



Pharmacy Service Users' Satisfaction Survey Report 2010



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Executive Summary

This report summarises the results of the 2010 Nelson Bays Primary Health Pharmacy User Satisfaction Survey. Of the 2000 mailed survey forms posted, 468 were returned (response rate of 24.7%).

Almost all respondents (98.1%) had visited a pharmacy in the 12 months prior to answering this survey. Over 70% of respondents surveyed had visited their pharmacy more than 5 times in the past 12 months. The majority (61.8%) of these visits had been to collect a prescription for themselves. Most respondents (87.9%) reported that all their medicines were in stock.

Almost half of the respondents were in paid employment (45.8%) and 30.4% described themselves as retired. The average age of the respondents was 55 years old. Just over half (55%) declared that they had a long standing illness, disability or infirmity.

The majority of respondents (64.1%) rated pharmacists as excellent, very good or good for providing advice on how to take or apply medicines, the expected outcome of treatment, potential side-effects and how to store medicines. Pharmacy staff were rated as good or above for treating people with dignity and respect (97.4%), offering privacy (70.8%) and answering questions (86.1%). The majority of respondents were satisfied with prescription waiting times (86.4%) and found pharmacy prescription charges affordable (85.7%).

Most respondents (90.5%) were satisfied with the opening hours of their pharmacy and rated them as excellent, very good or good. Of those who listed additional times they would like their pharmacy to be open, 70 (15.6%) would like their pharmacy to be open on weekends.

The majority of respondents (92.2%) stated that overall they were satisfied or completely satisfied with the service from their pharmacy.

Background

The survey is a contractual requirement of the Nelson Marlborough District Health Board's (NMDHB) Pharmacy Services Agreement (section G.12) between community pharmacies and Nelson Marlborough District Health Board.

The New Zealand Health Strategy identified quality improvement as a cornerstone of a high-performing system. Quality results from the interactions of individuals, teams, organisations and systems. A safe and effective health system requires systematic quality improvement and assessment procedures to ensure services meet a high standard of health care and contribute to improved health outcomes.

Aim

The aim of the survey is to assess pharmacy users' satisfaction with aspects of the pharmacy they use e.g. access to and services they receive, with a view to reviewing services and the quality of care for patients and possibly improving where indicated and appropriate.

Method

An annual Pharmacy Service User Satisfaction Survey is required as a part G12 of the Pharmacy Services Agreement contract with Nelson Marlborough District Health Board.

The survey was designed by Margaret Gibbs and Caroline Allen in consultation with Dr Gerard Zwier, Managing Director, Health Services Consumer Research Ltd and NMDHB Pharmacy Advisory Group.

NBPH has its own register management services and an IT team member drew a random sample of 2000 people from the 26 practice registers of people enrolled with NBPH. The enrolled population of Nelson Bays was 92784 at the time of sampling which equated to a confidence interval of ± 5 with a 95% confidence level i.e. NBPH can be 95% sure that results lie within $\pm 5\%$ of the true percentage of the population's results.

Participants' identities were protected as only the IT team member saw the names of the survey participants; other members of NBPH did not have access to this information. The survey was printed and distributed by a third party commercial printer, with a reply paid envelope included.

The letter accompanying the survey advised participants that NBPH was conducting the survey on behalf of pharmacies. The letter assured participants that their confidentiality would be maintained as their responses would be aggregated with other replies, that the person receiving the survey form would not know their name, and that they would not be identified in any report of the survey's results. Survey forms did not include pharmacy identifiers.

Survey forms were posted in February 2010; 12 weeks later on May 14, 2010 the survey was closed. Non-responders were not followed up. Data from returned forms were entered into an Excel file by the NBPH data entry person.

Participants were asked to complete the survey about visits to any pharmacy in the Nelson Bays area during the past twelve months.

Standard analytical techniques were used to analyse the data. Comments were analysed using qualitative techniques that comprise of grouping similar comments and defining themes together.

Results

1 Response Rate

Of the 2000 mailed survey forms, 107 were returned with incorrect addresses and 3 were received after the cut off date, therefore, 1890 is used as the denominator to calculate the survey response rate. Valid responses were made to 468 survey forms (24.7% response rate) and no reply was received from the remaining 1422 forms. The enrolled population of Nelson Bays was 92784 at the time of sampling; results have a 95% confidence level with $\pm 5\%$ confidence interval.

2 Characteristics of respondents

Almost half of the respondents were in paid employment (45.8%). The remaining respondents described themselves as retired (30.4%), looking after their home and family (12.2%), at school or in full time education (4.9%), unable to work due to long-term sickness (2.8%) or unemployed (0.4%). Other groups accounted for the remainder (3.4%).

Just over half of the respondents (55.5%) declared that they had a long-standing illness, disability or infirmity.

Respondents identified with following ethnic groups:

Table 1: Ethnic groups of respondents

Ethnicity	%
New Zealand European	88.6%
New Zealand Māori	5.6%
Other	5.8%

Where more than one ethnicity was specified a “prioritised ethnicity” was used. The response from Māori reflects the demographic breakdown of the Nelson Bays region.

