

QUALITY PHARMACIES LTD, T/A COPNER PHARMACY, 336 COPNOR ROAD, PORTSMOUTH, PO3 5EL

CPPQ 2016 - 2017 Results

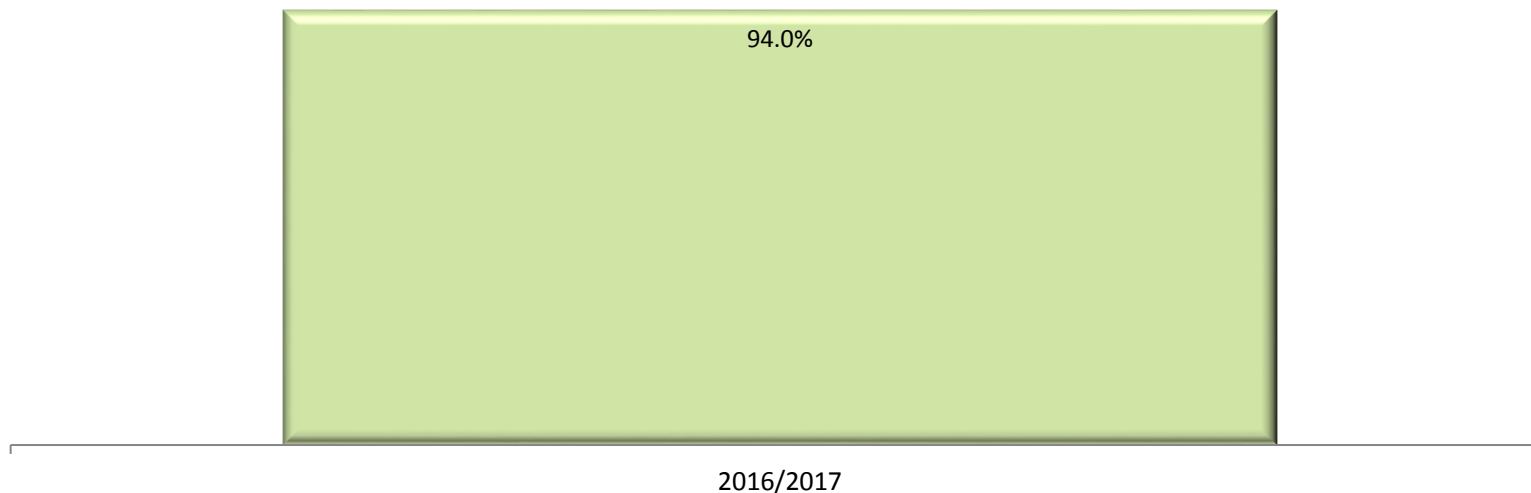
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Results of 172 surveys conducted between February 2017 and April 2017

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 (2016/17)		2016/17
The service you received from the pharmacist		100.0%
The staff overall		100.0%
Providing an efficient service		100.0%
The service you received from the other pharmacy staff		100.0%
Being polite and taking the time to listen to what you want		100.0%
Your lowest scoring questions (2016/17)		2016/17
How long you have to wait to be served		98.8%
Comfort and convenience of the waiting areas		98.8%

Branch Environment (% Very or Fairly Good)

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

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	100.0%
Providing advice on health services or information available elsewhere	100.0%

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

	2016/17	Number of people
Friendly / helpful staff	33.3%	8
Fine / satisfied / no changes needed	25.0%	6
Good / convenient location	8.3%	2
Blood / cholesterol / diabetes tests / flu jabs / hea	4.2%	1
Busy / crowded / gets full	4.2%	1

2016 - 2017

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:

2016/17

Yourself	55.7%
Someone else	24.6%
Both	13.8%
Other reason	6.0%

Q2. If you collected a prescription today, did you...

2016/17

Collect it straight away	31.3%
Wait in pharmacy	60.0%
Come back and collect it later	8.7%

Q3. Satisfaction with time it took to provide your prescription and / or NHS services...

