

CPPQ**The Management**

Savemore Pharmacy
67 Westbury Avenue
Wood Green London
N22 6SA

Patient Survey completed on: **24/01/2020**

Report for **London Area Team**

Regarding: Community Pharmacy Patient Questionnaire (CPPQ)

Total of **107** responses received and processed.

We have recently conducted the CPPQ for the period covering from **01/04/2019 to 31/03/2020**, as required by the terms of the NHS community pharmacy contractual framework.

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 where the pharmacy is performing strongly.

Areas where the pharmacy is performing strongly	Brief commentary

Area where the survey identified the greatest potential for improvement	Brief commentary and action being taken to improve performance

Signed on behalf of **Savemore Pharmacy**: _____

Print Name: _____

Date: _____

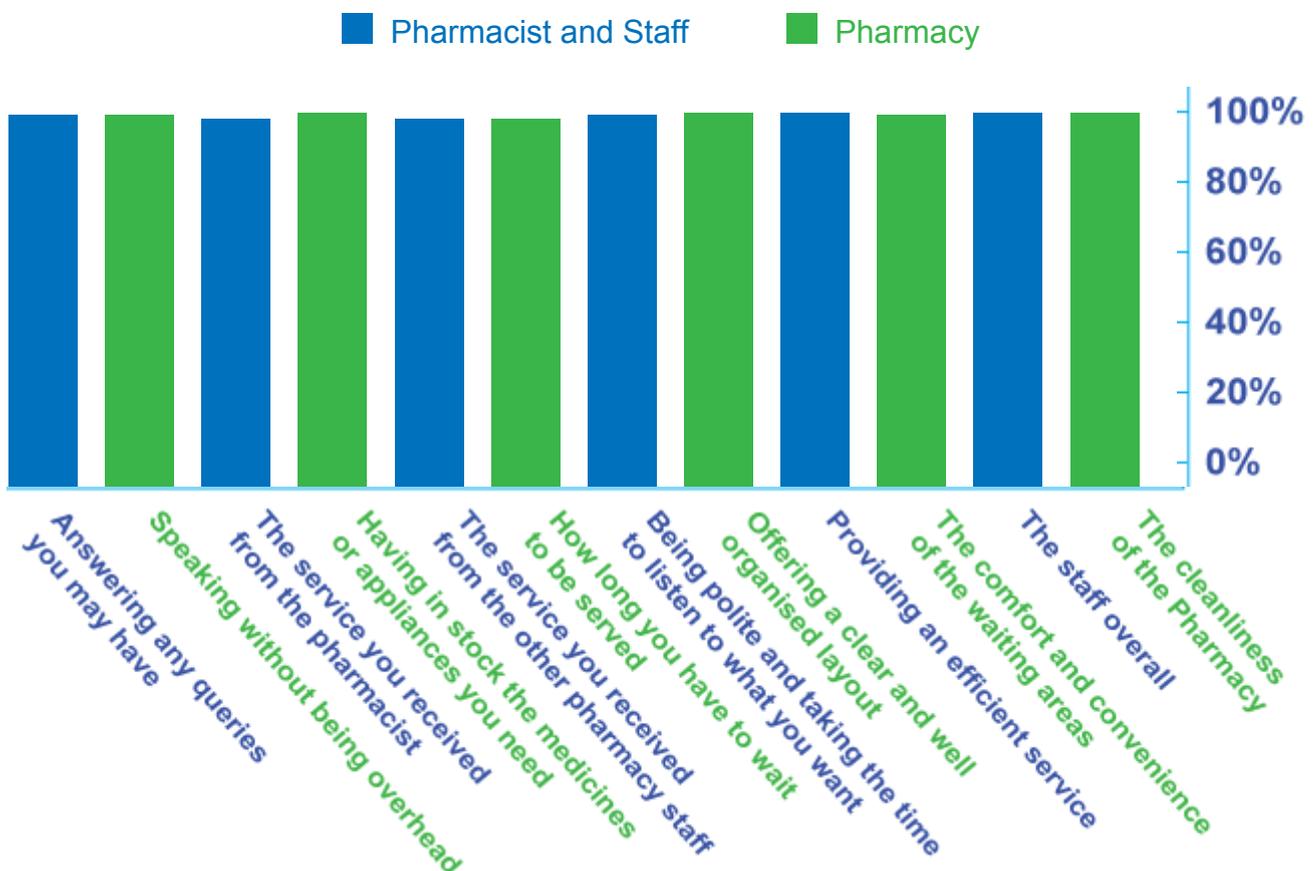
PATIENT SATISFACTION SURVEY

Thank you for your valuable opinion!

