

## Pharmacy Questionnaire

Healthwatch Cornwall talks with, and listens to, people from Cornwall's diverse communities about their experience of health and social care.

We then share this feedback with people who plan and run services to work towards positive change, where needed.

We want to learn more about your experience of, and thoughts about, improving or changing community pharmacy services in Cornwall.

Please complete the questionnaire and include your email address to be in with a chance to win a **£50 voucher** of your choice, (closing date 31<sup>st</sup> August 2015).

<b>Age:</b>	Under 18	18-24	25 - 49	50 - 64	65 - 74	Over 75	
<b>Gender:</b>	Male	Female	Other:	<b>Location (first part of postcode only):</b>	Example:PL12		
If you could place a tick in the appropriate boxes.					<b>YES</b>	<b>NO</b>	<b>DON'T KNOW</b>
<b>1. Do you visit a pharmacy on a regular basis?</b>							
<b>Pharmacy Name (optional):</b>							
<b>2. Do you feel comfortable talking to the pharmacist about health problems or your well-being?</b>							
If no, why is that?							
<b>3. Do you feel able to talk with the pharmacist without being overheard?</b>							
<b>4. Does the pharmacist use discretion when speaking to other health professionals about you on the telephone?</b>							
<b>5. When receiving new medication from the pharmacist do they explain how, why and when you should take it?</b>							
<b>6. Does the pharmacy usually have your prescribed medicines in stock?</b>							
<b>7. Is the pharmacist polite and helpful when dealing with your enquiry?</b>							
<b>8. What is the pharmacy doing well?</b>							
<b>9. If you could improve the pharmacy, in what way would that be?</b>							

10. The following services can be accessed from your GP surgery. Which ones would you be equally happy to access from a pharmacy? (Tick all boxes that apply)✓

Advice on taking medication	NHS Health Check (Blood Pressure, Cholesterol & Body Mass Index)
Advice on the purpose of the medication	Pregnancy test
Blood pressure testing	Sexual health testing e.g. chlamydia testing
Cholesterol level testing	Stop smoking services
Diabetes testing	Weight management services
Emergency hormonal contraception services	Flu vaccination
Medication review	
Minor Ailment Service e.g. conjunctivitis, constipation, cystitis, headaches, hay fever, indigestion, thrush	

11. Any additional comments on any of the pharmacies that you have visited in the last six months?

12. Thank you for taking the time to complete this questionnaire.

For your chance to win a voucher of your choice worth £50 please include your e-mail address below and you will also receive our monthly newsletter.

All information is kept in accordance with the Data Protection Act.

e-mail: