



Community Pharmacy Patient Questionnaire Report: Year End March 2020

Background

The NHS Terms of Service require pharmacies to conduct an annual community pharmacy patient questionnaire (CPPQ) to explore customer satisfaction levels. The responses are used to generate and produce a report, identifying areas where the pharmacy is performing strongly and areas for improvement together with a description of the action taken or planned. The results must be published on the Pharmacy website.

Target completion numbers are set based on monthly dispensed item volumes and envisage contractors having a 12 month period over which to complete. The minimum envisaged average monthly dispensed item volume is set up to 5000 items and requires return of 100 completed CPPQs.

The deadline for completion of the CPPQ is 31st March annually.

Results

Why customers choose us?

- 88% of customer selected the Co-op Health pharmacy app for convenience, the other contributing factors were having control over ordering their prescription, security and privacy

How would you rate the service?

Overall 94% of our customers rated the Coop Health ordering, re-ordering and delivery service as very good and good

Setting up online services

- Ease of setting up online services, 81% of customers rated as very good and good
- Simple steps to set up online services, 84% of customers rated as very good and good
- Clear wording and instructions, 88% of customers rated as very good and good

Using our service

- 69% of customers did not interact with the pharmacy team
- Interaction with the pharmacy team; helpfulness – 92% of customers rated as very good or very good; timeliness - 91% of customers rated as very good or very good; clarity – 91% of customers rated as very good or very good
- Receiving your order within the time you expected - 93% of customers received their orders when expected
- 92% of customers rated our service as very satisfied or satisfied

About our customers

- Age of respondents: 78% of customers aged 45 years and above
- Gender of respondents: 66% of customers are male
- Responsibilities: 18% of customers have or care for children under 16, 6% of customers care for someone with a longstanding illness or infirmity

How was this research conducted?

NHS patients who have received a prescription from Co-op Health in the last 12 months were invited by email to participate in an online survey. The survey was anonymous and the responses were not incentivised.