2016/17

Very satisfied	80.1%
Fairly satisfied	18.6%
Not very satisfied	1.2%
Not at all satisfied	0.0%

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

a) The cleanliness of the pharmacy

2016/17

Very Good	88.4%
Fairly Good	9.3%
Fairly Poor	0.0%
Very Poor	0.0%
Don't Know	2.3%
Very or Fairly Good	100.0%

d) Offering clear / well organised layout

2016/17

Very Good	82.4%
Fairly Good	12.4%
Fairly Poor	0.0%
Very Poor	0.0%
Don't Know	5.3%
Very or Fairly Good	100.0%

b) Comfort / convenience of waiting areas

2016/17 2015/16

Very Good	73.3%
Fairly Good	23.8%
Fairly Poor	1.2%
Very Poor	0.0%
Don't Know	1.7%
Very or Fairly Good	98.8%

e) How long have to wait to be served

2016/17

Very Good	82.7%
Fairly Good	14.3%
Fairly Poor	1.2%
Very Poor	0.0%
Don't Know	1.8%
Very or Fairly Good	98.8%

c) Medicines / applicances in stock

2016/17

Very Good	77.1%
Fairly Good	18.2%
Fairly Poor	0.0%
Very Poor	0.0%
Don't Know	4.7%
Very or Fairly Good	100.0%

f) Somewhere can speak without being overheard

2016/17

Very Good	84.2%
Fairly Good	4.7%
Fairly Poor	0.0%
Very Poor	0.0%
Don't Know	11.1%
Very or Fairly Good	100.0%

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

2016/17

Very Good	89.0%
Fairly Good	8.1%
Fairly Poor	0.0%
Very Poor	0.0%
Don't Know	2.9%
Very or Fairly Good	100.0%

d) Service received from other pharmacy staff

2016/17

Very Good	89.5%
Fairly Good	9.9%
Fairly Poor	0.0%
Very Poor	0.0%
Don't Know	0.6%
Very or Fairly Good	100.0%

b) Answering any queries may have

2016/17

Very Good	87.7%
Fairly Good	5.8%
Fairly Poor	0.0%
Very Poor	0.0%
Don't Know	6.4%
Very or Fairly Good	100.0%

e) Providing an efficient service

2016/17

Very Good	90.7%
Fairly Good	8.1%
Fairly Poor	0.0%
Very Poor	0.0%
Don't Know	1.2%
Very or Fairly Good	100.0%

c) Service received from pharmacist

2016/17

Very Good	93.0%
Fairly Good	4.1%
Fairly Poor	0.0%
Very Poor	0.0%
Don't Know	2.9%
Very or Fairly Good	100.0%

f) The staff overall

2016/17

Very Good	91.2%
Fairly Good	8.2%
Fairly Poor	0.0%
Very Poor	0.0%
Don't Know	0.6%
Very or Fairly Good	100.0%

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

2016/17

Very well	74.6%
Fairly well	3.0%
Not very well	0.0%
Not at all well	0.0%
Never used	22.5%
Very or Fairly well	100.0%

c) Disposing of medicines you no longer need

2016/17

Very well	57.2%
Fairly well	2.4%
Not very well	0.0%
Not at all well	0.0%
Never used	40.4%
Very or Fairly well	100.0%

b) Providing general advice on leading a more healthy lifestyle

2016/17

Very well	53.6%
Fairly well	4.8%
Not very well	0.0%
Not at all well	0.0%
Never used	41.7%
Very or Fairly well	100.0%

d) Providing advice on health services elsewhere

2016/17

Very well	52.4%
Fairly well	4.8%
Not very well	0.0%
Not at all well	0.0%
Never used	42.9%
Very or Fairly well	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

2016/17

Yes	11.0%
No	89.0%

c) Physical exercise

2016/17

Yes	6.9%
No	93.1%

b) Healthy eating

2016/17

Yes	10.6%
No	89.4%

Q8. Which best describes how you use this pharmacy?

2016/17

This is the pharmacy that you choose to visit if possible	85.9%
This is one of several pharmacies that is used when needed	8.0%
This pharmacy was just convenient for you today	6.1%

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

2016/17

Excellent	55.4%
Very good	38.7%
Good	5.4%
Fair	0.6%
Poor	0.0%

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

2016/17

Happy with procedures	98.2%
Have concerns	1.8%

Q10c. Has the pharmacy ever asked for consent?

2016/17

Yes	32.5%
No	67.5%

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

2016/17

Yes	90.7%
No	9.3%

Q11. Age		2016/17
16 - 19		0.6%
20 - 24		2.4%
25 - 34		13.5%
35 - 44		19.4%
45 - 54		22.9%
55 - 64		16.5%
65+		24.7%
Q12. Gender		2016/17
Male		36.1%
Female		63.9%
Q13. Which of the following apply?		2016/17
Have, or care for, children under 16		33.1%
A carer for someone with a longstanding illness or infirmity		10.8%
Neither		57.8%

Action Plan

Areas we need to improve the most

% dissatisfied with the service		Action we will take (within 28 days)
How long you have to wait to be served	1.2%	Take action to improve time taken to be served
Comfort and convenience of the waiting areas	1.2%	Review waiting areas and consider if changes can be made

Our response to customers' additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
Consider the provision of additional services Review level of service to reduce crowding	