Here are the results of the Patient Satisfaction Survey conducted at **Savemore Pharmacy** for the period covering from **01/04/2019 to 31/03/2020**, with a total of **107** responses and completed on **24/01/2020**

96% of surveyed patients rated Savemore Pharmacy as Excellent or Very Good

Patients rated our pharmacy and our staff as shown below:



Complete our Survey while you wait or even online at:
www.howdowedo.co.uk/savemorepharmacy.aspx

Community Pharmacy Patient Questionnaire (CPPQ)

Savemore Pharmacy. 67 Westbury Avenue, Wood Green London, N22 6SA.
 London Area Team.

Period between 01/04/2019 and 31/03/2020---Total of completed questionnaires: 107

Full List of Reasons given for visiting the Pharmacy in this period (Q1). (Total of 5 Reasons given)

- I always collect my father's medicines
- Regular prescription medicines and for some cough syrup.
- Flu Vaccination
- Shopping + medications
- Nappies and other related baby products.

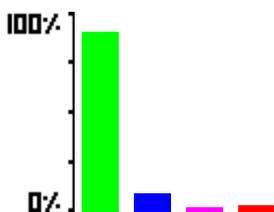
Full List of Comments received in this period (Q10). (Total of 5 comment(s) received)

- I have nothing but praise for Savemore Pharmacy staff. Thank you for your care and support. Most of you know my family very well and I appreciate your help with my father's care.
- The service is excellent, the staff is always ready to help and the shop is clean and well organised.
- Very good service. Actually, I came in to book an appointment but they managed to see me there-and-then.
- Nice staff, well-stocked and the pharmacist is very kind.
- I frequently pop in for my daughter's nappies and other bits. Kind staff & pharmacist. Excellent pharmacy. Nothing negative to comment on.

Q1) Why did you visit the pharmacy today?

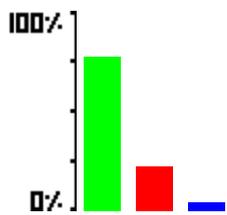
To collect a prescription for:

- Yourself - 95 out of 107 - 88.79%
- Someone else - 9 out of 107 - 8.41%
- Both - 1 out of 107 - 0.93%
- Not collecting prescription - 2 out of 107 - 1.87%



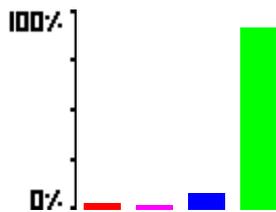
Q2) If you collected a prescription today, were you able to collect it straight away, did you have to wait in the pharmacy or did you come back later to collect it?

- Straight away - 81 out of 107 - 75.70%
- Waited in pharmacy - 22 out of 107 - 20.56%
- Came back later - 3 out of 107 - 2.80%



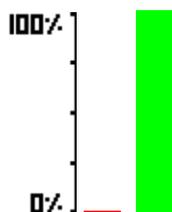
Q3) How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?

- Not at all satisfied - 2 out of 107 - 1.87%
- Not very satisfied - 1 out of 107 - 0.93%
- Fairly satisfied - 7 out of 107 - 6.54%
- Very satisfied - 96 out of 107 - 89.72%



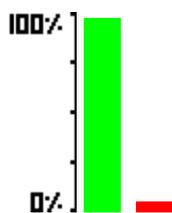
Q3 a) After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you unhappy with our procedures or do you have any concerns?

- Yes - 0 out of 107 - 0%
- No - 107 out of 107 - 100%



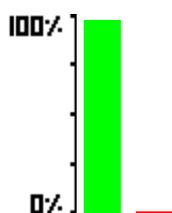
Q3 b) In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?

- Yes - 103 out of 107 - 96.26%
- No - 4 out of 107 - 3.74%



Q3 c) If yes, do you feel your wishes were respected?