The gender split of the respondents was 35.0% Male and 65.0% Female.

The average age of the respondents was 55 years. The age demographics are:

Table 2: Age demographic of respondents

Age (years)	%
Less than 10	1.6%
10-20	3.4%
21-30	5.8%
31-40	11.2%
41-50	15.0%
51-60	21.0%
61-70	21.3%
71-80	13.6%
Greater than 80	7.2%

3 Satisfaction with Pharmacy Service

The survey asked respondents to comment on their satisfaction with aspects of pharmacy service. Initially, respondents were asked how many times in the last 12 months they had been to a pharmacy.

Table 3: Frequency of pharmacy visits

Number of times	%
None	1.9%
1 or 2	8.8%
3 or 4	19.1%
5 or 6	21.7%
7 or more	48.4%

Over 70% of respondents surveyed had visited their pharmacy more than 5 times in the past 12 months.

3a. Prescription Dispensing Service

Respondents were asked if, on the last time they visited their pharmacy, if they collected a prescription for themselves or for someone else.

Table 4: Collected a prescription for yourself or someone else

Prescription for	%
Self	61.8%
Someone else	19.4%
Both	18.8%

The majority of respondents had visited their pharmacy to collect a prescription for themselves (80.6%) and 18.8% of these had collected someone else's prescription at the same time.

The survey asked if all the medicines on the prescription were in stock, or if the respondents had to return to collect some more medicine later. Most respondents (87.9%) reported that all their medicines were in stock, with the remaining 12.1% reporting that they had to collect more later.

The respondents were asked about the time that they had to wait for a prescription to be dispensed and how they felt about this.

Table 5: Time waiting in the pharmacy before prescriptions were ready

Time waiting (minutes)	%
10 or less	62.9%
11-20	32.2%
21-30	3.4%
31-60	1.1%
More than 1 hour	0.4%

Overall, most respondents (86.4%) thought the waiting time for a prescription was reasonable, with 62.9% of prescriptions ready within 10 minutes and 95.1% of prescriptions ready within 20 minutes. The remaining 13.6% of respondents rated the waiting time as poor or very poor, however, only 4.9% had waited for more than 20 minutes for a prescription.

3b. Pharmacy Access

The survey asked respondents about access to their pharmacy, if they arrived by car, how accessible car parking was near to the pharmacy.

Table 6: Ease of finding a car park near by

Car parking	%
Does not apply	9.1%
Very easy	36.9%
Easy	27.8%
OK	22.3%
Difficult	3.3%
Very difficult	0.7%

The majority of respondents (64.7%) felt it was easy or very easy to find a car park close to their pharmacy. Only 4.0% found it difficult or very difficult. Car parking was relevant to 90.9% of the respondents.

3c. Pharmacist Service

The respondents were asked to rate the service that they received from the pharmacist when they visited their pharmacy. They were asked to comment on 8 different aspects of advice.

Table 7: Satisfaction with the pharmacist for providing advice on:

Advice	Does not apply	Excellent	Very good	Good	Fair	Poor	Very poor
How to take or apply the medicine	6.9%	36.3%	34.5%	18.1%	2.4%	1.3%	0.4%
The expected outcome of treatment	25.7%	16.0%	26.9%	19.7%	5.8%	4.9%	1.2%
Potential side effects	26.2%	18.2%	21.0%	16.4%	6.5%	9.6%	2.1%
Precautions	25.3%	23.9%	23.9%	14.8%	4.9%	5.6%	1.6%
How to store the medicine	25.5%	14.5%	18.5%	17.8%	11.2%	8.9%	3.7%

Advice	Does not apply	Excellent	Very good	Good	Fair	Poor	Very poor
How to dispose of the medicine	34.8%	10.7%	10.9%	10.7%	10.7%	13.7%	8.5%
How to manage the health condition	42.6%	11.4%	13.8%	12.1%	8.1%	7.4%	4.5%
How to lead a healthier lifestyle	42.6%	11.4%	13.8%	12.1%	8.1%	7.4%	4.5%

The majority of respondents (50.8% to 88.9%) rated the pharmacist as excellent, very good or good for providing advice on how to take medicines, the expected outcomes of treatment, potential side-effects, precautions and how to store medicines. The majority (34.8% to 42.6%) of respondents thought that advice on how to dispose of medicines, how to manage health conditions and how to lead a healthier lifestyle did not apply to them. One fifth (20.0%) of the respondents rated advice on how to manage a health condition and lead a healthier lifestyle as fair, poor or very poor. One third (34.0%) of the respondents considered the pharmacist's advice on how to dispose of unwanted medicines to be fair, poor or very poor.

The survey asked about participants' satisfaction with pharmacy staff and this was rated against three dimensions of quality in pharmacy consultations/interactions.

