

This template is provided by PSNC and NHS Employers, who have developed it to assist pharmacy contractors.

Pharmacy contractors using this template will be able to collate and analyse the responses received in the Community Pharmacy Patient Questionnaire, and then use the data to populate a report containing the required information.

The Terms of Service requires every pharmacy contractor to undertake a CPPQ and to publish a report. The contents of the report are specified in the 'Approved Particulars' published on the PSNC website.

Use of the template

The first section of this template is where the data is collated. This will provide an analysis of the percentage of the responses rated as satisfied or dissatisfied. There is a highlighted example of how to use the template.

Section 2 collates this detail, and allows the different areas of the questionnaire to be ranked in order of how well the pharmacy was rated.

Section 3 allows the contractor to reflect on the results, and set out the action, if any, that has been taken or is planned. It is the third section that contains the information that must be published.

There is no obligation to use this template, and pharmacy contractors can choose to analyse their data how they think fit, and to publish their report in another format, so long as the contents include the details in the Approved Particulars.

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	Fairly poor	Fairly good	Very good	Don't know

Total:	Total:	Total:	Total:	Total: 75
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Grand Total: 75

Dissatisfied%:	Satisfied%: 100
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b) The comfort and convenience of the waiting areas (e.g. seating or standing room)

Very poor	Fairly poor	Fairly good	Very good	Don't know

Total:	Total:	Total:	Total:	Total: 75
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Grand Total: 75

Dissatisfied%:	Satisfied%100
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c) Having in stock the medicines/appliances you need -

Very poor	Fairly poor	Fairly good	Very good	Don't know

Total:	Total:	Total:	Total:75	Total:
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Grand Total:

Dissatisfied%:	Satisfied%100
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d) Offering a clear and well organised layout -				
Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:50	Total:25
Grand Total:				
Dissatisfied%:		Satisfied%100		

e) How long you have to wait to be served – (OVER THE PHONE)				
Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total: 31	Total: 44
Grand Total:				
Dissatisfied%:		Satisfied% 100		

f) Having somewhere available where you could speak without being overheard, if you wanted to				
Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:	Total:35
Grand Total:				
Dissatisfied%:		Satisfied%		

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	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total: 10	Total:65	Total:75
Grand Total:				
Dissatisfied%:		Satisfied%		

b) Answering any queries you may have -

Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:50	Total:25	Total:75
Grand Total:				
Dissatisfied%:		Satisfied%		

c) The service you received from the pharmacist -

Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:20	Total:55	Total:75
Grand Total:				
Dissatisfied%:		Satisfied%		

d) The service you received from the other pharmacy staff				
Very poor	Fairly poor	Fairly good	Very good	Don't know
			■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■	
Total:	Total:	Total:	Total:50	Total:50
Grand Total:				
Dissatisfied%:		Satisfied%		

e) Providing an efficient service				
Very poor	Fairly poor	Fairly good	Very good	Don't know
			■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■	
Total:	Total:	Total:	Total:60	Total:60
Grand Total:				
Dissatisfied%:		Satisfied%		

f) The staff overall				
Very poor	Fairly poor	Fairly good	Very good	Don't know
			■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■	
Total:	Total:	Total:	Total:	Total:75
Grand Total:				
Dissatisfied%:		Satisfied%		

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 -

Not at all well	Not very well	Fairly well	Very well	Never used
Total:	Total:	Total:40	Total:35	Total:75
Grand Total:				
Dissatisfied%:	Satisfied%			

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

Not at all well	Not very well	Fairly well	Very well	Never used
Total:	Total:	Total:5	Total:70	Total:75
Grand Total:				
Dissatisfied%:	Satisfied%			

c) Disposing of medicines you no longer need -

Not at all well	Not very well	Fairly well	Very well	Never used
Total:	Total:	Total:	Total:75	Total:75
Grand Total:				
Dissatisfied%:	Satisfied%			

d) Providing advice on health services or information available elsewhere -				
Not at all well	Not very well	Fairly well	Very well	Never used
			■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■	
Total:	Total:	Total:	Total:	Total:70
Grand Total:				
Dissatisfied%:		Satisfied%		

Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?	
Stopping smoking -	
Yes	No
Total:	Total:
Grand Total:	
%:	%:

Healthy eating -	
Yes	No
Total:	Total:
Grand Total:	
%:	%:

Physical exercise -	
Yes	No
Total:	Total:
Grand Total:	
%:	%:

Q8 Which of the following best describes how you use this pharmacy?		
This is the pharmacy that you choose to visit if possible	This is one of several pharmacies that you use when you need to	This pharmacy was just convenient for you today
	■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■	
Total:	Total:70	Total:
Grand Total:		
%:	%:	%:

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	Fair	Good	Very Good	Excellent
			■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■	■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■
Total:	Total:	Total:	Total:40	Total:40
Grand Total:				
Dissatisfied%:		Satisfied%		

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

Q11 How old are you?

16-19	20-24	25-34	35-44	45-54	55-64	65+
Total:	Total:	Total:20	Total:30	Total:	Total:25	Total:
Grand Total:						
%:	%:	%:	%:	%:	%:	%:

Q12 Are you

Male	Female
■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■	■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■
Total:40	Total:35
Grand Total:	
%:	%:

Q 13 Which of the following apply to you:		
You have, or care for, children under 16	You are a carer for someone with a longstanding illness or infirmity	Neither
IIII		IIII IIII IIII IIII IIII IIII IIII IIII IIII IIII IIII IIII IIII IIII
Total:5	Total:	Total:65
Grand Total:		
%:	%:	%:

SECTION TWO

Summary of the information recorded above. The NHS England local team may want to see this on monitoring visits or at other times (it can be paper based or electronic) (the ranking is the order from 1 to 20, of the percentage responses, as either satisfied or dissatisfied with 1 being the most satisfied or the most dissatisfied as appropriate)

Question	Dissatisfied	Ranking	Satisfied	Ranking
Example How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?	11		88	
Q3 How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?	5		70	
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 -				
b) The comfort and convenience of the waiting areas (e.g. seating or standing room)				
c) Having in stock the medicines/appliances you need -	5		70	
d) Offering a clear and well organised layout -	5		70	
e) How long you have to wait to be served – (PHONE CONSULTATION)	10		65	
f) Having somewhere available where you could speak without being overheard, if you wanted to	10		65	
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 -				
b) Answering any queries you may have -			75	
c) The service you received from the pharmacist -			75	
d) The service you received from the other pharmacy staff			75	
e) Providing an efficient service			65	
f) The staff overall			65	
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 -				
b) Providing general advice on leading a more healthy lifestyle -			75	
c) Disposing of medicines you no longer need -			75	
d) Providing advice on health services or information available elsewhere -			75	
Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?			75	
Stopping smoking -				
Healthy eating -			70	
Physical exercise -			65	
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? -				

Next, reproduce comments about how the respondents suggested the pharmacy can be improved. Separate into those over which the pharmacist has a degree of control, and those outside the control of the pharmacist.

Q10 If you have any comments about how the service from this pharmacy could be improved, please write them in here: (list comments)	
Internal – areas of concern that pharmacy should be able to address	External - areas of concern that are outside the pharmacy's control

Now complete Section Three with results from this section, together with any action taken and action planned. Section Three will be the report, which you must publish in one or more of the following ways:

- By poster or leaflet in the pharmacy;
- On the pharmacy's website; and / or
- On NHS Choices profile (when this functionality is available).

Top areas of performance

Question	% of respondents satisfied with service
PROVIDING AN EFFICIENT SERVICE	100
DISPOSING OF USED MEDICINES	100
THE STAFF ARE VERY WELL	90

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
HAVING THE ABILITY TO SPEAK TO SOMEONE WITHOUT BEING OVER HEARD.	35	Making sure we have a codeless phone. So the pharmacist/staff can go into another room to talk to patient.
Being able to collect prescription for patient in time.	31	Driver is always on standby.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%:	%:	%:	%:	%:	%:	%:

Profile of respondents		
This is the pharmacy that the respondent chooses to visit if possible	This is one of several pharmacies that the respondent uses	This pharmacy was just convenient on the day for the respondent
%:	%:	%: