



# **Community Patient Satisfaction Surveys Results for**

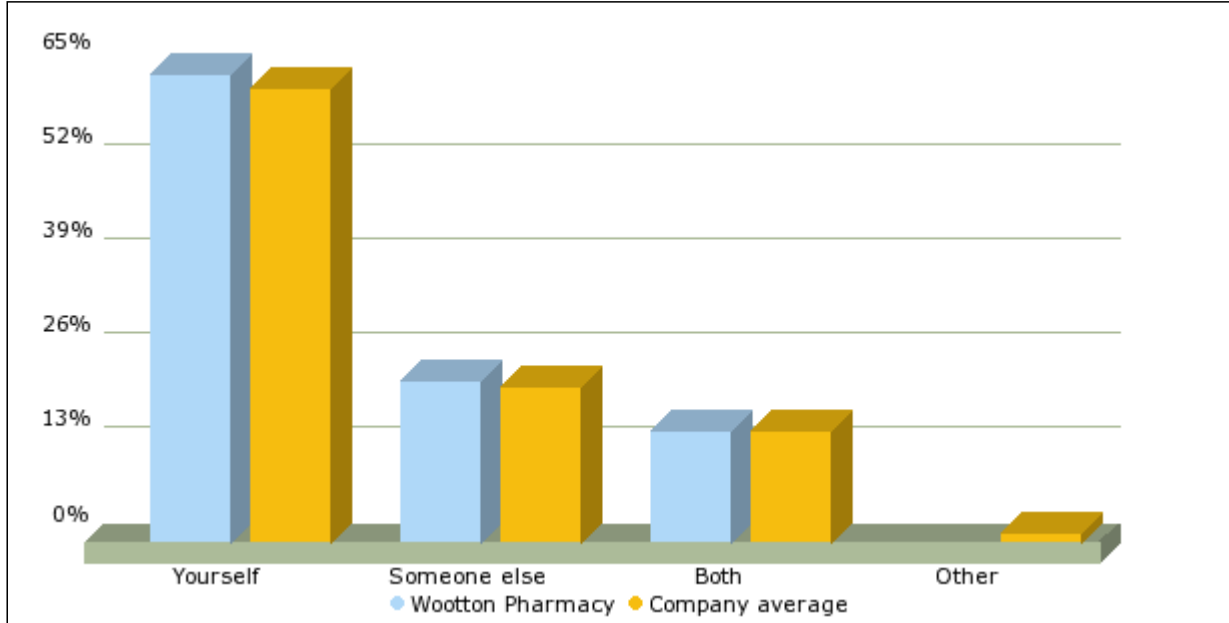
**Wootton Pharmacy  
43a Tithe Barn Road  
Wootton  
Bedford  
MK43 9EZ**

**Completed for 2008 - 2009**



## Results for Wootton Pharmacy

**Q1) Why did you visit this pharmacy today?  
To collect a prescription for:**



	Yourself	Someone else	Both	Other
Wootton Pharmacy	64%	22%	15%	0%
Company average	62%	21%	15%	1%

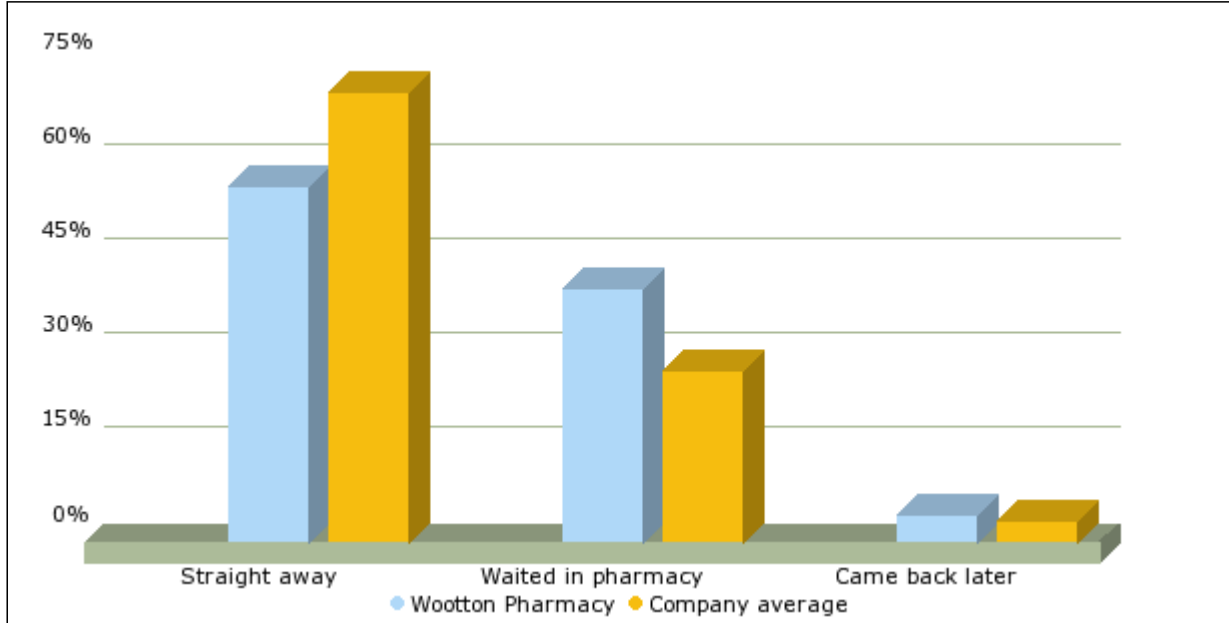
Comments

No comments



## Results for Wootton Pharmacy

**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	Waited in pharmacy	Came back later
Wootton Pharmacy	56%	40%	4%
Company average	71%	27%	3%

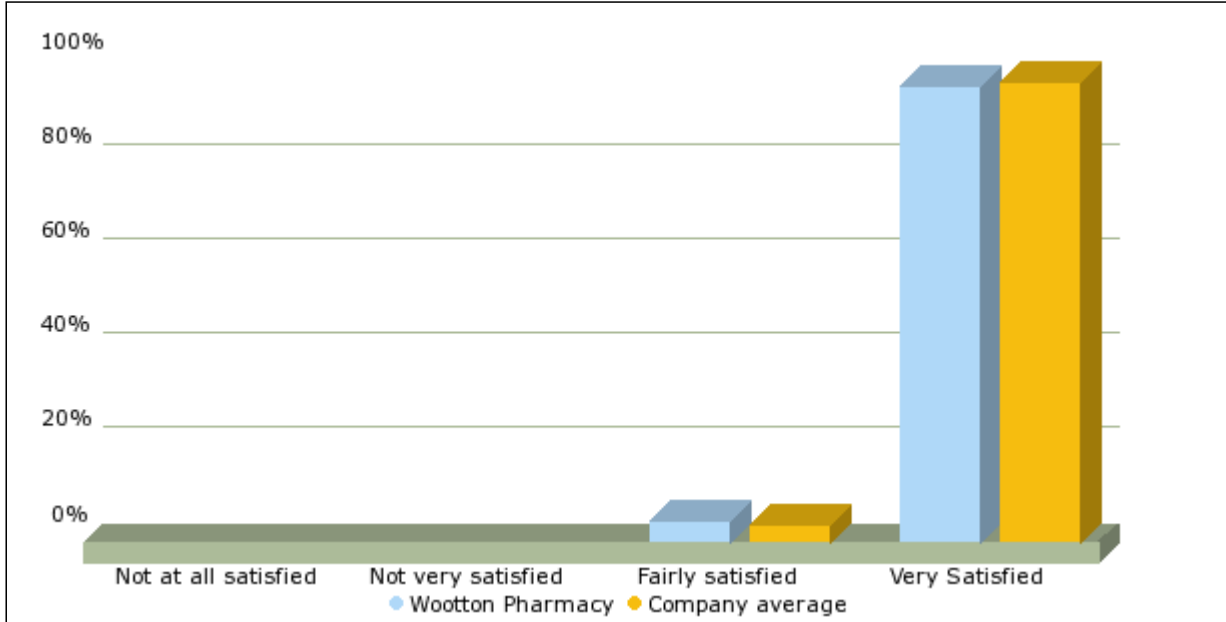
Comments

No comments

## Results for Wootton Pharmacy

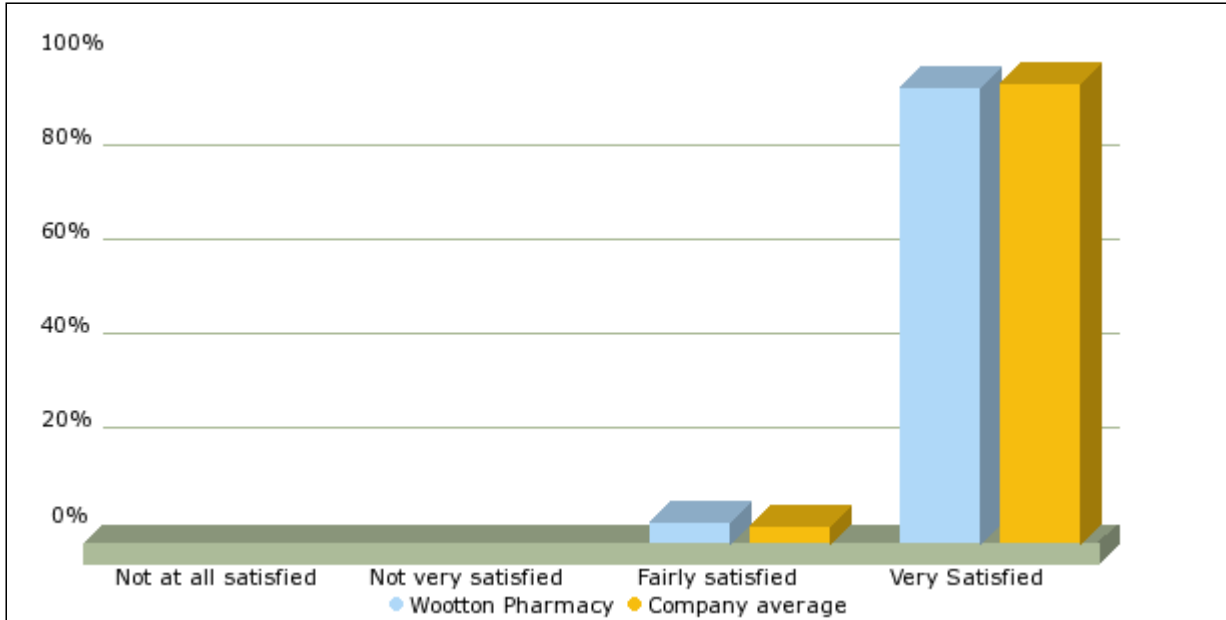
**Q3) How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?**

### Overall results



	Not at all satisfied	Not very satisfied	Fairly satisfied	Very Satisfied
Wootton Pharmacy	0%	0%	4%	96%
Company average	0%	0%	3%	97%

### Patients Collecting Prescriptions

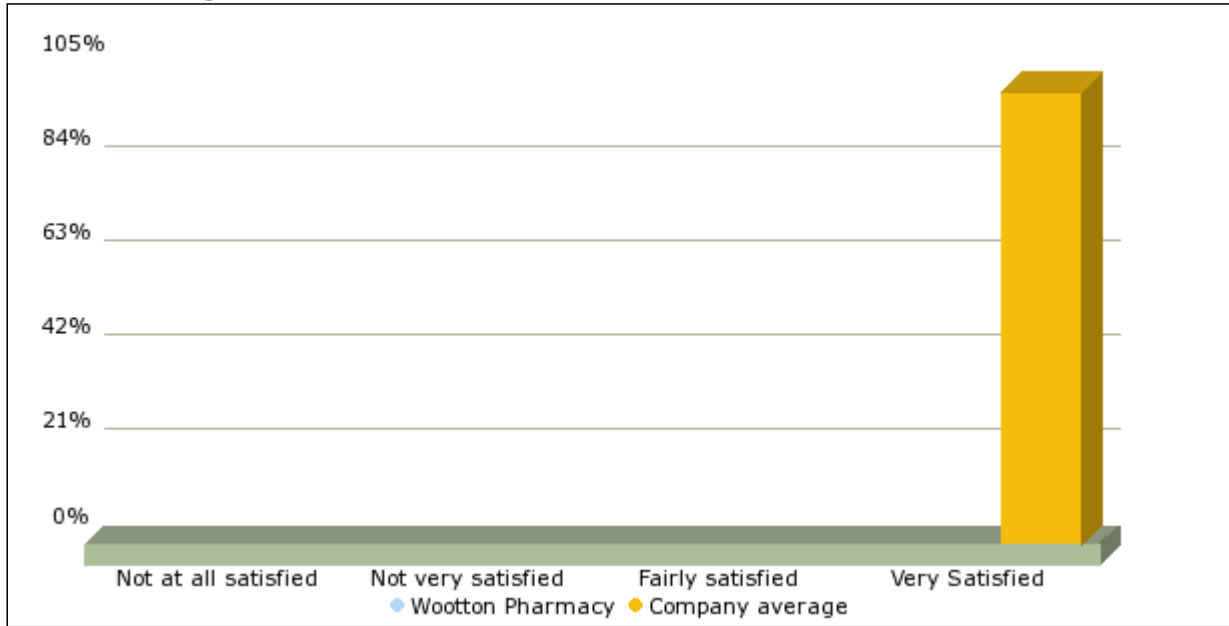


	Not at all satisfied	Not very satisfied	Fairly satisfied	Very Satisfied
Wootton Pharmacy	0%	0%	4%	96%
Company average	0%	0%	3%	97%



## Results for Wootton Pharmacy

### Patients receiving other NHS services



	Not at all satisfied	Not very satisfied	Fairly satisfied	Very Satisfied
Wootton Pharmacy	0%	0%	0%	0%
Company average	0%	0%	0%	100%

Performance Ratings: Performing Strongly

#### Comments

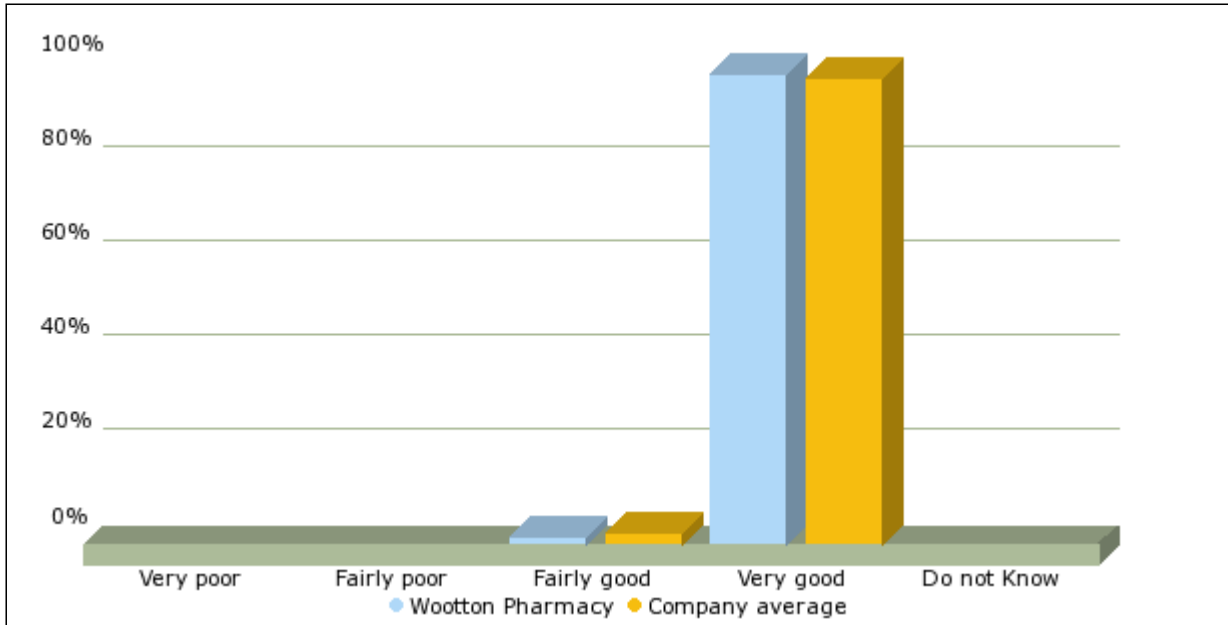
An outstanding result for our Pharmacy



## Results for Wootton Pharmacy

**Q4) Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:**

**a) The cleanliness of the pharmacy**



	Very poor	Fairly poor	Fairly good	Very good	Do not Know
Wootton Pharmacy	0%	0%	1%	99%	0%
Company average	0%	0%	2%	98%	0%

Performance Ratings: Performing Strongly

**Comments**

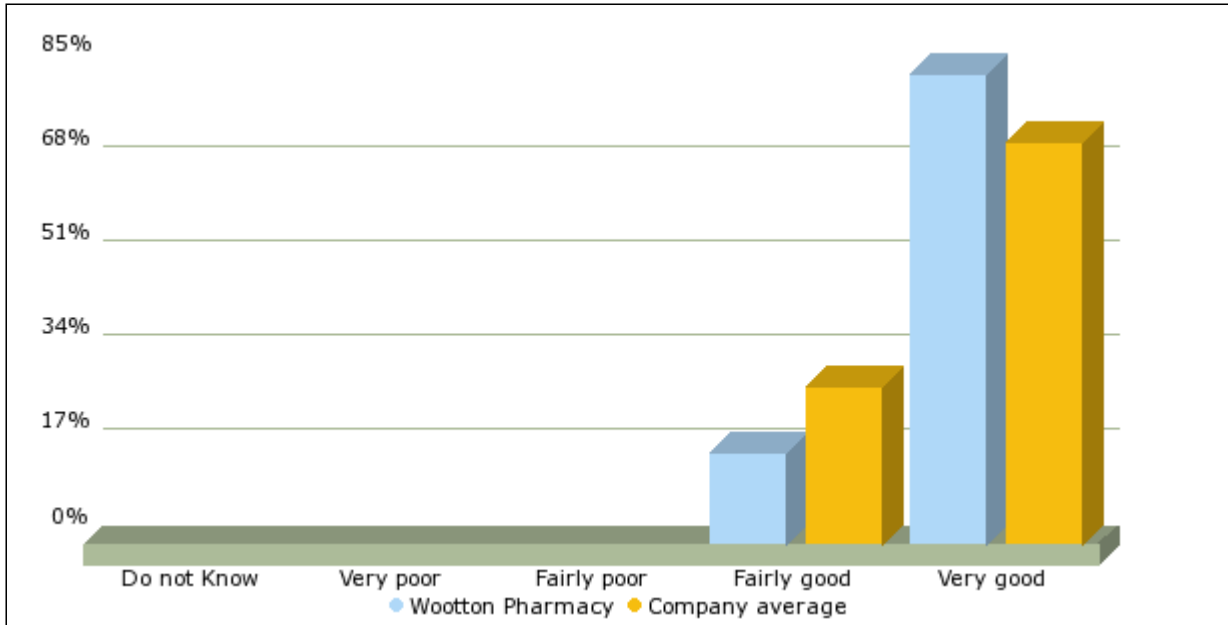
An outstanding result for our Pharmacy



## Results for Wootton Pharmacy

**Q4) Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:**

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



	Do not Know	Very poor	Fairly poor	Fairly good	Very good
Wootton Pharmacy	0%	0%	0%	16%	84%
Company average	0%	0%	0%	28%	72%

Performance Ratings: Performing Strongly

Comments

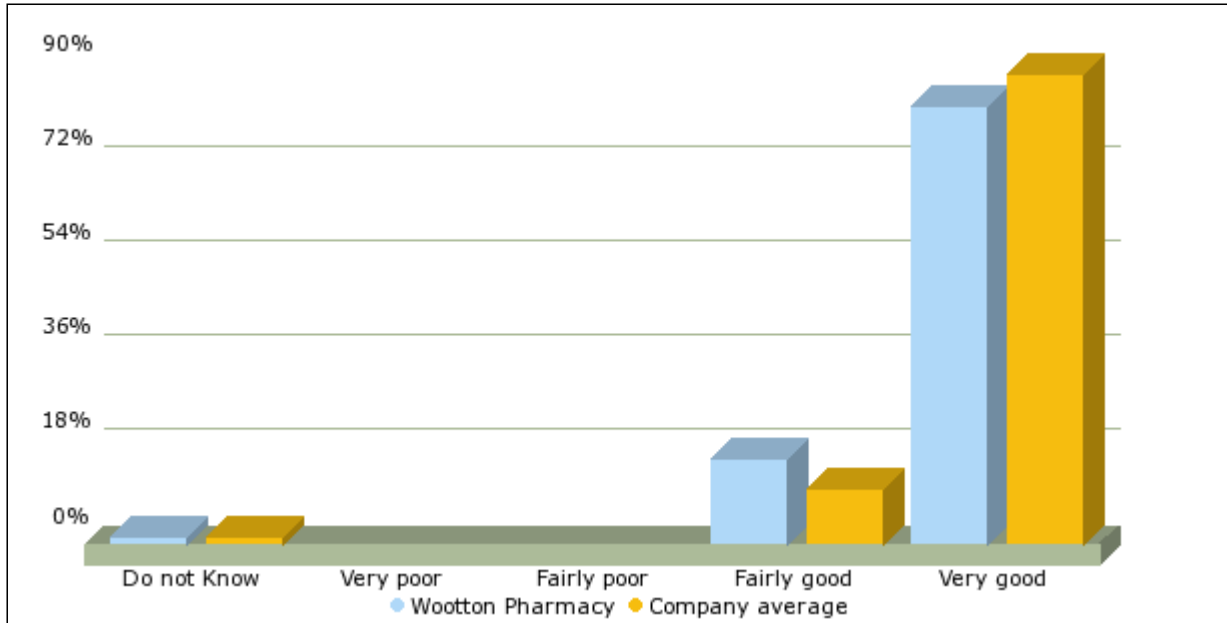
A well laid out Pharmacy is reflected in this result



## Results for Wootton Pharmacy

**Q4) Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:**

**c) Having in stock the medicines/appliances you need**



	Do not Know	Very poor	Fairly poor	Fairly good	Very good
Wootton Pharmacy	1%	0%	0%	16%	83%
Company average	1%	0%	0%	10%	89%

Performance Ratings: Performing Strongly

Comments

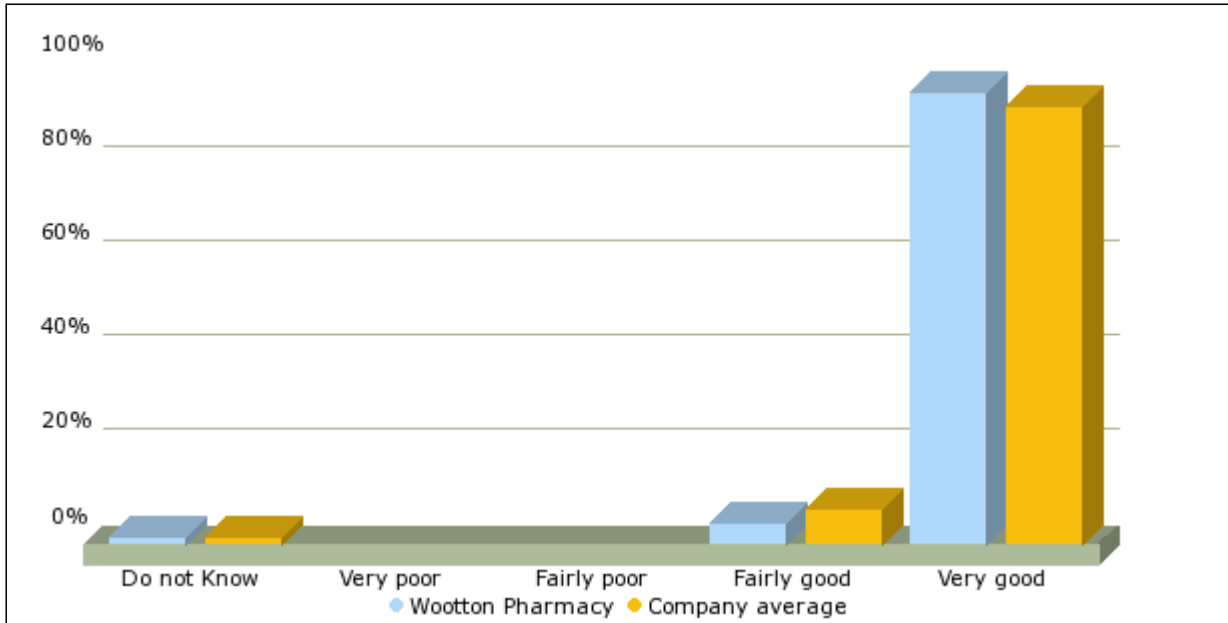
Strong customer focus and staff training is reflected in this result



## Results for Wootton Pharmacy

**Q4) Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:**

**d) Offering a clear and well organised layout**



	Do not Know	Very poor	Fairly poor	Fairly good	Very good
Wootton Pharmacy	1%	0%	0%	4%	95%
Company average	1%	0%	0%	7%	92%

Performance Ratings: Performing Strongly

Comments

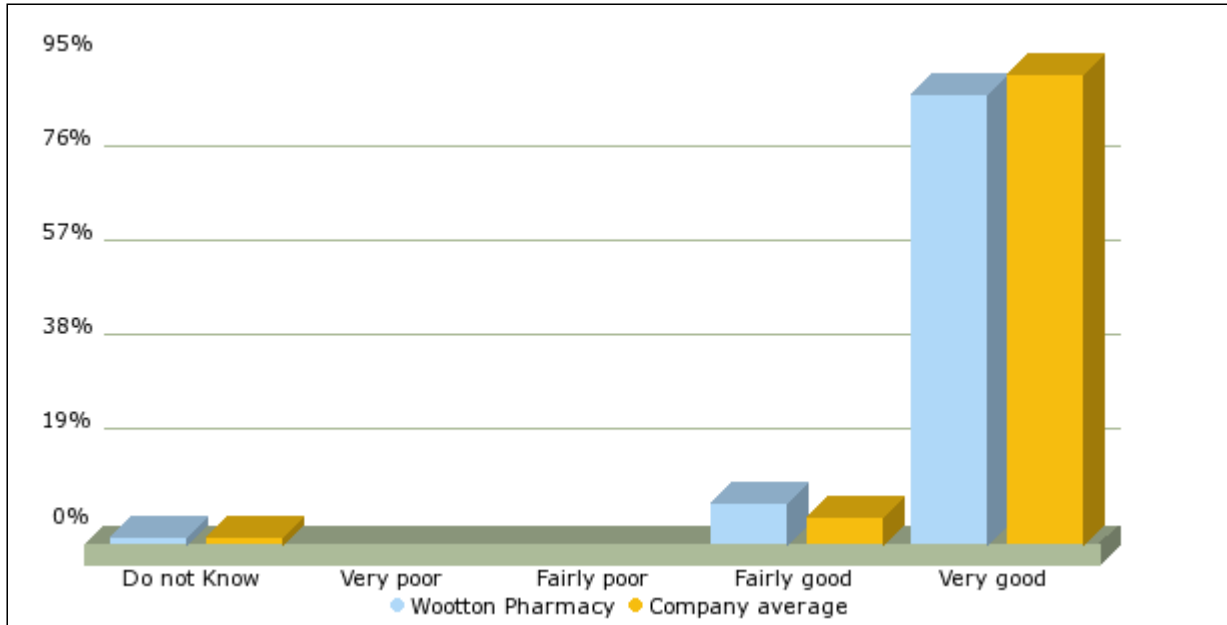
Strong customer focus and staff training in merchandising is reflected in this result



## Results for Wootton Pharmacy

**Q4) Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:**

**e) How long you have to wait to be served**



	Do not Know	Very poor	Fairly poor	Fairly good	Very good
Wootton Pharmacy	1%	0%	0%	8%	90%
Company average	1%	0%	0%	5%	94%

Performance Ratings: Performing Strongly

### Comments

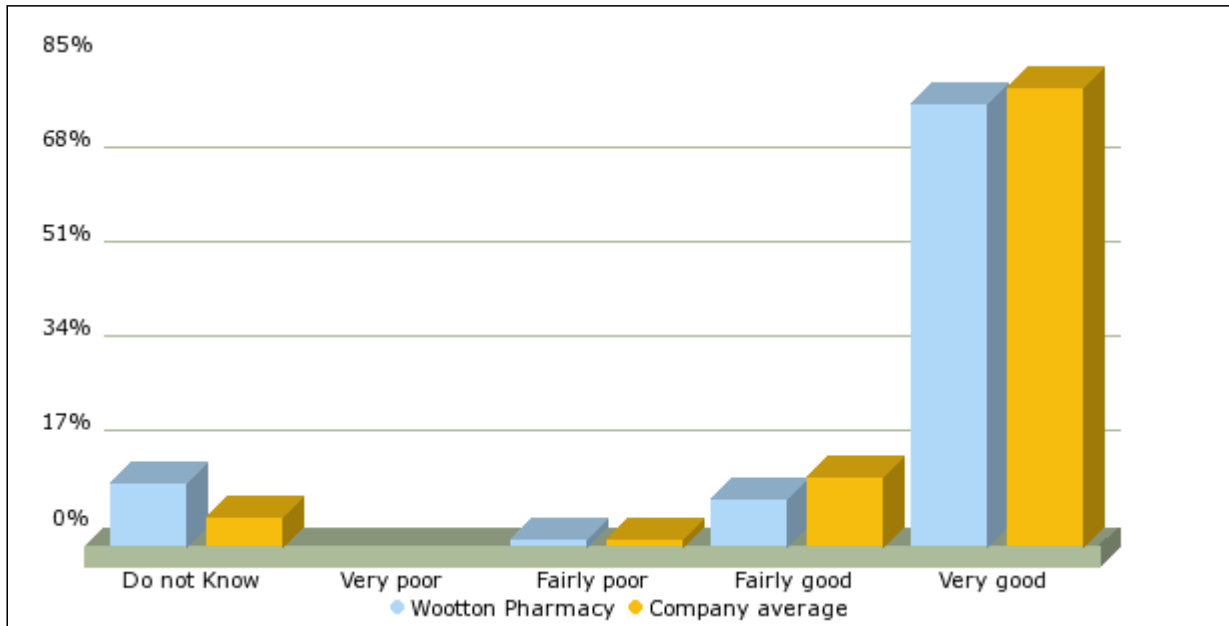
We always strive to provide an efficient service to our patients which is borne out in this result



## Results for Wootton Pharmacy

**Q4) Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:**

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



	Do not Know	Very poor	Fairly poor	Fairly good	Very good
Wootton Pharmacy	11%	0%	1%	8%	79%
Company average	5%	0%	1%	12%	82%

