

Community Pharmacy Patient Questionnaire (CPPQ)

For Wolston Alliance Chemist

A Patient Satisfaction Survey was carried out at Wolston Alliance Chemist 1a School Street, Wolston, CV8 3HG.

125 patients participated in the Survey which was carried out between 01/01/2018 and 01/03/2018.

Analysis of the results are as follows:

AREAS WHERE THE PHARMACY WAS PERFORMING WELL	% OF RESPONDENTS SATISFIED WITH THE SERVICE PROVIDED
Having in stock medicines/appliances you needed	98%
Providing an efficient service	99%
The service received by the pharmacist and staff	98% and 98%
Ease of contacting the Pharmacy	94%

AREAS IN GREATEST NEED OF IMPROVEMENT	% OF RESPONDENTS DISSATISFIED WITH THE SERVICE	ACTION TAKEN OR PLANNED
Providing advice on health services or information available elsewhere	2%	Increasing health services by providing more opportunistic advice when engaging with patients
Different brands	6%	Brand continuity to be invested in

Profile of Respondents

Age range	16-19	20-24	25-34	35-44	45-54	65+
%	1%	3%	7%	4%	10%	75%

Male	44%	% of patients accessing the pharmacy for themselves	77%
Female	56%	% of patients accessing the pharmacy for children under 16 years	12%
		% of people accessing the pharmacy as a carer for someone with a long standing illness or infirmity	11%

