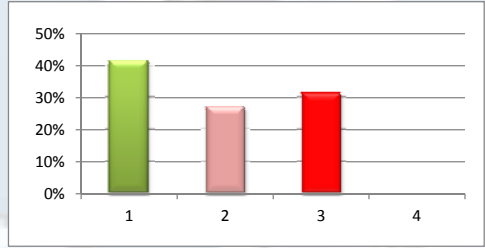
**H) Blood Pressure Testing**

	No.	% forms	% ans.
I would use it now myself 1	27	27.00%	49.09%
I might use at some later date 2	18	18.00%	32.73%
It would be of no interest to me 3	10	10.00%	18.18%
I don't know exactly what this means 4	-	-	-



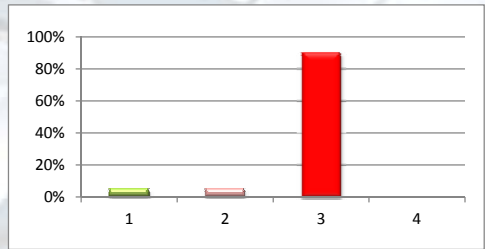
**I) Blood Sugar testing**

	No.	% forms	% ans.
I would use it now myself 1	20	20.00%	41.67%
I might use at some later date 2	13	13.00%	27.08%
It would be of no interest to me 3	15	15.00%	31.25%
I don't know exactly what this means 4	-	-	-



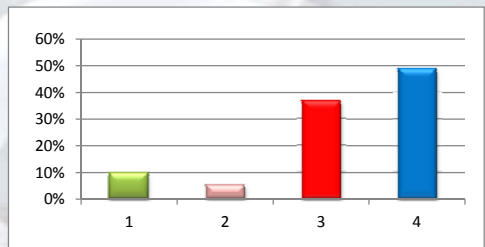
**J) Pregnancy Testing**

	No.	% forms	% ans.
I would use it now myself 1	2	2.00%	4.88%
I might use at some later date 2	2	2.00%	4.88%
It would be of no interest to me 3	37	37.00%	90.24%
I don't know exactly what this means 4	-	-	-



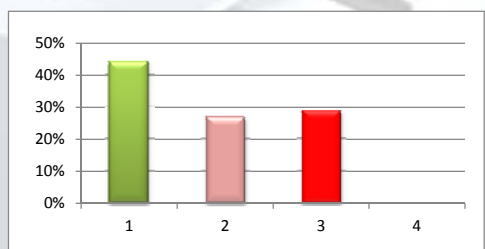
**K) INR (Warfarin) Clinic**

	No.	% forms	% ans.
I would use it now myself 1	4	4.00%	9.76%
I might use at some later date 2	2	2.00%	4.88%
It would be of no interest to me 3	15	15.00%	36.59%
I don't know exactly what this means 4	20	20.00%	48.78%



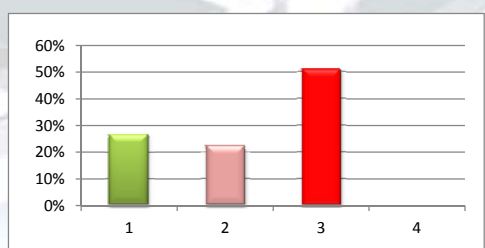
**L) Cholesterol Testing**

	No.	% forms	% ans.
I would use it now myself 1	23	23.00%	44.23%
I might use at some later date 2	14	14.00%	26.92%
It would be of no interest to me 3	15	15.00%	28.85%
I don't know exactly what this means 4	-	-	-



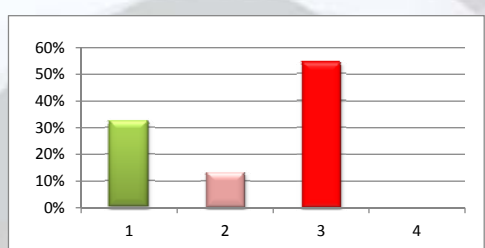
**M) Chiropody service**

	No.	% forms	% ans.
I would use it now myself 1	12	12.00%	26.67%
I might use at some later date 2	10	10.00%	22.22%
It would be of no interest to me 3	23	23.00%	51.11%
I don't know exactly what this means 4	-	-	-