Performance Ratings: Performing Strongly

### Comments

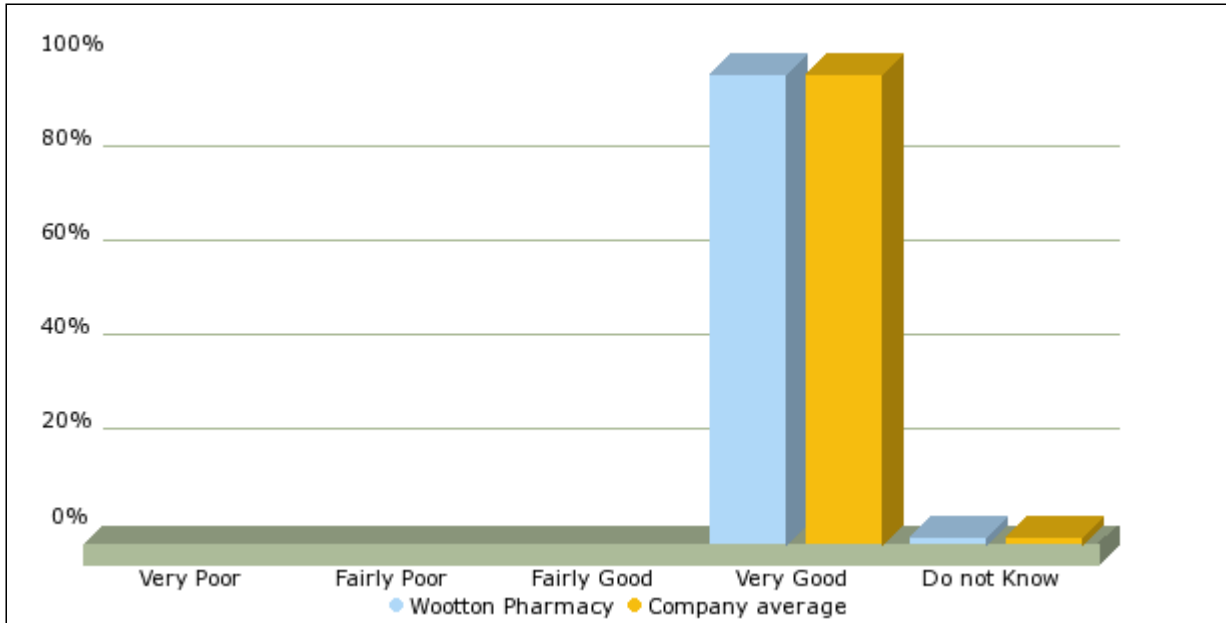
We make full use of our PCT-approved consulting room to discuss sensitive issues with our patients



## Results for Wootton Pharmacy

**Q5) Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:**

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



	Very Poor	Fairly Poor	Fairly Good	Very Good	Do not Know
Wootton Pharmacy	0%	0%	0%	99%	1%
Company average	0%	0%	0%	99%	1%

Performance Ratings: Performing Strongly

Comments

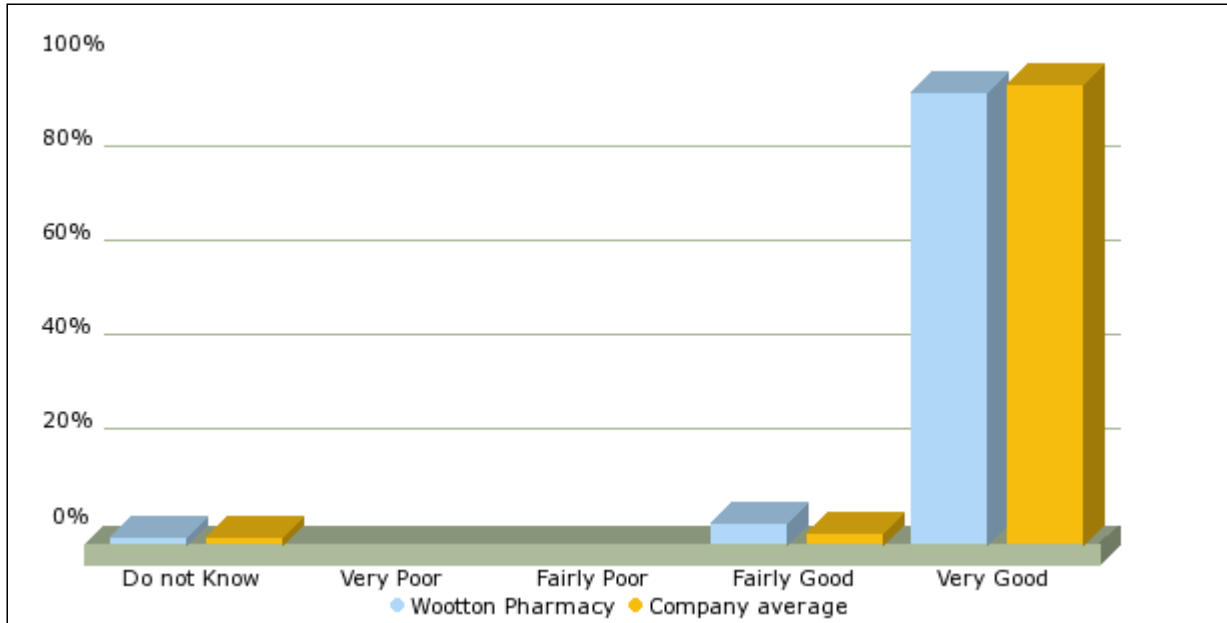
Our single-minded focus on our patients is clearly reflected here.



## Results for Wootton Pharmacy

**Q5) Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:**

**b) Answering any queries you may have**



	Do not Know	Very Poor	Fairly Poor	Fairly Good	Very Good
Wootton Pharmacy	1%	0%	0%	4%	95%
Company average	1%	0%	0%	2%	97%

Performance Ratings: Performing Strongly

Comments

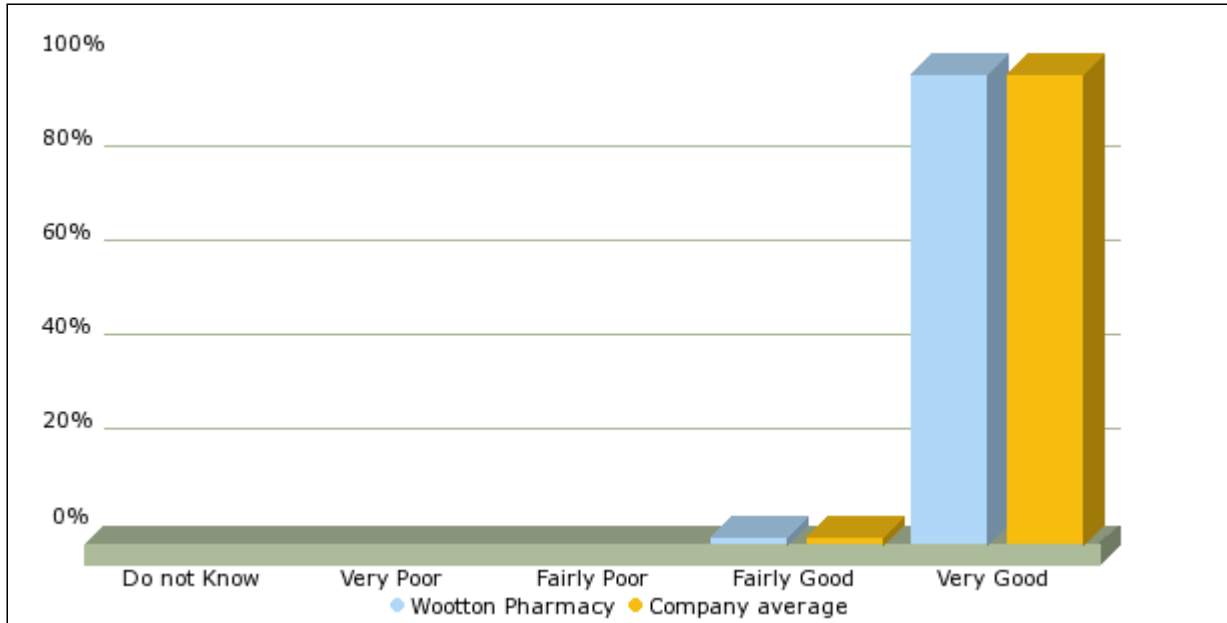
An equally impressive result for our Pharmacy team



## Results for Wootton Pharmacy

**Q5) Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:**

**c) The service you received from the pharmacist**



	Do not Know	Very Poor	Fairly Poor	Fairly Good	Very Good
Wootton Pharmacy	0%	0%	0%	1%	99%
Company average	0%	0%	0%	1%	99%

Performance Ratings: Performing Strongly

Comments

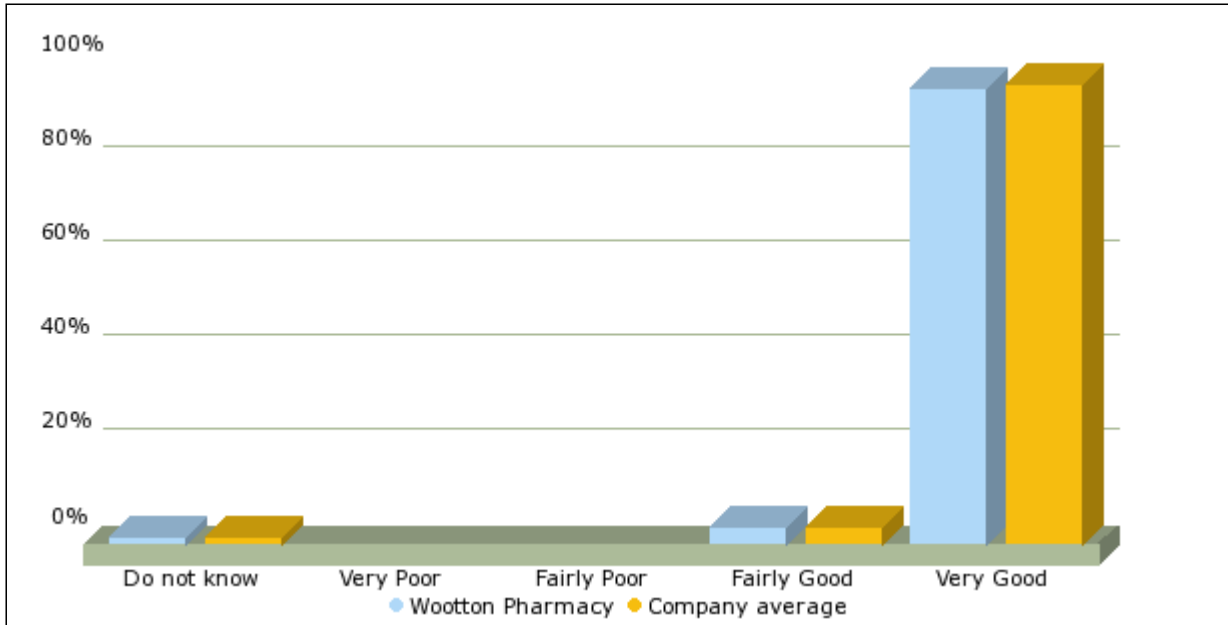
The result speaks volumes



## Results for Wootton Pharmacy

**Q5) Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:**

**d) The service you received from the other pharmacy staff**



	Do not know	Very Poor	Fairly Poor	Fairly Good	Very Good
Wootton Pharmacy	1%	0%	0%	3%	96%
Company average	1%	0%	0%	3%	97%

