

## COMMUNITY PHARMACY PATIENT QUESTIONNAIRE

We recently asked 2000 people across all our patient groups to complete a standard set of questions for the year 2017-2018, as required by the terms of the NHS community pharmacy contractual framework. We were pleased to receive 426 replies.

As a matter of good practice we would like to share with you the areas where the survey identified the greatest potential for improvement and the action being taken to improve performance, along with the areas in which the pharmacy is performing strongly:

Areas where the pharmacy is performing strongly	Brief commentary
Staff were polite and took the time to listen	Over 98% of respondents were satisfied or very satisfied
Contacting Homeward was easy	
Patients thought the condition in which they received their delivery and the quality of the packaging was good or very good	
Patients thought we provide an efficient service	
They said they had good service from the driver	
Overall, our staff were rated good or very good	
We keep in stock the products the patients need	
Having someone available to deal with any problem after it has been delivered and answer any queries you may have	
The ease of being able to speak to a pharmacist and the service received from them	
In general, they were happy with the timescale for service and delivery	

Area where the survey identified the greatest potential for improvement	Brief commentary and action being taken to improve performance
13% were less satisfied with disposal of products no longer needed	5% improvement on last year, but we will try to make disposal collections easier for patients
Between 5% and 8% thought we could better provide advice about general healthcare	We are increasing training for the Customer Care teams

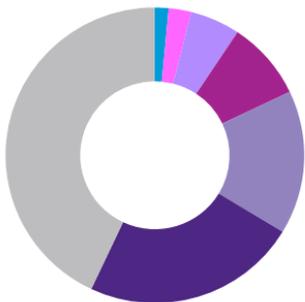
**Katherine Callow, MPharm, MRPharmS**  
Pharmacy Governance and Quality Manager  
Katherine.Callow@Nutricia.com

DEMOGRAPHICS

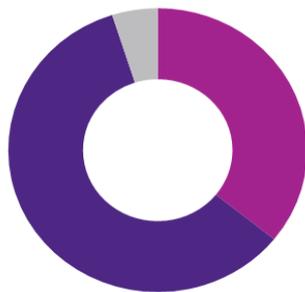
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- This is the pharmacy that you choose to use if possible
- This is one of several pharmacies that you use when you need to
- This pharmacy was just convenient for you this time
- Not answered



- 16-19 years old
- 20-24 years old
- 25-34 years old
- 35-44 years old
- 45-54 years old
- 55-64 years old
- 65+



- Male
- Female
- Not answered



- You have, or care for, children under 16
- You are a carer for someone with a longstanding illness or infirmity
- Not answered

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