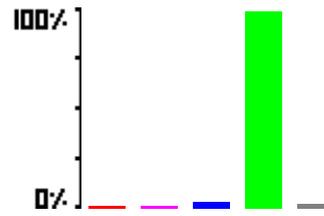
- Yes - 103 out of 107 - 96.26%
- No - 0 out of 107 - 0%



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

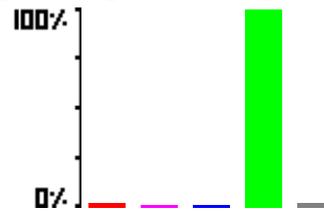
a) The Cleanliness of the pharmacy

- Very Poor - 0 out of 107 - 0%
- Fairly Poor - 0 out of 107 - 0%
- Fairly Good - 2 out of 107 - 1.87%
- Very Good - 104 out of 107 - 97.20%
- Don't Know - 1 out of 107 - 0.93%



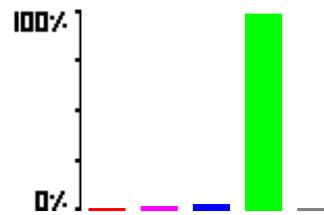
b) The Comfort and convenience of the waiting areas (e.g. seating or standing room)

- Very Poor - 1 out of 107 - 0.93%
- Fairly Poor - 0 out of 107 - 0%
- Fairly Good - 0 out of 107 - 0%
- Very Good - 105 out of 107 - 98.13%
- Don't Know - 1 out of 107 - 0.93%



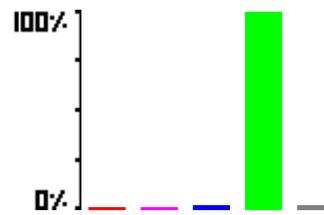
c) Having in stock the medicines/appliances you need

- Very Poor - 0 out of 107 - 0%
- Fairly Poor - 1 out of 107 - 0.93%
- Fairly Good - 2 out of 107 - 1.87%
- Very Good - 104 out of 107 - 97.20%
- Don't Know - 0 out of 107 - 0%



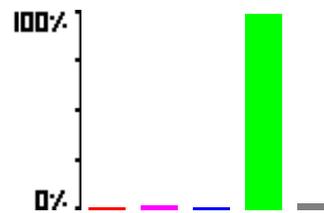
d) Offering a clear and well organised layout

- Very Poor - 0 out of 107 - 0%
- Fairly Poor - 0 out of 107 - 0%
- Fairly Good - 1 out of 107 - 0.93%
- Very Good - 105 out of 107 - 98.13%
- Don't Know - 1 out of 107 - 0.93%



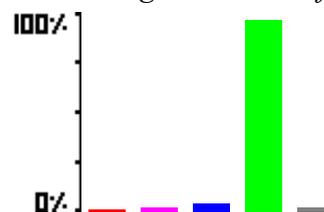
e) How long you have to wait to be served

- Very Poor - 0 out of 107 - 0%
- Fairly Poor - 1 out of 107 - 0.93%
- Fairly Good - 0 out of 107 - 0%
- Very Good - 104 out of 107 - 97.20%
- Don't Know - 2 out of 107 - 1.87%



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

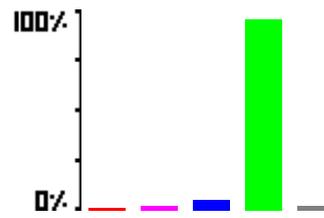
- Very Poor - 0 out of 107 - 0%
- Fairly Poor - 1 out of 107 - 0.93%
- Fairly Good - 3 out of 107 - 2.80%
- Very Good - 102 out of 107 - 95.33%
- Don't Know - 1 out of 107 - 0.93%



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

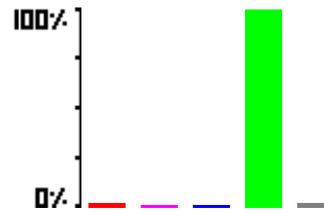
a) Being polite and taking the time to listen to what you want

- Very Poor - 0 out of 107 - 0%
- Fairly Poor - 1 out of 107 - 0.93%
- Fairly Good - 4 out of 107 - 3.74%
- Very Good - 101 out of 107 - 94.39%
- Don't Know - 1 out of 107 - 0.93%