Performance Ratings: Performing Strongly

**Comments**

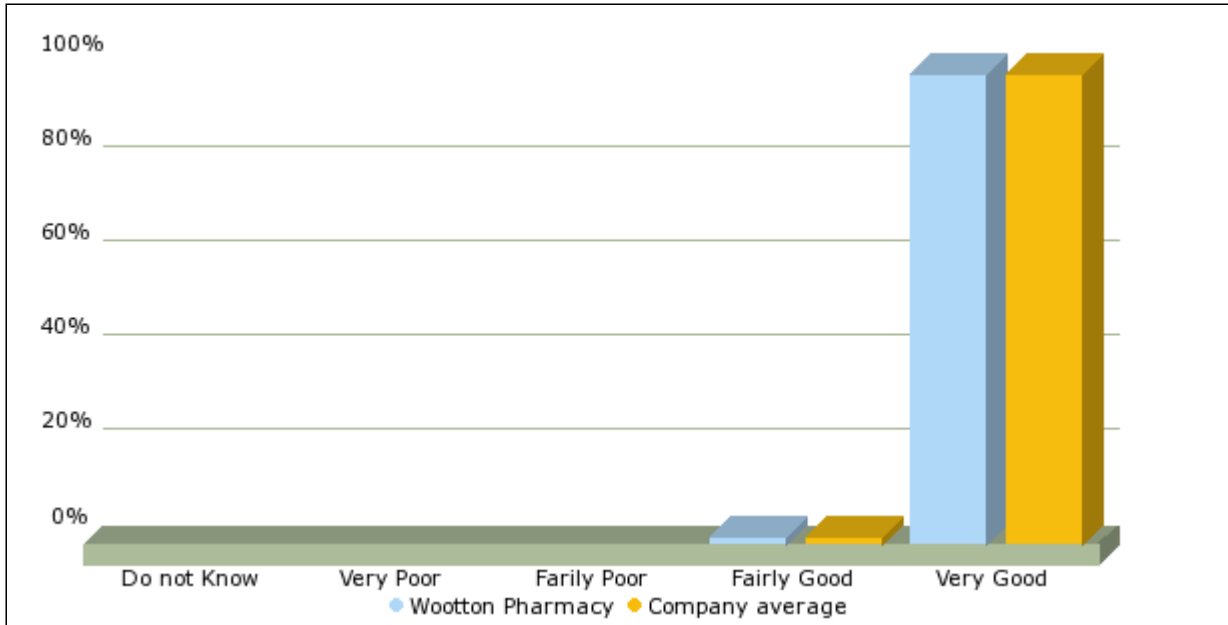
An outstanding performance from our staff, of whom we are justifiably proud



## Results for Wootton Pharmacy

**Q5) Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:**

**e) Providing an efficient service**



	Do not Know	Very Poor	Fairly Poor	Fairly Good	Very Good
Wootton Pharmacy	0%	0%	0%	1%	99%
Company average	0%	0%	0%	1%	99%

Performance Ratings: Performing Strongly

**Comments**

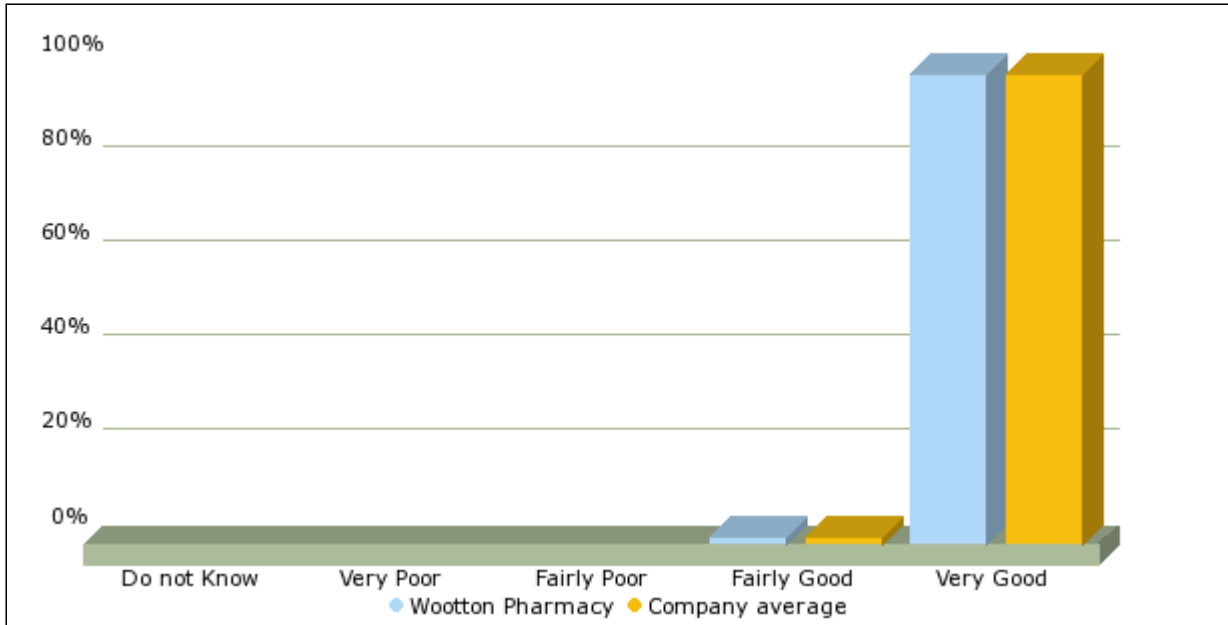
Only 1% away from 100% ! An outstanding result



## Results for Wootton Pharmacy

**Q5) Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:**

**f) The staff overall**



	Do not Know	Very Poor	Fairly Poor	Fairly Good	Very Good
Wootton Pharmacy	0%	0%	0%	1%	99%
Company average	0%	0%	0%	1%	99%

Performance Ratings: Performing Strongly

**Comments**

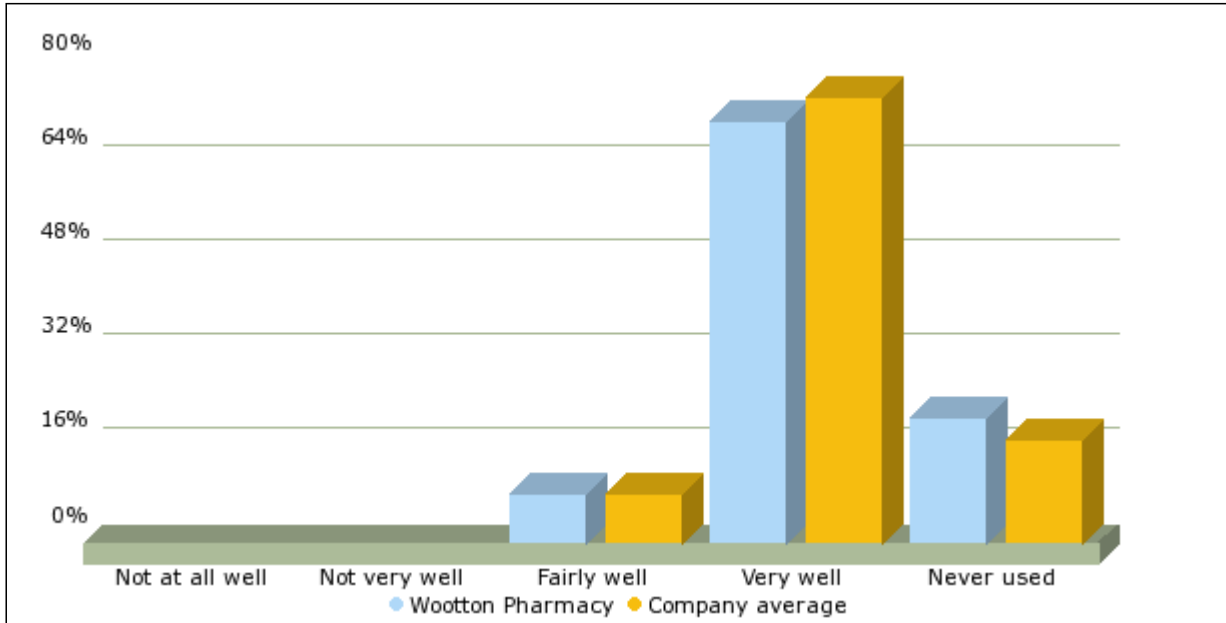
Near 100% satisfaction rate from our patients



## Results for Wootton Pharmacy

**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
Wootton Pharmacy	0%	0%	8%	71%	21%
Company average	0%	0%	8%	75%	17%

Performance Ratings: Performing Strongly

Comments

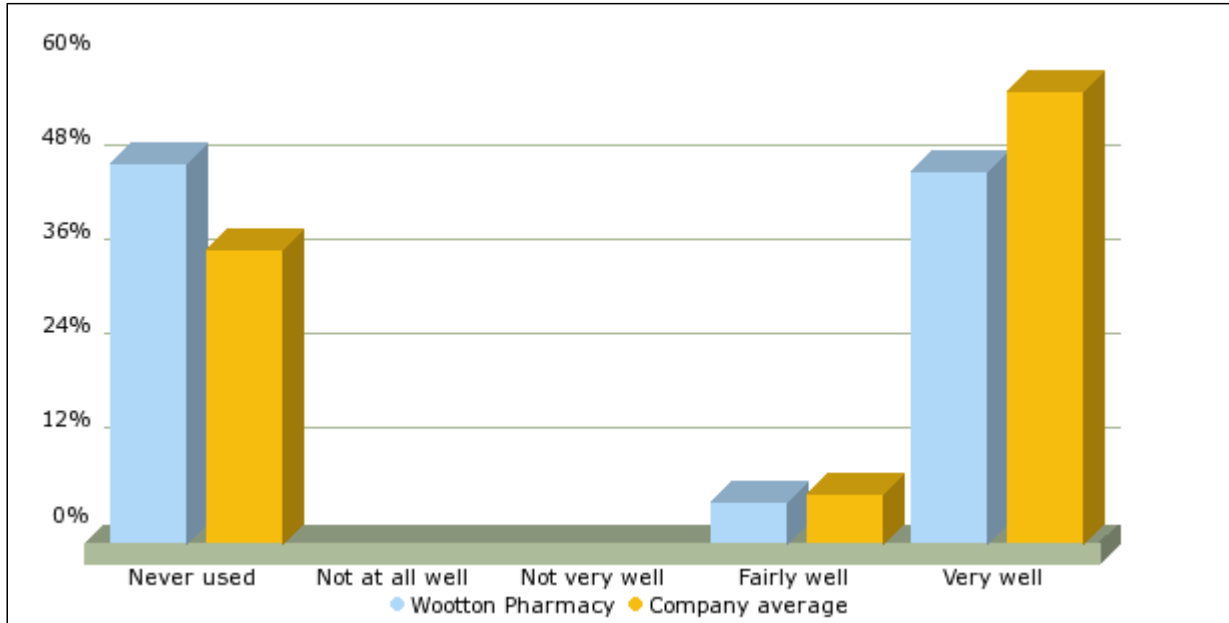
Our efforts in training our staff and pharmacists to a high level is reflected here



