

Customer Survey Results 2019-2020



Run from April 2019 to March 2020

Number of surveys analysed 149

Thank you to all of you who spared the time to fill in the questionnaires we gave you last year, especially for those of you who made the wonderful comments below!

Will always use this pharmacy when possible and am happy to recommend it. Thank you.

Everyone is exceptionally helpful and kind.

Our best area from your questionnaire answers was:

The service you received from the other pharmacy staff

Our key area for improvement is "providing advice on physical exercise" and this is what we propose to do to improve our performance

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

Very Satisfied or Fairly satisfied

100.00%

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

Very Good or Fairly Good

100.00%

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?

Excellent or Very Good

98.65%

Demographic information					
Age	No.	%	Sex	No.	%
16-19	2	1.34%	Male	39	30.47%
20-24	12	8.05%	Female	89	69.53%
25-34	19	12.75%	Type of Customer		
35-44	30	20.13%	You have or care for a child(ren) under 5	18	12.41%
45-54	24	16.11%	You have or care for a child(ren) from 5 to 16	29	20.00%
55-64	40	26.85%	You are a carer for a sufferer of longstanding illness	15	10.34%
65+	22	14.77%	Neither look after children nor the long term ill	83	57.24%

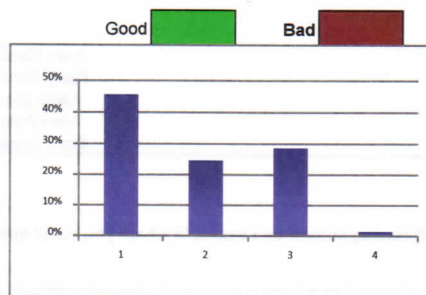
Lister Chemists, 123 High Street, Ibstock, Leicester, LE67 6JQ

Patient Satisfaction Survey 2019-2020

Q1 Why did you visit this pharmacy today?

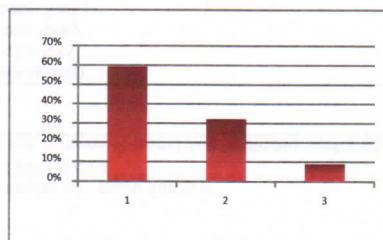
Total Questionnaires Returned
149

	No.	% of valid forms	% of answers
To collect a script for yourself 1	67	44.97%	45.58%
To collect a script for someone else 2	36	24.16%	24.49%
Collect a script for yourself and someone else 3	42	28.19%	28.57%
Other 4	2	1.34%	1.36%



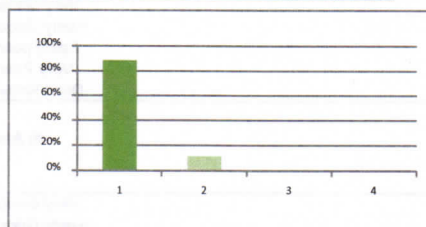
Q2 If you collected a prescription today

	No.	% forms	% ans.
Were you able to collect it straight away? 1	87	58.39%	59.18%
Did you have to wait in the pharmacy? 2	47	31.54%	31.97%
Did you come back later? 3	13	8.72%	8.84%



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

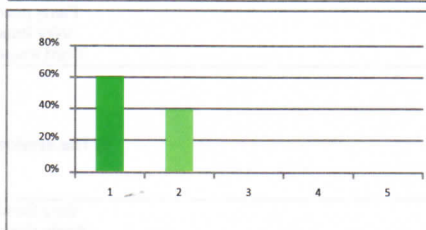
	No.	% forms	% ans.
Very Satisfied 1	132	88.59%	88.59%
Fairly satisfied 2	17	11.41%	11.41%
Not very satisfied 3	-	0.00%	0.00%
Not at all Satisfied 4	-	0.00%	0.00%



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

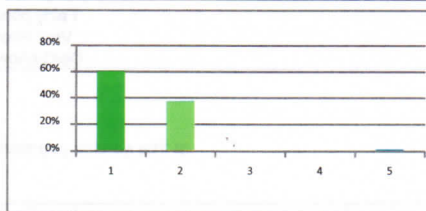
a) The cleanliness of the pharmacy

	No.	% forms	% ans.
Very Good 1	90	60.40%	60.40%
Fairly Good 2	59	39.60%	39.60%
Fairly poor 3	-	0.00%	0.00%
Very Poor 4	-	0.00%	0.00%
Don't Know 5	-	0.00%	0.00%



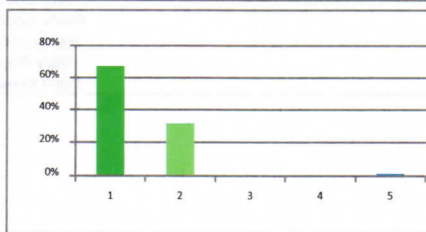
b) The comfort and convenience of the waiting areas (e.g. seating or standing room)

	No.	% forms	% ans.
Very Good 1	90	60.40%	60.40%
Fairly Good 2	56	37.58%	37.58%
Fairly poor 3	1	0.67%	0.67%
Very Poor 4	-	0.00%	0.00%
Don't Know 5	2	1.34%	1.34%



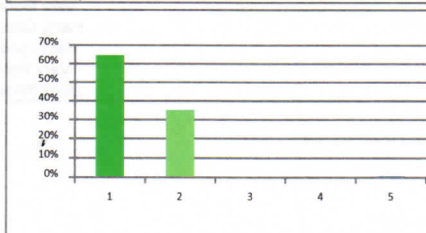
c) Having in stock the medicines/appliances you need

	No.	% forms	% ans.
Very Good 1	100	67.11%	67.11%
Fairly Good 2	47	31.54%	31.54%
Fairly poor 3	-	0.00%	0.00%
Very Poor 4	-	0.00%	0.00%
Don't Know 5	2	1.34%	1.34%



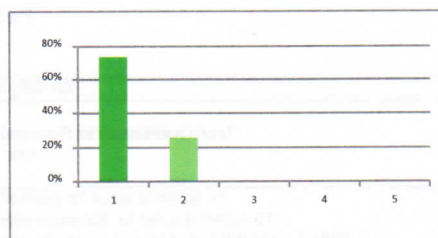
d) Offering a clear and well organised layout

	No.	% forms	% ans.
Very Good 1	96	64.43%	64.43%
Fairly Good 2	52	34.90%	34.90%
Fairly poor 3	-	0.00%	0.00%
Very Poor 4	-	0.00%	0.00%
Don't Know 5	1	0.67%	0.67%



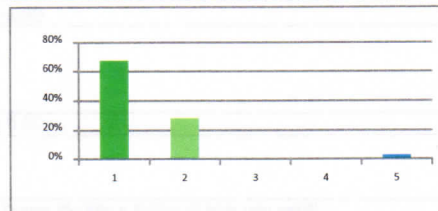
e) How long you have to wait to be served

	No.	% forms	% ans.
Very Good 1	110	73.83%	73.83%
Fairly Good 2	39	26.17%	26.17%
Fairly poor 3	-	0.00%	0.00%
Very Poor 4	-	0.00%	0.00%
Don't Know 5	-	0.00%	0.00%



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

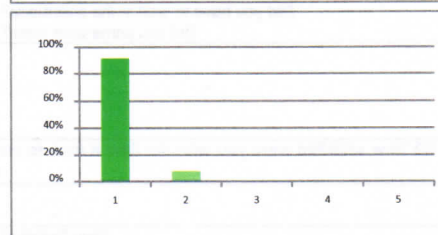
	No.	% forms	% ans.
Very Good 1	100	67.11%	67.57%
Fairly Good 2	42	28.19%	28.38%
Fairly poor 3	1	0.67%	0.68%
Very Poor 4	-	0.00%	0.00%
Don't Know 5	5	3.36%	3.38%



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

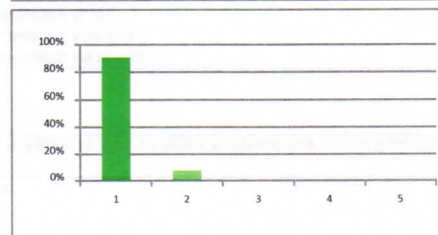
a) Being polite and taking the time to listen to what you want

	No.	% forms	% ans.
Very Good 1	137	91.95%	91.95%
Fairly Good 2	12	8.05%	8.05%
Fairly poor 3	-	0.00%	0.00%
Very Poor 4	-	0.00%	0.00%
Don't Know 5	-	0.00%	0.00%