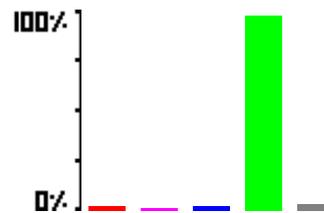
b) Answering any queries you may have

- Very Poor - 1 out of 107 - 0.93%
- Fairly Poor - 0 out of 107 - 0%
- Fairly Good - 0 out of 107 - 0%
- Very Good - 105 out of 107 - 98.13%
- Don't Know - 1 out of 107 - 0.93%



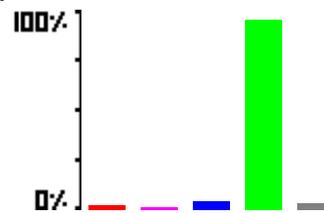
c) The service you received from the pharmacist

- Very Poor - 1 out of 107 - 0.93%
- Fairly Poor - 0 out of 107 - 0%
- Fairly Good - 1 out of 107 - 0.93%
- Very Good - 103 out of 107 - 96.26%
- Don't Know - 2 out of 107 - 1.87%



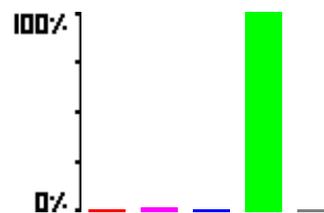
d) The service you received from the other pharmacy staff

- Very Poor - 1 out of 107 - 0.93%
- Fairly Poor - 0 out of 107 - 0%
- Fairly Good - 3 out of 107 - 2.80%
- Very Good - 101 out of 107 - 94.39%
- Don't Know - 2 out of 107 - 1.87%



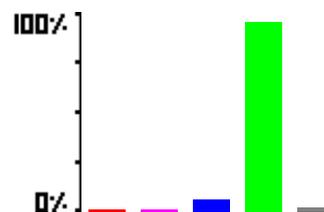
e) Providing an efficient service

- Very Poor - 0 out of 107 - 0%
- Fairly Poor - 1 out of 107 - 0.93%
- Fairly Good - 0 out of 107 - 0%
- Very Good - 106 out of 107 - 99.07%
- Don't Know - 0 out of 107 - 0%



f) The staff overall

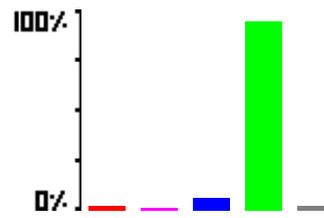
- Very Poor - 0 out of 107 - 0%
- Fairly Poor - 0 out of 107 - 0%
- Fairly Good - 5 out of 107 - 4.67%
- Very Good - 101 out of 107 - 94.39%
- Don't Know - 1 out of 107 - 0.93%



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

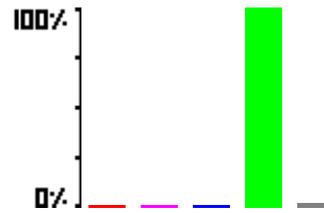
a) *Providing advice on current health problem or a longer term health condition*

- Very Poor - 1 out of 107 - 0.93%
- Fairly Poor - 0 out of 107 - 0%
- Fairly Good - 5 out of 107 - 4.67%
- Very Good - 100 out of 107 - 93.46%
- Don't Know - 1 out of 107 - 0.93%



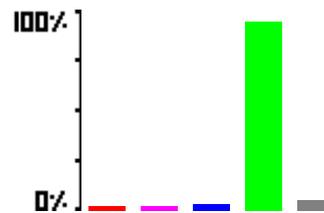
b) *Providing general advice on leading a more healthy lifestyle*

- Very Poor - 0 out of 107 - 0%
- Fairly Poor - 0 out of 107 - 0%
- Fairly Good - 0 out of 107 - 0%
- Very Good - 106 out of 107 - 99.07%
- Don't Know - 1 out of 107 - 0.93%



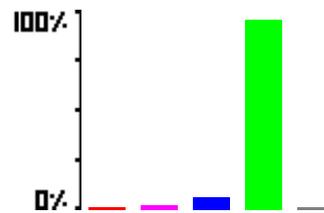
c) *Disposing of medicines you no longer need*

- Very Poor - 1 out of 107 - 0.93%
- Fairly Poor - 1 out of 107 - 0.93%
- Fairly Good - 2 out of 107 - 1.87%
- Very Good - 99 out of 107 - 92.52%
- Don't Know - 4 out of 107 - 3.74%