## Results for Wootton Pharmacy

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

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



	Never used	Not at all well	Not very well	Fairly well	Very well
Wootton Pharmacy	48%	0%	0%	5%	47%
Company average	37%	0%	0%	6%	57%

Performance Ratings: Performing Strongly

### Comments

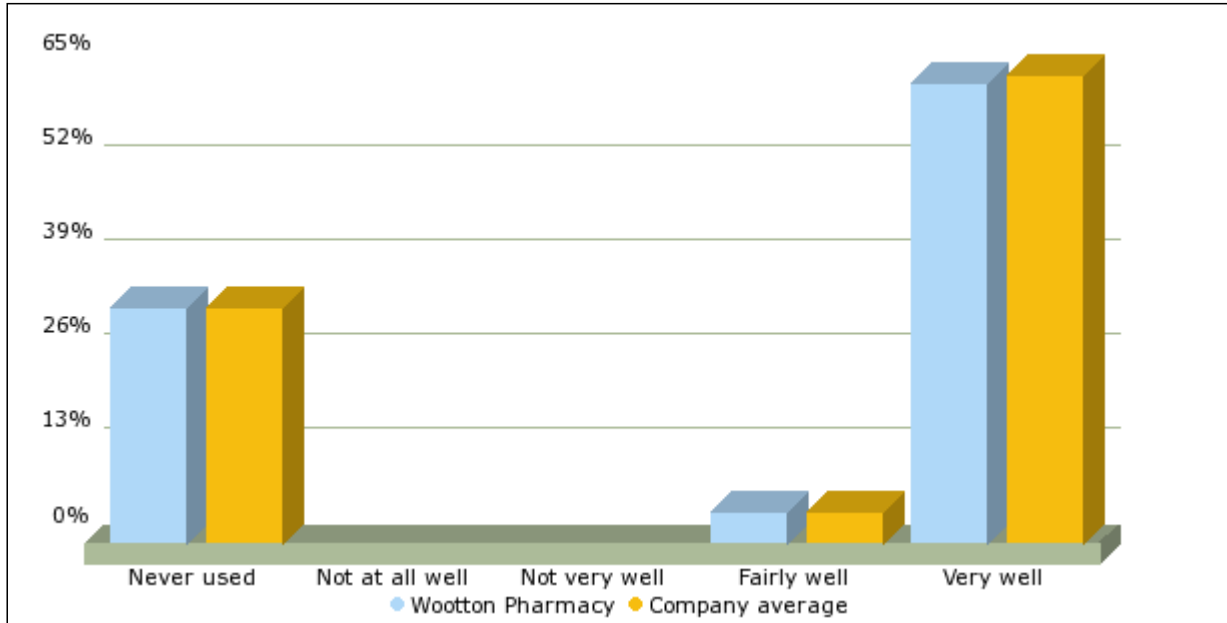
Where the service is used, the patients are very satisfied. However, we may need to promote this service in the future



## Results for Wootton Pharmacy

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

**c) Disposing of medicines you no longer need**



	Never used	Not at all well	Not very well	Fairly well	Very well
Wootton Pharmacy	32%	0%	0%	4%	63%
Company average	32%	0%	0%	4%	64%

Performance Ratings: Performing Strongly

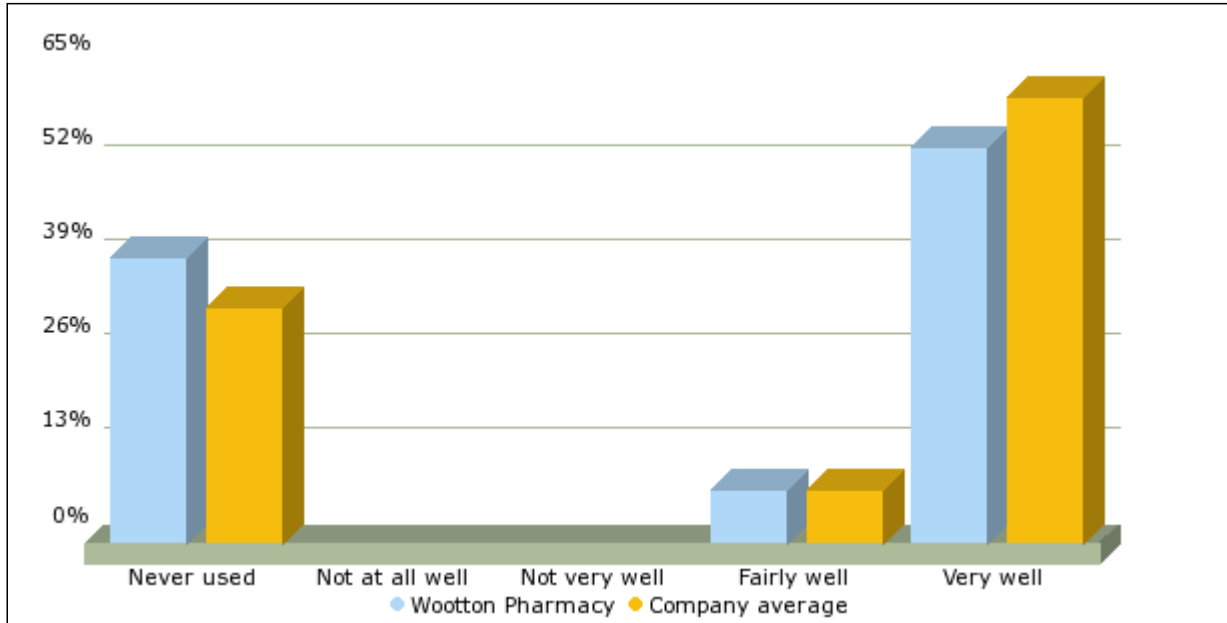
Comments

We operate a PCT-funded DOOP service

## Results for Wootton Pharmacy

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

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



	Never used	Not at all well	Not very well	Fairly well	Very well
Wootton Pharmacy	39%	0%	0%	7%	54%
Company average	32%	0%	0%	7%	61%

Performance Ratings: Performing Strongly

### Comments

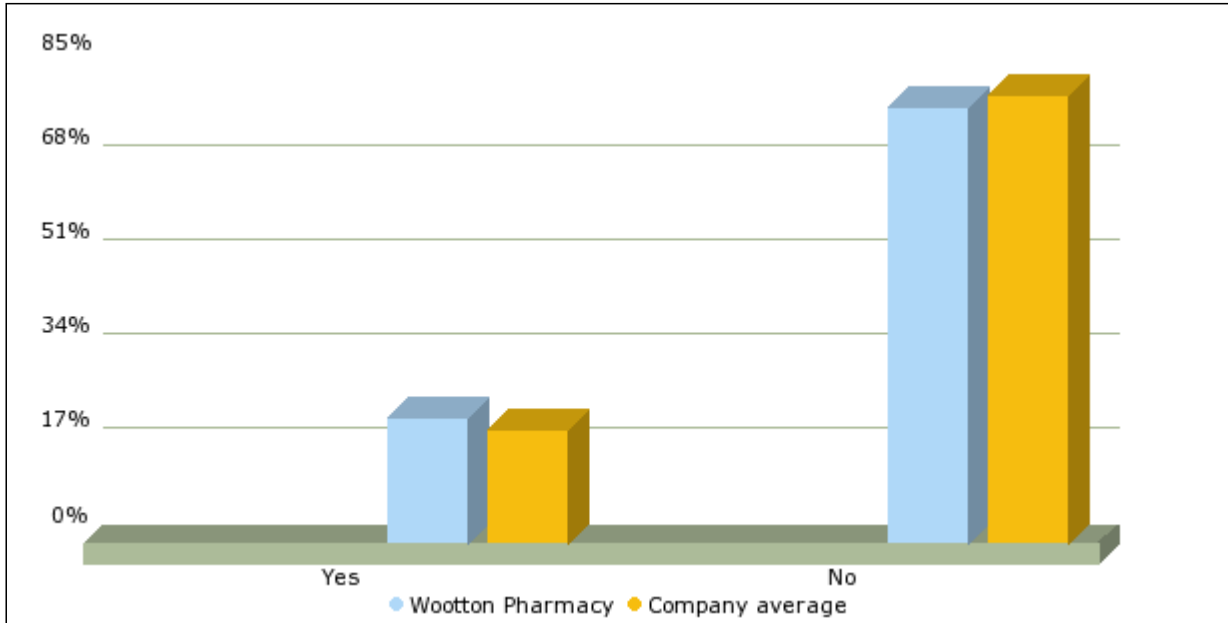
Where the service is used, the patients are very satisfied. However, we may need to promote this service in the future



## Results for Wootton Pharmacy

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

**a) Stopping smoking**



	Yes	No
Wootton Pharmacy	22%	78%
Company average	20%	80%

Performance Ratings: Satisfactory

**Comments**

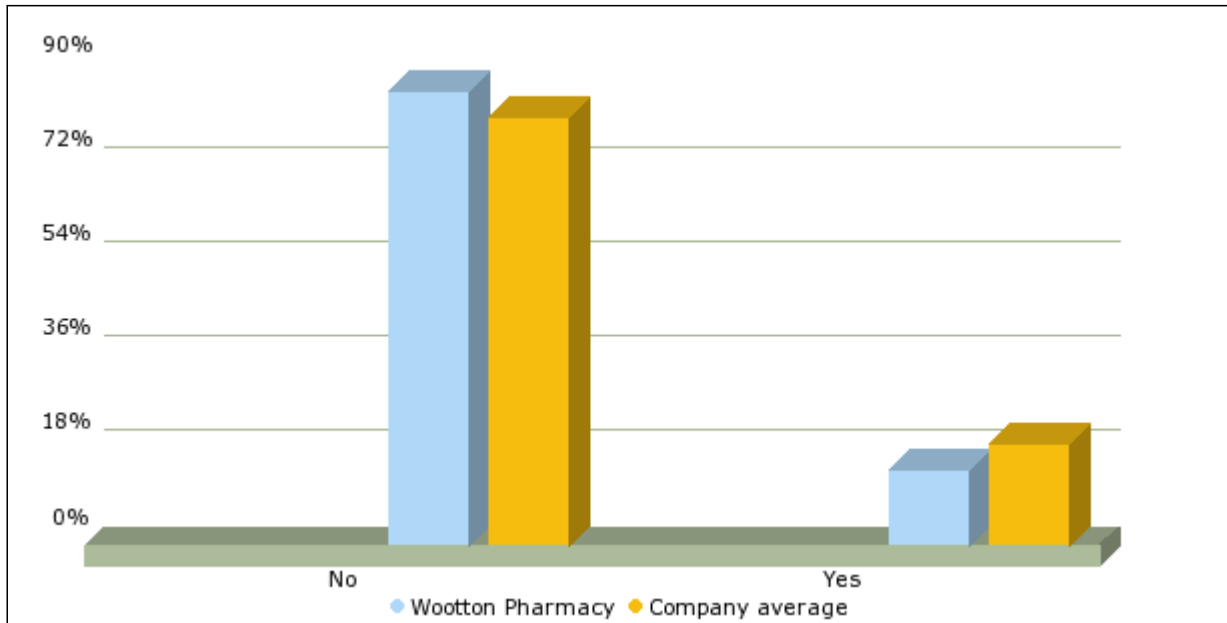
We operate a PCT-funded Smoking Cessation service. We may need to promote this service further in the future