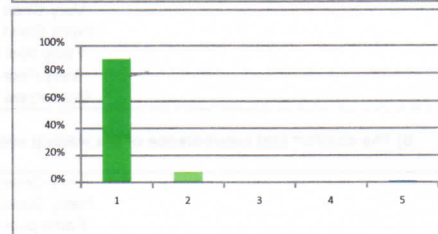
b) Answering any queries you may have

	No.	% forms	% ans.
Very Good 1	136	91.28%	91.28%
Fairly Good 2	12	8.05%	8.05%
Fairly poor 3	-	0.00%	0.00%
Very Poor 4	-	0.00%	0.00%
Don't Know 5	1	0.67%	0.67%



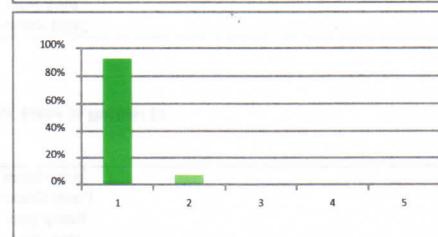
c) The service you received from the pharmacist

	No.	% forms	% ans.
Very Good 1	135	90.60%	90.60%
Fairly Good 2	12	8.05%	8.05%
Fairly poor 3	-	0.00%	0.00%
Very Poor 4	-	0.00%	0.00%
Don't Know 5	2	1.34%	1.34%



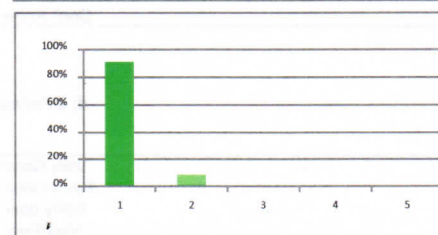
d) The service you received from the other pharmacy staff

	No.	% forms	% ans.
Very Good 1	138	92.62%	92.62%
Fairly Good 2	11	7.38%	7.38%
Fairly poor 3	-	0.00%	0.00%
Very Poor 4	-	0.00%	0.00%
Don't Know 5	-	0.00%	0.00%



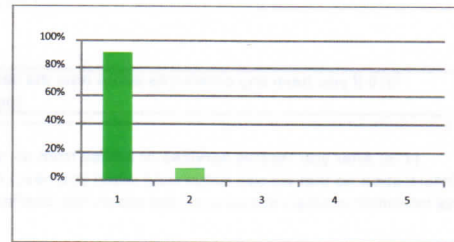
e) Providing an efficient service

	No.	% forms	% ans.
Very Good 1	136	91.28%	91.28%
Fairly Good 2	13	8.72%	8.72%
Fairly poor 3	-	0.00%	0.00%
Very Poor 4	-	0.00%	0.00%
Don't Know 5	-	0.00%	0.00%



f) The staff overall

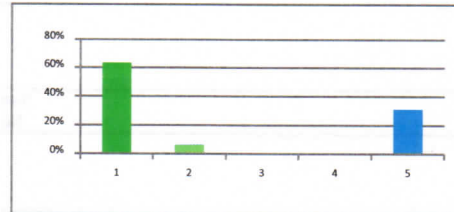
	No.	% forms	% ans.
Very Good 1	136	91.28%	91.28%
Fairly Good 2	13	8.72%	8.72%
Fairly poor 3	-	0.00%	0.00%
Very Poor 4	-	0.00%	0.00%
Don't Know 5	-	0.00%	0.00%



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

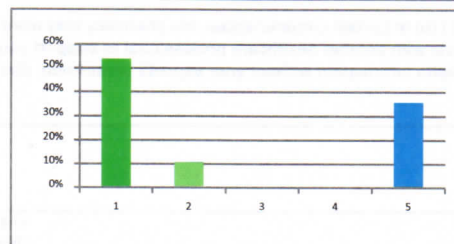
a) Providing advice on a current health problem or a longer term health condition

	No.	% forms	% ans.
Very Well 1	94	63.09%	63.09%
Fairly Well 2	9	6.04%	6.04%
Not very well 3	-	0.00%	0.00%
Not at all well 4	-	0.00%	0.00%
Never used 5	46	30.87%	30.87%



