

**Ak Pharma Ltd, T/a Willand Pharmacy, Linacre House, Gables Road,
Cullompton, Devon, EX15 2PL**

CPPQ 2018 - 19 Results

Date Produced: 12 November 2018

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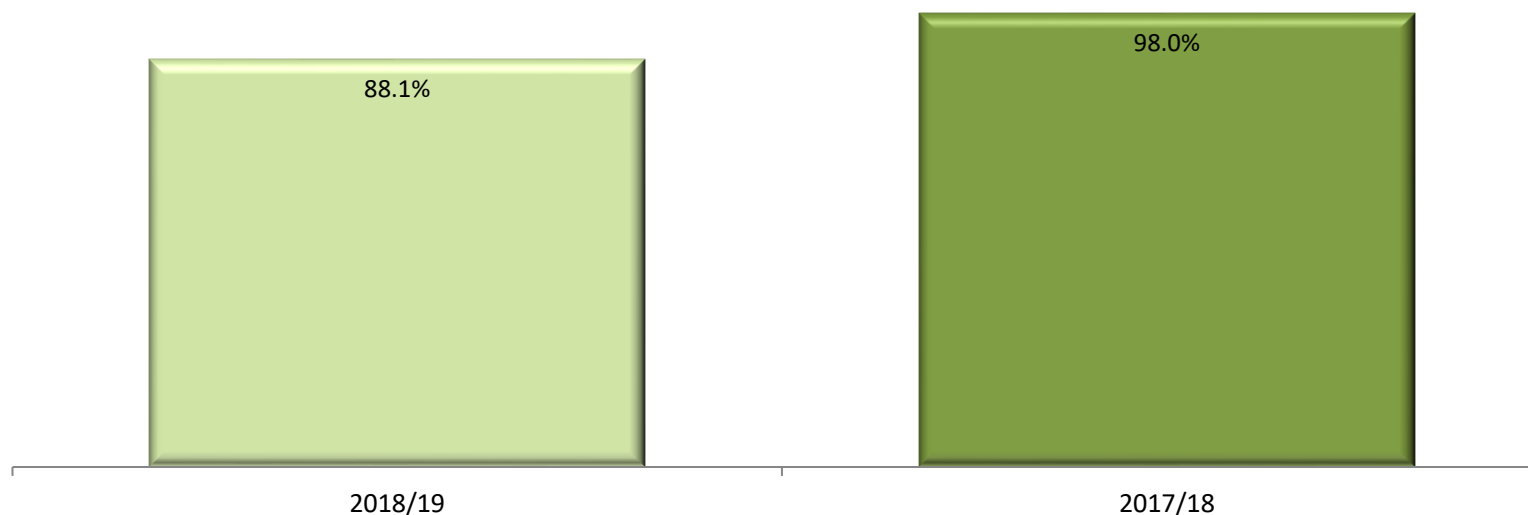
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email support for a password reminder

Results of 101 surveys conducted between August 2018 and November 2018

Taking everything into account how would you rate the pharmacy?



% based on patients who rated your pharmacy as Excellent or Very Good

Your highest scoring questions (2018/19)	2018/19	2017/18
The service you received from the other pharmacy staff	100.0%	99.0%
The staff overall	100.0%	99.0%
Providing an efficient service	100.0%	99.0%
Being polite and taking the time to listen to what you want	100.0%	99.0%
The service you received from the pharmacist	100.0%	98.9%
Your lowest scoring questions (2018/19)	2018/19	2017/18
Disposing of medicines you no longer need	98.6%	100.0%
Having somewhere available where you could speak without being overheard if you wanted to	98.8%	98.9%
Having in stock the medicines/appliances you need	98.9%	98.0%
Comfort and convenience of the waiting areas	99.0%	99.0%
Offering a clear and well organised layout	99.0%	99.0%

Branch Environment (% Very or Fairly Good)

Cleanliness of the pharmacy	100.0%
Comfort and convenience of the waiting areas	99.0%
Having in stock the medicines/appliances you need	98.9%
Offering a clear and well organised layout	99.0%
How long you have to wait to be served	100.0%
Having somewhere available where you could speak without being overheard if you wanted to	98.8%

Staff Performance (% Very or Fairly Good)

Being polite and taking the time to listen to what you want	100.0%
Answering any queries you may have	100.0%
The service you received from the pharmacist	100.0%
The service you received from the other pharmacy staff	100.0%
Providing an efficient service	100.0%
The staff overall	100.0%

Provision of Service (% Very or Fairly Good/Satisfied)

Providing advice on a current health problem or a longer term health condition	100.0%
Providing general advice on leading a more healthy lifestyle	100.0%
Disposing of medicines you no longer need	98.6%
Providing advice on health services or information available elsewhere	100.0%

How could the pharmacy be improved? (Top 5 comments)

	2018/19	Number of people
Friendly / helpful staff	36.8%	7
Fine / satisfied / no changes needed	26.3%	5
New Decor / refurbishment	15.8%	3
Keep it open	10.5%	2
New / clean carpet or flooring	5.3%	1

2018 - 19
2017 - 18

NB: Percentages have been calculated to exclude don't know and never used responses

Q1. Why did you visit this pharmacy today? To collect a prescription for:			2018/19	2017/18
Yourself			60.8%	61.8%
Someone else			17.5%	22.5%
Both			20.6%	14.7%
Other reason			1.0%	1.0%
Q2. If you collected a prescription today, did you...			2018/19	2017/18
Collect it straight away			54.6%	63.5%
Wait in pharmacy			34.0%	32.3%
Come back and collect it later			11.3%	4.2%
Q3. Satisfaction with time it took to provide your prescription and / or NHS services...			2018/19	2017/18
Very satisfied			74.3%	79.2%
Fairly satisfied			25.7%	20.8%
Not very satisfied			0.0%	0.0%
Not at all satisfied			0.0%	0.0%

Q4. How would you rate the pharmacy on the following factors?

a) The cleanliness of the pharmacy

	0	0
Very Good	71.3%	75.2%
Fairly Good	28.7%	20.8%
Fairly Poor	0.0%	3.0%
Very Poor	0.0%	1.0%
Don't Know	0.0%	0.0%
Very or Fairly Good	100.0%	96.0%

d) Offering clear / well organised layout

	2018/19	2017/18
Very Good	68.3%	84.2%
Fairly Good	28.7%	14.9%
Fairly Poor	1.0%	0.0%
Very Poor	0.0%	1.0%
Don't Know	2.0%	0.0%
Very or Fairly Good	99.0%	99.0%

b) Comfort / convenience of waiting areas

	0	0
Very Good	64.0%	75.5%
Fairly Good	34.0%	23.5%
Fairly Poor	1.0%	0.0%
Very Poor	0.0%	1.0%
Don't Know	1.0%	0.0%
Very or Fairly Good	99.0%	99.0%

e) How long have to wait to be served

	2018/19	2017/18
Very Good	76.5%	84.3%
Fairly Good	23.5%	14.7%
Fairly Poor	0.0%	0.0%
Very Poor	0.0%	1.0%
Don't Know	0.0%	0.0%
Very or Fairly Good	100.0%	99.0%

c) Medicines / appliances in stock

	0	0
Very Good	72.7%	75.2%
Fairly Good	22.2%	21.8%
Fairly Poor	1.0%	1.0%
Very Poor	0.0%	1.0%
Don't Know	4.0%	1.0%
Very or Fairly Good	98.9%	98.0%

f) Somewhere can speak without being overheard

	2018/19	2017/18
Very Good	65.0%	80.2%
Fairly Good	18.0%	7.9%
Fairly Poor	0.0%	0.0%
Very Poor	1.0%	1.0%
Don't Know	16.0%	10.9%
Very or Fairly Good	98.8%	98.9%

NB: Total Very or Fairly Good percentages have been calculated to exclude don't know and never used responses

Q5. How would you rate the pharmacist and the other staff who work there?

a) Being polite / taking time to listen

	0	0
Very Good	81.2%	95.1%
Fairly Good	16.8%	2.0%
Fairly Poor	0.0%	0.0%
Very Poor	0.0%	1.0%
Don't Know	2.0%	2.0%
Very or Fairly Good	100.0%	99.0%

d) Service received from other pharmacy staff

	2018/19	2017/18
Very Good	86.6%	92.2%
Fairly Good	13.4%	3.9%
Fairly Poor	0.0%	0.0%
Very Poor	0.0%	1.0%
Don't Know	0.0%	2.9%
Very or Fairly Good	100.0%	99.0%

b) Answering any queries may have

	0	0
Very Good	74.3%	87.3%
Fairly Good	16.8%	5.9%
Fairly Poor	0.0%	0.0%
Very Poor	0.0%	1.0%
Don't Know	8.9%	5.9%
Very or Fairly Good	100.0%	99.0%

e) Providing an efficient service

	2018/19	2017/18
Very Good	84.0%	94.1%
Fairly Good	16.0%	4.9%
Fairly Poor	0.0%	0.0%
Very Poor	0.0%	1.0%
Don't Know	0.0%	0.0%
Very or Fairly Good	100.0%	99.0%

c) Service received from pharmacist

	0	0
Very Good	77.0%	85.3%
Fairly Good	13.0%	5.9%
Fairly Poor	0.0%	0.0%
Very Poor	0.0%	1.0%
Don't Know	10.0%	7.8%
Very or Fairly Good	100.0%	98.9%

f) The staff overall

	2018/19	2017/18
Very Good	85.1%	96.1%
Fairly Good	13.9%	2.9%
Fairly Poor	0.0%	0.0%
Very Poor	0.0%	1.0%
Don't Know	1.0%	0.0%
Very or Fairly Good	100.0%	99.0%