## Results for Wootton Pharmacy

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

**b) Healthy eating**



	No	Yes
Wootton Pharmacy	86%	14%
Company average	81%	19%

Performance Ratings: Satisfactory

Comments

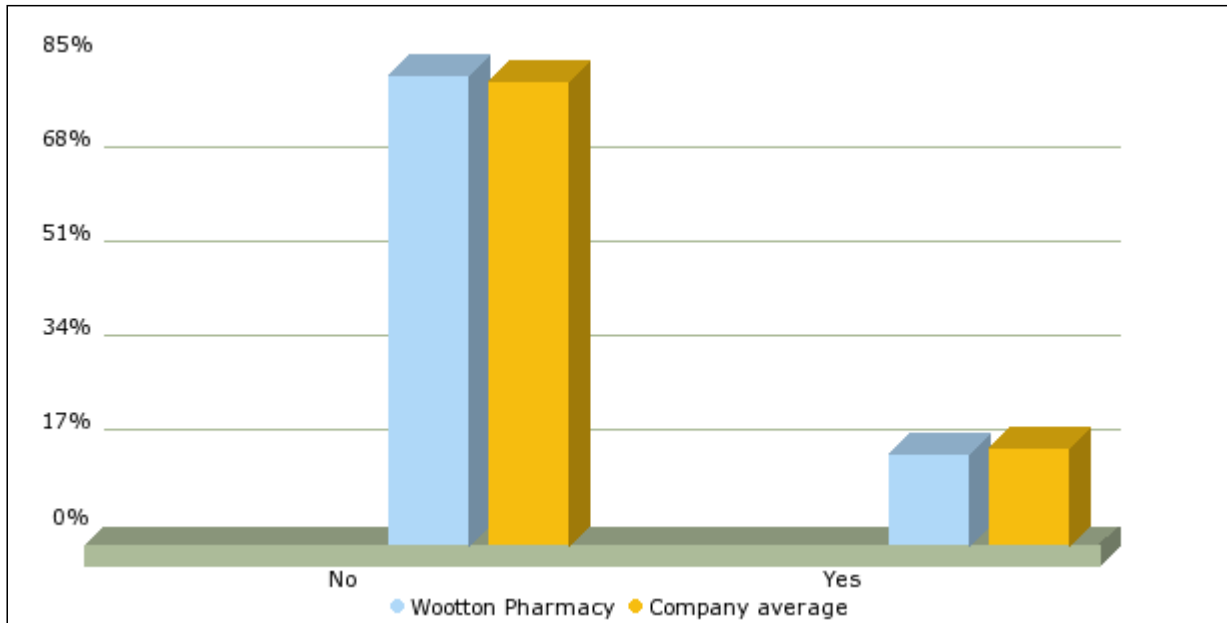
We may need to promote this service further in the future



## Results for Wootton Pharmacy

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

**c) Physical exercise**



	No	Yes
Wootton Pharmacy	84%	16%
Company average	83%	17%

Performance Ratings: Satisfactory

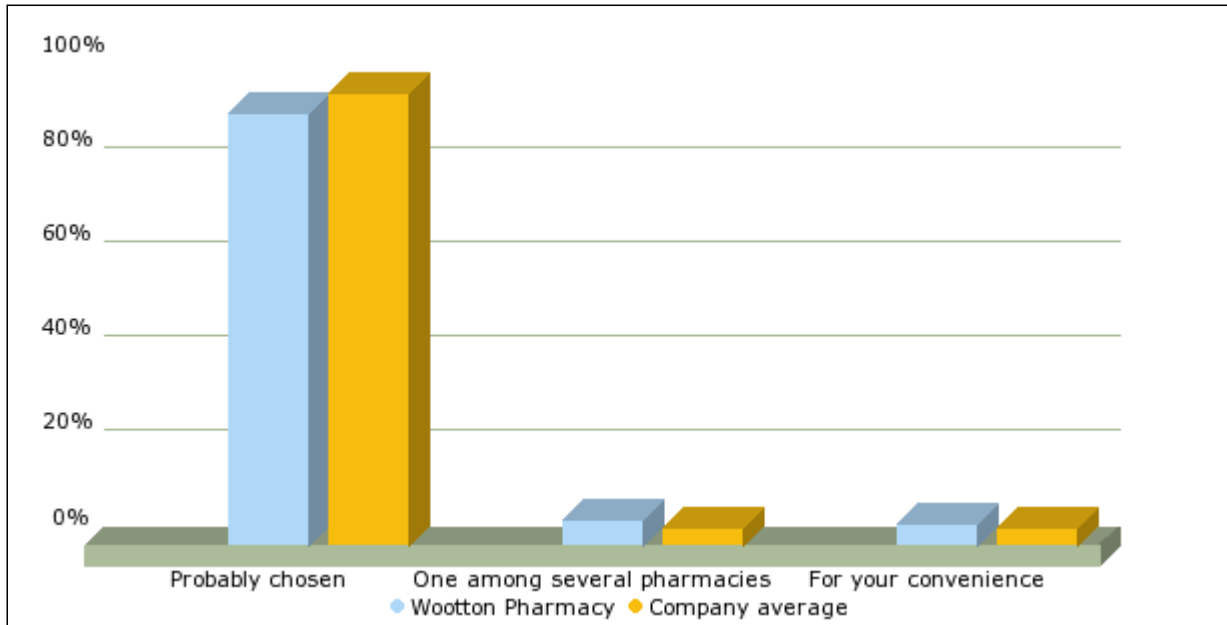
Comments

We may need to promote this service further in the future



## Results for Wootton Pharmacy

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



	Probably chosen	One among several pharmacies	For your convenience
Wootton Pharmacy	91%	5%	4%
Company average	95%	3%	3%

Performance Ratings: Performing Strongly

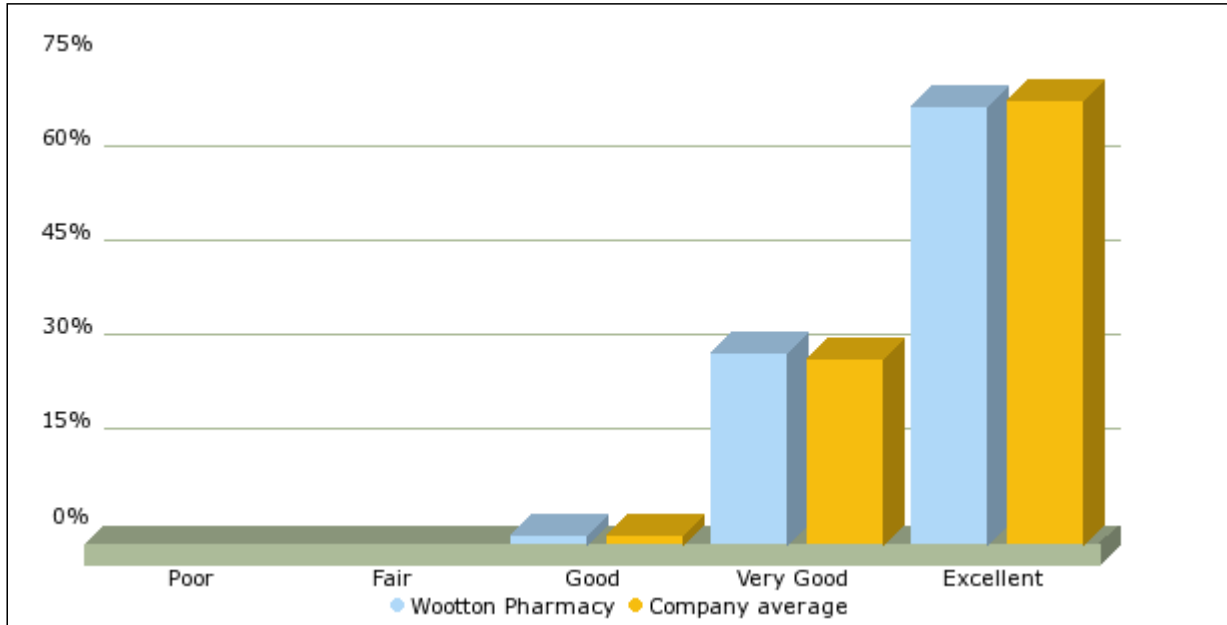
Comments

No comments



## Results for Wootton Pharmacy

**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
Wootton Pharmacy	0%	0%	1%	30%	69%
Company average	0%	0%	1%	29%	70%