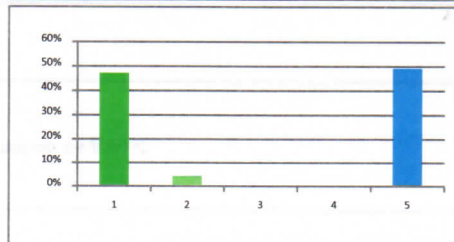
b) Providing general advice on leading a more healthy lifestyle

	No.	% forms	% ans.
Very Well 1	80	53.69%	53.69%
Fairly Well 2	16	10.74%	10.74%
Not very well 3	-	0.00%	0.00%
Not at all well 4	-	0.00%	0.00%
Never used 5	53	35.57%	35.57%



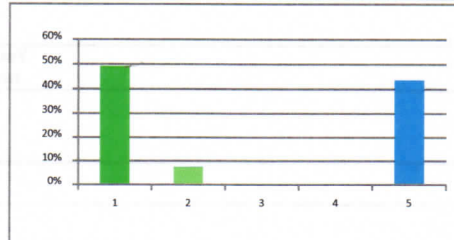
c) Disposing of medicines you no longer need

	No.	% forms	% ans.
Very Well 1	70	46.98%	46.98%
Fairly Well 2	6	4.03%	4.03%
Not very well 3	-	0.00%	0.00%
Not at all well 4	-	0.00%	0.00%
Never used 5	73	48.99%	48.99%



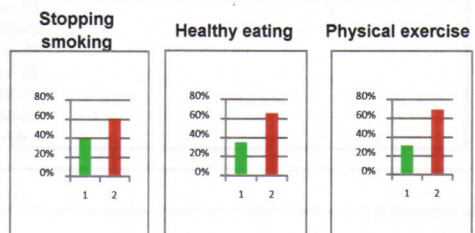
d) Providing advice on health services or information available elsewhere

	No.	% forms	% ans.
Very Well 1	73	48.99%	48.99%
Fairly Well 2	11	7.38%	7.38%
Not very well 3	-	0.00%	0.00%
Not at all well 4	-	0.00%	0.00%
Never used 5	65	43.62%	43.62%



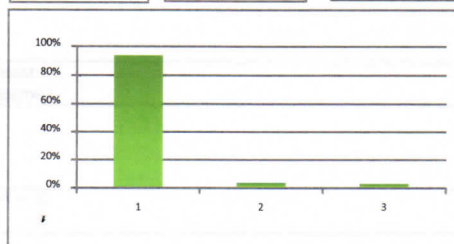
Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?

Stopping smoking			
Yes 1	59	39.60%	39.86%
No 2	89	59.73%	60.14%
Healthy eating			
Yes 1	51	34.23%	34.69%
No 2	96	64.43%	65.31%
Physical exercise			
Yes 1	45	30.20%	30.82%
No 2	101	67.79%	69.18%



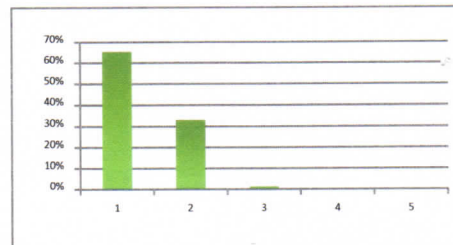
Q8 Which of the following best describes how you use this pharmacy?

	No.	% forms	% ans.
Choose to visit if possible 1	133	89.26%	93.66%
One of several I use 2	5	3.36%	3.52%
Just convenient today 3	4	2.68%	2.82%



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?

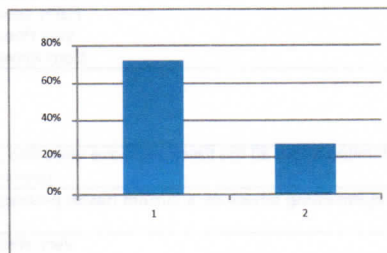
	No.	% forms	% ans.
Excellent 1	97	65.10%	65.54%
Very Good 2	49	32.89%	33.11%
Good 3	2	1.34%	1.35%
Fair 4	-	0.00%	0.00%
Poor 5	-	0.00%	0.00%



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

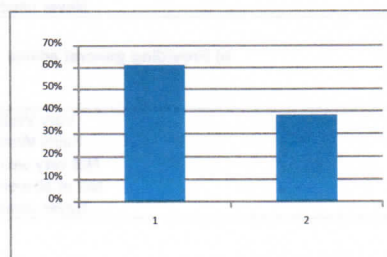
(11a) After you receive services or advice from us, we may retain some of your health information so that we can better help when you next visit the pharmacy. We always keep this information safely stored and kept absolutely confidential. Are you happy with the way we do this?

	No.	% forms	% ans.
Yes 1	106	71.14%	72.60%
No 2	40	26.85%	27.40%



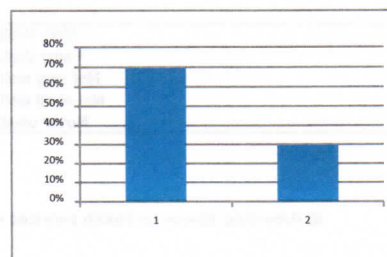
(11b) In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?

	No.	% forms	% ans.
Yes 1	89	59.73%	61.38%
No 2	56	37.58%	38.62%



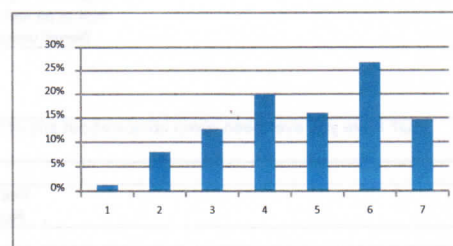
(11c) If so, do you feel your wishes were respected?

	No.	% forms	% ans.
Yes 1	88	59.06%	69.84%
No 2	38	25.50%	30.16%



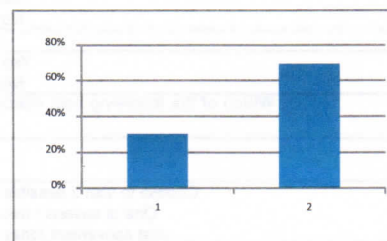
Q12 How old are you?

	No.	% forms	% ans.
16-19 1	2	1.34%	1.34%
20-24 2	12	8.05%	8.05%
25-34 3	19	12.75%	12.75%
35-44 4	30	20.13%	20.13%
45-54 5	24	16.11%	16.11%
55-64 6	40	26.85%	26.85%
65+ 7	22	14.77%	14.77%



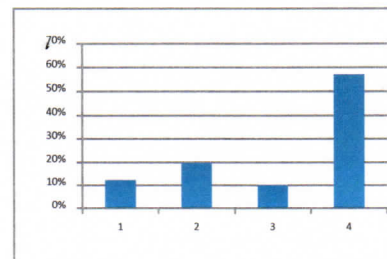
Q13 Are You

	No.	% forms	% ans.
Male 1	39	26.17%	30.47%
Female 2	89	59.73%	69.53%



Q14 Which of the following apply to you:

	No.	% forms	% ans.
You have or care for a child(ren) under 5 1	18	12.08%	12.41%
You have or care for a child(ren) from 5 to 16 2	29	19.46%	20.00%
You are a carer for a sufferer of longstanding illness 3	15	10.07%	10.34%
Neither look after children nor the long term ill 4	83	55.70%	57.24%



Lister Chemists, 123 High Street, Ibstock, Leicester, LE67 6JQ	
2019-2020	Q10 If you have any comments about how the service from this pharmacy could be improved, please write them in here:
Patient Survey	
Date	
12.12.19	
25.11.19	
28.11.19	
18.11.19	
16.11.19	
1.10.19	
No date	
25.9.19	
3.1.20	
17.12.19	
3.12.19	
6.11.19	
12.12.19	
7.1.20	
14.1.20	
	Friendly staff no problems.
	Great staff.
	Everyone is exceptionally helpful and kind.
	Lovely chemist great staff.
	Great chemist.
	The staff are very professional, helpful and polite. I think that they understand my health needs, the home delivery is excellent and prompt. Thank you!
	I will use this pharmacy from now on. Fantastic in a situation I was very stressed about. Thank you.
	Waiting area could be bigger.
	Will always use this pharmacy when possible and am happy to recommend it. Thank you.
	I have been to other pharmacies but this one beats all of them. We can get help when we need it.
	Couldn't ask for a better service. The Drs should take a leaf out of their book - maybe train with them.
	Finally got my parcel. Crap dpd - At least the lady who served me was lovely.
	Really lovely helpful staff.
	Excellent staff.
	Great pharmacy.