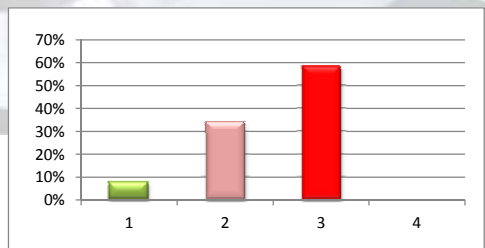
**N) 'Flu Injections**

	No.	% forms	% ans.
I would use it now myself 1	15	15.00%	32.61%
I might use at some later date 2	6	6.00%	13.04%
It would be of no interest to me 3	25	25.00%	54.35%
I don't know exactly what this means 4	-	-	-



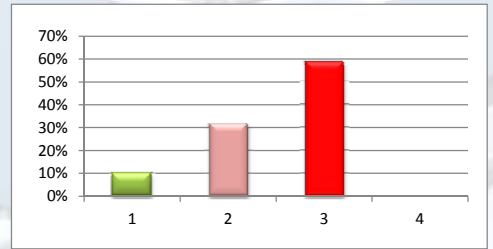
**O) Aromatherapy Massage**

	No.	% forms	% ans.
I would use it now myself 1	3	3.00%	7.32%
I might use at some later date 2	14	14.00%	34.15%
It would be of no interest to me 3	24	24.00%	58.54%
I don't know exactly what this means 4	-	-	-



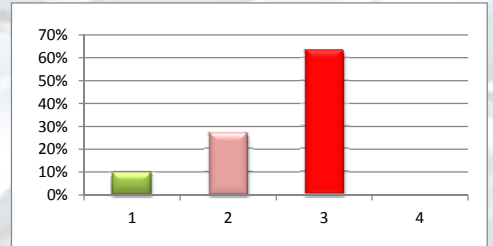
**P) Reflexology**

	No.	% forms	% ans.
I would use it now myself 1	4	4.00%	9.76%
I might use at some later date 2	13	13.00%	31.71%
It would be of no interest to me 3	24	24.00%	58.54%
I don't know exactly what this means 4	-	-	-



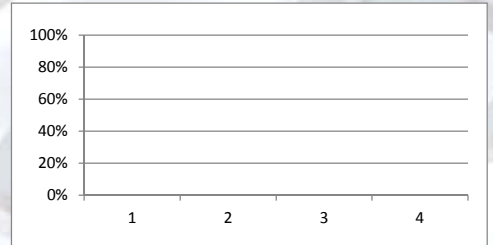
**Q) Acupuncture**

	No.	% forms	% ans.
I would use it now myself 1	4	4.00%	9.76%
I might use at some later date 2	11	11.00%	26.83%
It would be of no interest to me 3	26	26.00%	63.41%
I don't know exactly what this means 4	-	-	-



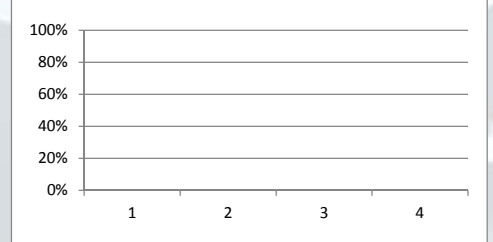
**S) Extra 1**

	No.	% forms	% ans.
I would use it now myself 1	-	-	#DIV/0!
I might use at some later date 2	-	-	#DIV/0!
It would be of no interest to me 3	-	-	#DIV/0!
I don't know exactly what this means 4	-	-	#DIV/0!



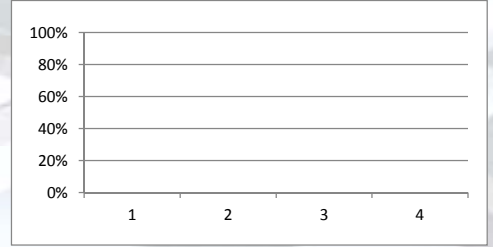
**T) Extra 2**

	No.	% forms	% ans.
Other 1	-	-	#DIV/0!
I would use it now myself 2	-	-	#DIV/0!
I might use at some later date 3	-	-	#DIV/0!
It would be of no interest to me 4	-	-	#DIV/0!



**U) Extra 3**

	No.	% forms	% ans.
I don't know exactly what this means 1	-	-	#DIV/0!
I would use it now myself 2	-	-	#DIV/0!
I might use at some later date 3	-	-	#DIV/0!
It would be of no interest to me 4	-	-	#DIV/0!



**V) Extra 4**

	No.	% forms	% ans.
I don't know exactly what this means 1	-	-	#DIV/0!
I would use it now myself 2	-	-	#DIV/0!
I might use at some later date 3	-	-	#DIV/0!
It would be of no interest to me 4	-	-	#DIV/0!