NB: Total Very or Fairly Good percentages have been calculated to exclude don't know and never used responses

Q6. How well do you think the pharmacy provides each of the following services?

a) Providing advice on current health problems or a long-term condition

	0	0
Very well	51.5%	56.4%
Fairly well	24.8%	5.0%
Not very well	0.0%	0.0%
Not at all well	0.0%	0.0%
Never used	23.8%	38.6%
Very or Fairly well	100.0%	100.0%

c) Disposing of medicines you no longer need

	2018/19	2017/18
Very well	60.6%	44.1%
Fairly well	12.1%	3.9%
Not very well	1.0%	0.0%
Not at all well	0.0%	0.0%
Never used	26.3%	52.0%
Very or Fairly well	98.6%	100.0%

b) Providing general advice on leading a more healthy lifestyle

	0	0
Very well	30.0%	43.1%
Fairly well	26.0%	6.9%
Not very well	0.0%	0.0%
Not at all well	0.0%	0.0%
Never used	44.0%	50.0%
Very or Fairly well	100.0%	100.0%

d) Providing advice on health services elsewhere

	2018/19	2017/18
Very well	36.4%	39.2%
Fairly well	18.2%	4.9%
Not very well	0.0%	0.0%
Not at all well	0.0%	0.0%
Never used	45.5%	55.9%
Very or Fairly well	100.0%	100.0%

NB: Total Very or Fairly Good percentages have been calculated to exclude don't know and never used responses

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

a) Stopping smoking

	0	0
Yes	15.3%	10.1%
No	84.7%	89.9%

c) Physical exercise

	2018/19	2017/18
Yes	19.2%	10.0%
No	80.8%	90.0%

b) Healthy eating

	0	0
Yes	19.0%	16.2%
No	81.0%	83.8%

Q8. Which best describes how you use this pharmacy?

	2018/19	2017/18
This is the pharmacy that you choose to visit if possible	81.8%	88.9%
This is one of several pharmacies that is used when needed	7.1%	9.1%
This pharmacy was just convenient for you today	11.1%	2.0%

Q9. Taking everything into account, how would you rate the pharmacy?

	2018/19	2017/18
Excellent	49.5%	64.4%
Very good	38.6%	33.7%
Good	11.9%	2.0%
Fair	0.0%	0.0%
Poor	0.0%	0.0%

Q10b. Are you happy with our procedures? (For storing health information)

	2018/19	2017/18
Happy with procedures	95.9%	96.9%
Have concerns	4.1%	2.1%

Q10c. Has the pharmacy ever asked for consent?

	2018/19	2017/18
Yes	38.5%	28.3%
No	61.5%	71.7%

Q10d. Were your wishes respected when giving or not giving your consent?

	2018/19	2017/18
Yes	95.0%	94.6%
No	5.0%	5.4%

Q11. Age

	2018/19	2017/18
16 - 19	2.0%	1.0%
20 - 24	6.9%	4.2%
25 - 34	5.9%	8.3%
35 - 44	9.9%	17.7%
45 - 54	19.8%	16.7%
55 - 64	17.8%	13.5%
65+	37.6%	38.5%

Q12. Gender

	2018/19	2017/18
Male	41.7%	35.1%
Female	58.3%	64.9%

Q13. Which of the following apply?

	2018/19	2017/18
Have, or care for, children under 16	10.3%	24.2%
A carer for someone with a longstanding illness or infirmity	16.5%	11.6%
Neither	75.3%	65.3%

Action Plan

Areas we need to improve the most

% dissatisfied with the service		Action we will take (within 28 days)
Disposing of medicines you no longer need	1.4%	Take action such as providing additional staff training
Having somewhere available where you could speak without being overheard if you wanted to	1.2%	Review consultation areas and consider if any changes can be made
Having in stock the medicines/appliances you need	1.1%	Take any necessary action to strive to improve stock availability

Our response to customers' additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
Review environment/decor	