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

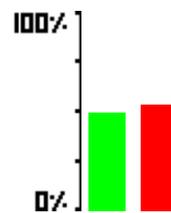
- Very Poor - 0 out of 107 - 0%
- Fairly Poor - 1 out of 107 - 0.93%
- Fairly Good - 5 out of 107 - 4.67%
- Very Good - 101 out of 107 - 94.39%
- Don't Know - 0 out of 107 - 0%



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

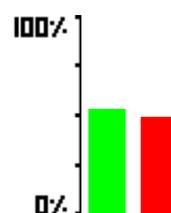
a) *Stopping smoking*

- Yes - 51 out of 107 - 47.66%
- No - 56 out of 107 - 52.34%



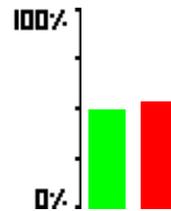
b) *Healthy eating*

- Yes - 56 out of 107 - 52.34%
- No - 51 out of 107 - 47.66%



c) *Physical exercise*

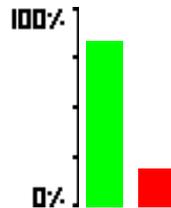
- ...Yes - 51 out of 107 - 47.66%
- ...No - 56 out of 107 - 52.34%



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

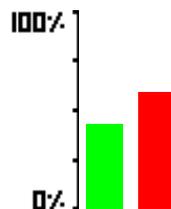
a) *This is the pharmacy that you choose to visit if possible*

- ...Yes - 88 out of 107 - 82.24%
- ...No - 19 out of 107 - 17.76%



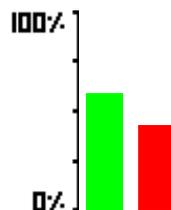
b) *This is one of several pharmacies that you use when you need to*

- ...Yes - 45 out of 107 - 42.06%
- ...No - 62 out of 107 - 57.94%



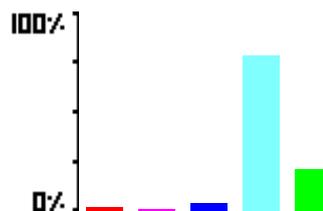
c) *This pharmacy was just convenient for you today*

- ...Yes - 62 out of 107 - 57.94%
- ...No - 45 out of 107 - 42.06%



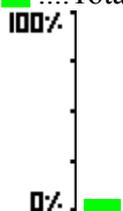
Q9) Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?

- ...Poor - 1 out of 107 - 0.93%
- ...Fair - 0 out of 107 - 0%
- ...Good - 3 out of 107 - 2.80%
- ...Very Good - 82 out of 107 - 76.64%
- ...Excellent - 21 out of 107 - 19.63%



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

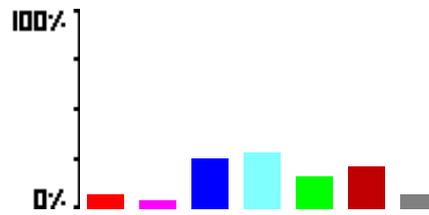
- ...Total number of comments given - 5 out of 107 - 4.67%



Q11) How old are you?

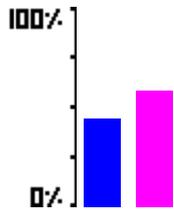
- ...16-19 - 6 out of 107 - 5.61%
- ...20-24 - 3 out of 107 - 2.80%
- ...25-34 - 26 out of 107 - 24.30%

-35-44 - 29 out of 107 - 27.10%
-45-54 - 16 out of 107 - 14.95%
-55-64 - 21 out of 107 - 19.63%
-65+ - 6 out of 107 - 5.61%



Q12) Are you?

-Male - 46 out of 107 - 42.99%
-Female - 61 out of 107 - 57.01%



Q13) Which of the following applies to you?

-You have, or care for, children under 16 - 18 out of 107 - 16.82%
-You are a carer for someone with a longstanding illness or infirmity - 11 out of 107 - 10.28%
-Neither - 84 out of 107 - 78.50%
-(BOTH)You have, or care for, children under 16 & You are a carer for someone with a longstanding illness or infirmity - 6 out of 107 - 5.61%

