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.

## **SECTION ONE**

Use this worksheet to collate the raw data from the individual questionnaires. Use the 'five bar gate' method to count the individual responses. (See example) TOTAL NUMBER OF FORMS RETURNED (SEE GUIDANCE FOR DETAILS OF NUMBERS REQUIRED)\_\_\_\_\_

Example Q1 Why did you visit this pharmacy today?					
To collect a prescription for:					
Yourself	Someone else	Both	OR for some other reason: (count and list reasons)		
	IIIII II	11111 11111 11111 11111 11111 11	III  Medicines Use Review / New Medicines Service follow up x 2		
Total:70	Total: 7	Total:22	Total:3		
Grand Total:102					

Q1 Why did you visit this pharmacy today?							
To collect a prescription for:							
Yourself	Someone else	Both	OR for some other reason: (count and list reasons)				
Total:	Total:	Total:	Total:				
Grand Total:	Grand Total:						
%:	%:	%:	%:				

Q2 If you collected a prescription today	, were you able	to collect it straight away,	did you have to wait in the ph	armacy or did	you come back later to collect it?
Straight away		Waited in pharmacy		Came back la	ater
Total:		Total:		Total:	
Grand Total:					
%:		%:		%:	
For the following questions, calculate the Example - How satisfied were you with the					entage of the grand total – see example
Not at all satisfied	Not very satis	sfied	Fairly satisfied		Very Satisfied
IIII	IIII II				
Total:5	Total: 7		Total:25		Total:65
Grand Total:102					
Dissatisfied%:11% ((5 + 7)/102 x 100)	Satisfied%:88	3% ((25+65)/102 x 100)			
Q3 How satisfied were you with the time	e it took to prov	ride your prescription and/o	or any other NHS services you	ı required?	
Not at all satisfied	Not very satis		Fairly satisfied	<u> </u>	Very Satisfied
Total:	Total:		Total:		Total:
Grand Total:					
Dissatisfied%:	Satisfied%:				

Q4. Thinking about any լ	orevious visits as well as today'	s, how would you rate the pharma	cy 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:
Grand Total:				<u>'</u>
Dissatisfied%:	Satisfied%:			
b) The comfort and conv	enience 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:
Grand Total:	,		•	·
Dissatisfied%:	Satisfied%			
c) Having in stock the m	edicines/appliances you need -			
Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:	Total:
Grand Total:				
Dissatisfied%:	Satisfied%			

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

e) How long you have to wait to be served -					
Very poor	Fairly poor	Fairly good	Very good	Don't know	
Total:	Total:	Total:	Total:	Total:	
Grand Total:					
Dissatisfied%:	Satisfied%				

Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:	Total:
Grand Total:			•	

Dissatisfied%: Satisfied%

Q5 Again, including any p	revious visits to this pharmacy	y, how would you rate the pharma	cist 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:	Total:	Total:
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:	Total:	Total:
Grand Total:			·	
Dissatisfied%:	Satisfied%			
c) The service you receive	ed from the pharmacist -			
Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:	Total:
Grand Total:				-
Dissatisfied%:	Satisfied%			

d) The service you rece	ived from the other pharmacy st	aff		
Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:	Total:
Grand Total:				
Dissatisfied%:	Satisfied%			
e) Providing an efficien	t service	<u></u>		
Very poor	Fairly poor	Fairly good	Very good	Don't know
Total:	Total:	Total:	Total:	Total:
Grand Total:				
Dissatisfied%:	Satisfied%			
f) The staff overall				
Very poor	Fairly poor	Fairly good	Very good	Don't know
<b>+</b>	Total:	Total:	Total:	Total:
Total:				
Grand Total:				_

<del>_</del>			ovides each of the following servi	
	current health problem or a long			1
Not at all well	Not very well	Fairly well	Very well	Never used
Total:	Total:	Total:	Total:	Total:
Grand Total:				
Dissatisfied%:	Satisfied%			
b) Providing general adv	vice on leading a more healthy life	estyle -		
Not at all well	Not very well	Fairly well	Very well	Never used
Total:	Total:	Total:	Total:	Total:
Grand Total:				
Dissatisfied%:	Satisfied%			
c) Disposing of medicin	es you no longer need -			
Not at all well	Not very well	Fairly well	Very well	Never used
		·	·	
Total:	Total:	Total:	Total:	Total:
Grand Total:	Totali	10001	Totali	. Stati
Ciana i otal.				

d) Providing advice on	health services or information av	ailable elsewhere -			
Not at all well	Not very well	Fairly well	Very well	Never used	
Total:	Total:	Total:	Total:	Total:	
Grand Total:				-	
Dissatisfied%:	Satisfied%				
Q7 Have you ever been	given advice about any of the fol	lowing 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:							
%:			<b>%</b> :				
Q8 Which of the followi	ng best describes how you us	e this pharn	пасу?				
This is the pharmacy that	t you choose to visit if possible	This is on you need	e of several pharmacies that to	at you use w	when	This pharmacy was just	st convenient for you today
Total:		Total:	Total:			Total:	
Grand Total:							
%:		%:	%:		%:		
Q9 Finally, taking every		he shop and					u received this questionnaire? -
Poor	Fair		Good	,	Very Good	I	Excellent
Total:	Total:		Total:		Total:		Total:
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) –						
l						
1						
1						
Q11 How old a	are you?					
16-19	20-24	25-34	35-44	45-54	55-64	65+
<del> </del>						
Total:	Total:	Total:	Total:	Total:	Total:	Total:
Grand Total:						
%:	%:	%:	%:	%:	%:	%:
Q12 Are you						
Male			Female			
<del></del>						
Total:			Total:			

%:

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			
Total:	Total:	Total:			
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?	<mark>11</mark>		88	
Q3 How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?				
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 -				
d) Offering a clear and well organised layout -				
e) How long you have to wait to be served -				
f) Having somewhere available where you could speak without being overheard, if you wanted to				
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 -				
c) The service you received from the pharmacist -				
d) The service you received from the other pharmacy staff				
e) Providing an efficient service				
f) The staff overall				
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 -				
c) Disposing of medicines you no longer need -				
d) Providing advice on health services or information available elsewhere -				
Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Stopping smoking -				
Healthy eating -				
Physical exercise -				
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).

Section Three	Report for publication				
Owner of Pharr	macy:	Address of Pharmacy:		Date Patient surve	y completed:
_					
Top areas of pe	erformance				
Question					% of respondents satisfied with service
	est need for improvement				
Question			% of respondents dissatisfied with service	Action taken or planned (including timescale)	

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			
%:	%:	%:			