Performance Ratings: Performing Strongly

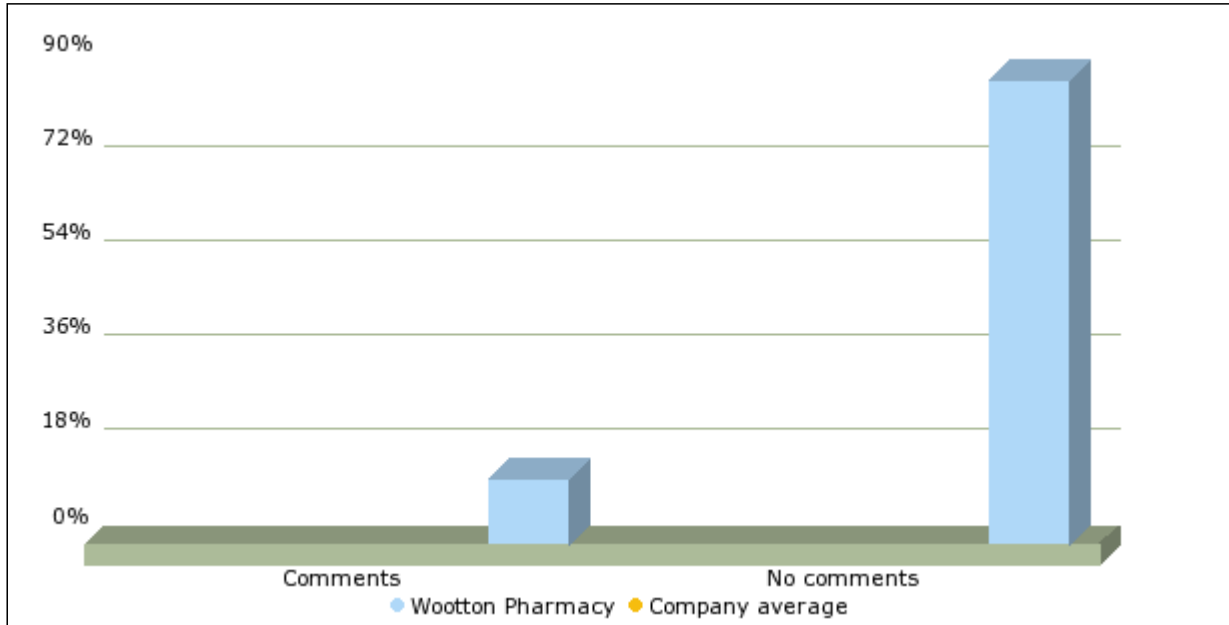
### Comments

This result is a testament to all our staff's hard work and dedication to our patients



## Results for Wootton Pharmacy

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



	Comments	No comments
Wootton Pharmacy	12%	88%

No	Comments
1	I find the local village pharmacy invaluable
2	NEEDS TO BE OPEN ON SATURDAY AND SUNDAY
3	Improved, please write them in here: Full confidence in staff and service provided. Link with Wootton Vale HLC excellent.



## Results for Wootton Pharmacy

4	I think the system of liaison between GP & Pharmacy is excellent
5	SATURDAY MORNING OPENING COULD BE USEFUL AT TIMES.
6	The pharmacist himself treated my mother with the utmost professionalism which left her stress free along with the rest of the family
7	ALWAYS WELCOMED WITH A PLEASANT SMILE AND FRIENDLY
8	I WISH ALL PHARMACIES WERE LIKE THIS
9	open saturday

Performance Ratings: Performing Strongly

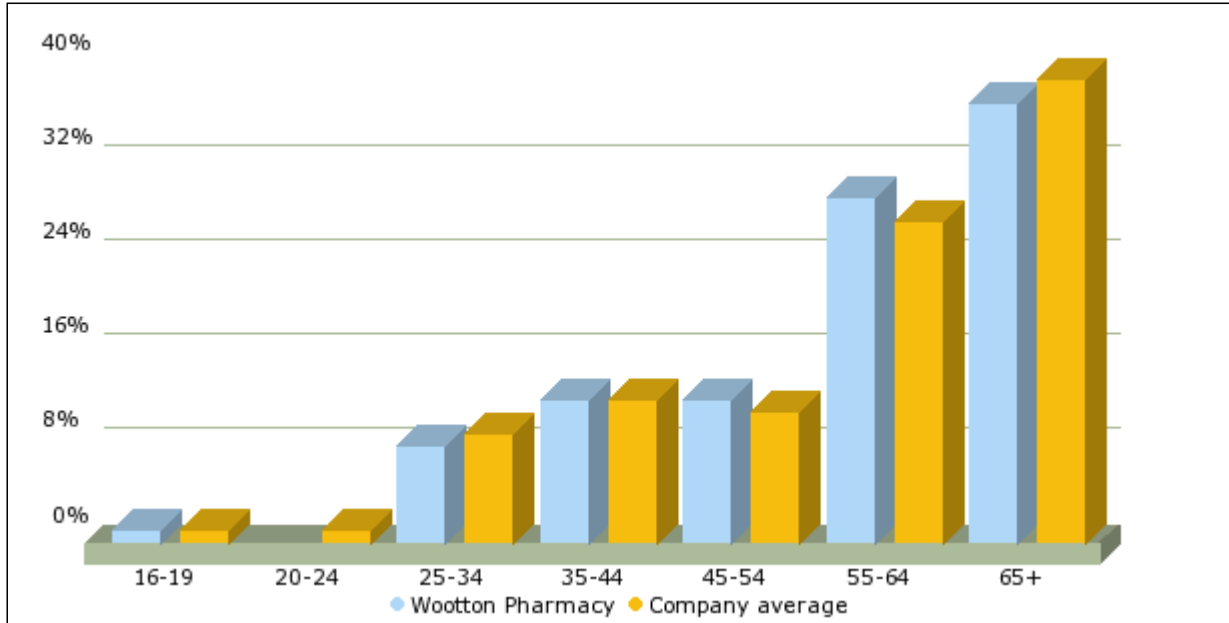
Comments

No comments



## Results for Wootton Pharmacy

Q11) How old are you?



	16-19	20-24	25-34	35-44	45-54	55-64	65+
Wootton Pharmacy	1%	0%	8%	12%	12%	29%	37%
Company average	1%	1%	9%	12%	11%	27%	39%

Performance Ratings: Performing Strongly

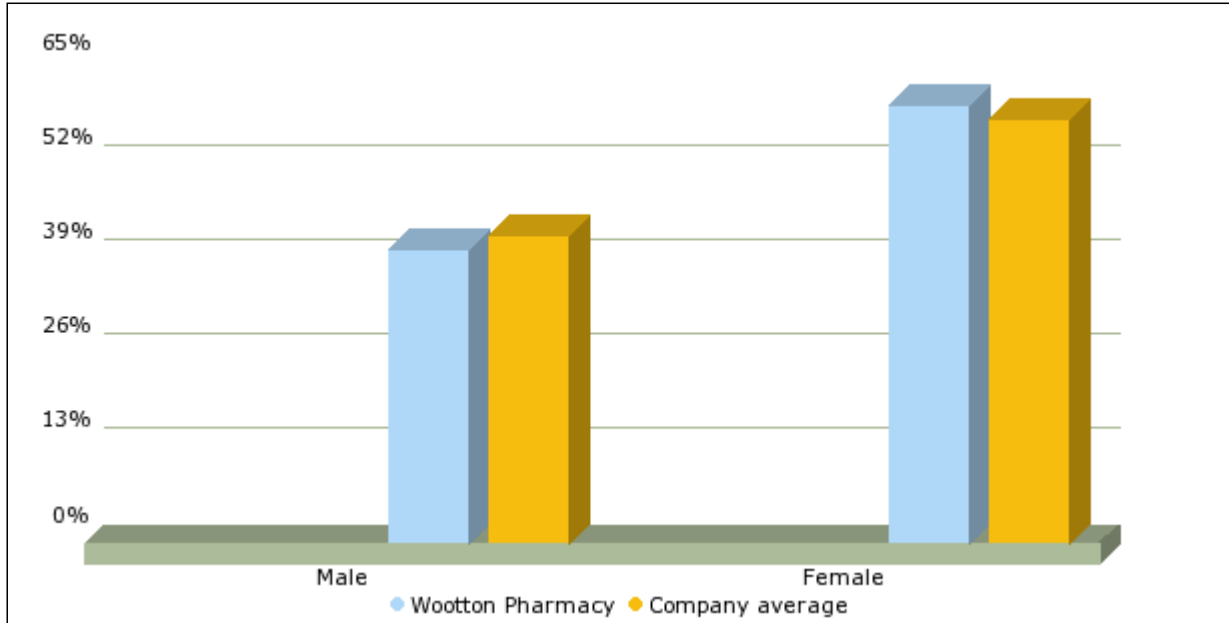
Comments

No comments



## Results for Wootton Pharmacy

Q12) Are you



	Male	Female
Wootton Pharmacy	40%	60%
Company average	42%	58%

Performance Ratings: Performing Strongly

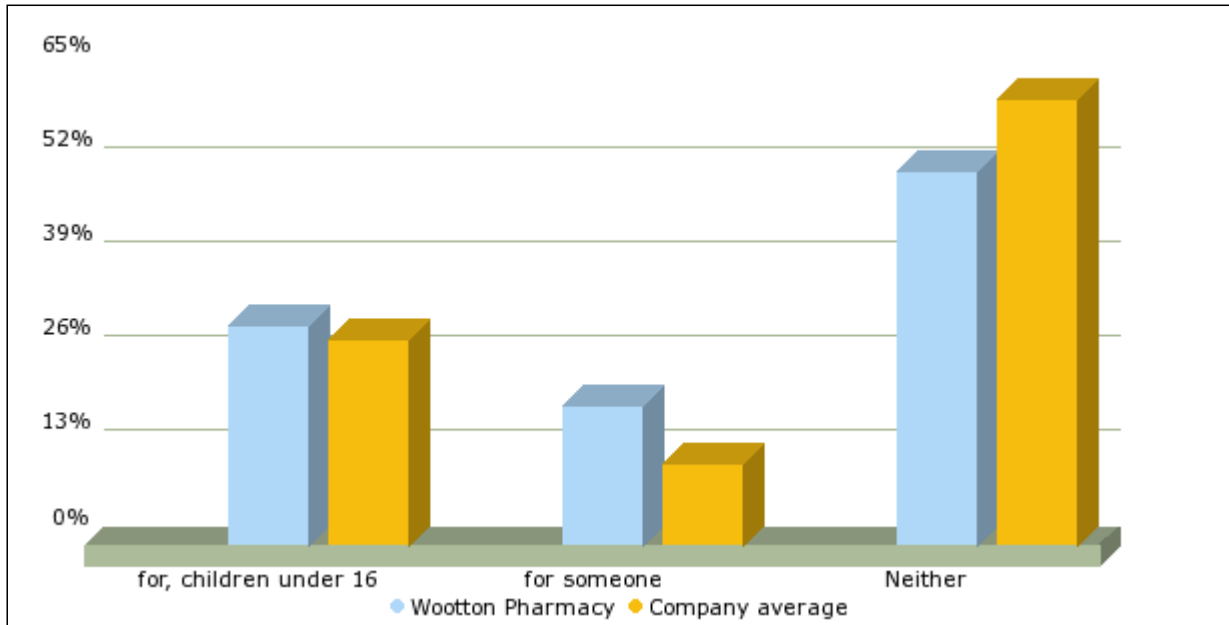
Comments

No comments



## Results for Wootton Pharmacy

Q13) Which of the following apply to you:



	for, children under 16	for someone	Neither
Wootton Pharmacy	30%	19%	51%
Company average	28%	11%	61%

Performance Ratings: Performing Strongly

Comments

No comments