Table 8: Satisfaction with the pharmacy staff on:

Quality	Does not apply	Excellent	Very good	Good	Fair	Poor	Very poor
Treating you with dignity and respect	0.4%	54.5%	29.8%	13.1%	1.5%	0.2%	0.4%
Offering privacy	14.4%	31.3%	20.0%	19.5%	9.8%	4.3%	1.1%
Answering questions	9.5%	43.0%	28.2%	14.9%	3.2%	0.9%	0.5%

Pharmacy staff were rated as excellent, very good or good for treating people with dignity and respect (97.4%), offering privacy (70.8%) and answering questions (86.1%). Privacy was rated as fair, poor or very poor by 15.2% of the respondents. In the comments section of the survey, 9 responders made suggestions to improve privacy in pharmacies.

3d. Opening Hours

The survey asked respondents if they knew about the opening hours of their pharmacy and how they felt about these hours of business. Most people (76.8%) knew the hours that their pharmacy was open for business, with the remaining 23.2% responding that they did not know.

Table 8: Satisfaction with Pharmacy's opening hours

Opening Hours	%
Excellent	18.7%
Very good	39.7%
Good	32.1%
Fair	8.3%
Poor	0.7%
Very poor	0.5%

Most respondents (90.5%) were satisfied with the opening hours of their pharmacy and rated them as excellent, very good or good.

3e. Additional Opening Hours

448 people (95.2%) answered this question, and some ticked more than one response. Overall, the majority of people (78.3%) were satisfied with the opening hours of their pharmacy. Of those who listed additional times they would like their pharmacy to be open, 70 (15.6%) would like their pharmacy to be open on weekends and 35 (7.8%) would like the pharmacy to be open in the evenings, 5 (1.1%) would like early morning opening.

4 Affordability of Pharmacy Prescription Medicines

Respondents were asked to think about how much they had to pay for a prescription medicine, and determine how affordable it was for them personally. Most respondents (85.7%) found the amount paid for the prescription medicine average, affordable or very affordable, with 7.7% of respondents finding the cost either expensive or very expensive. Affordability of prescriptions did not apply to 6.6% of responders.

5 Overall Satisfaction

Respondents were asked to indicate how satisfied they were with their pharmacy, all things considered. The majority of respondents (92.2%) stated that overall they were satisfied or completely satisfied with the service from their pharmacy, 6.9% said they were neutral, 0.2% were dissatisfied and 0.6% were completely dissatisfied.

6 Comments

Of the 468 surveys returned, more than half of the participants (276 / 57.7%) took the opportunity to provide one or more comments about their pharmacy (424 comments). Of the 424 comments analysed, there were 323 positive comments (76.1%), 27 negative comments (6.3%) and 74 comments suggesting where improvements could be made (17.4%).

In this section, *respondents* refers to those 276 respondents who made one or more comments as opposed to the 468 who returned surveys.

Comments have been analysed using qualitative techniques that comprise of grouping similar comments and defining themes together.

The main themes were:

- a) **Pharmacy Staff** – comments about pharmacy staff in general, pharmacists, dispensers and retail staff attitudes
- b) **Medicine Information** – comments on the knowledge and advice given by pharmacists and pharmacy staff
- c) **Prescription Service** – Comments about waiting times for prescriptions, pharmacy and retail stock, privacy and the cost of pharmacy prescription and retail medicines
- d) **Access to Pharmacies** – comments about the location of the pharmacy, car parking, store layout and facilities (lift, toilets, seating), and rural courier services
- e) **Service User Satisfaction** – comments about the overall satisfaction with the service that the participant received

6a. Comments about Pharmacists and Pharmacy Staff and the Service they provide

There were a total of 191 comments about staff and the service they provided, 178 (93.1%) comments were positive and 19 (9.9%) comments were about pharmacists specifically. A number of pharmacies were named for their excellent service and a few were named for lack of service. There were 5 (2.6%) negative comments about staff. There were 8 (4.1%) suggestions made how staff and the service they provide could be improved.

Positive Comments: 178 (93.1%)

Examples:

- *Friendly helpful staff*
- *Always friendly, prompt service, helpful advice*
- *Personal service, friendly, polite staff*
- *Staff always very helpful, attentive and friendly*
- *Friendly knowledgeable and helpful staff*
- *Always treated with respect, dignity and privacy*
- *Our pharmacist is so helpful and interested in his customers welfare*
- *The staff are nice, helpful and courteous*
- *Very friendly and helpful staff*
- *Staff always friendly, polite and helpful*
- *I like the way the staff always have a smile on their faces when you walk in*

Negative Comments: 5 (2.6%)

Examples:

- *Occasional snooty behaviour not acceptable in a health provider setting*
- *The people serving chew gum which is not pleasant*
- *I found one pharmacy to be extremely poor in service, rude staff (not one I found to be pleasant), also more expensive. No advice sheet given with medicines when I should have been given one*
- *Unhelpful, ignorant and indiscreet. I won't go there unless I can be served by someone else*
- *One staff member with an attitude but most workplaces have at least one*

Suggestions to Improve Service by Staff: 8 (4.1%)

Examples:

- *Better personal skills*
- *Treating people with dignity and more respect*
- *Up skill on public relations*
- *Ensure that all staff are trained to have knowledge about the importance of customer service*
- *More staff – always busy*
- *Staff seem to be overstressed-maybe not enough staff*
- *Should have more than one member of staff on at all times*
- *Requires more friendly staff - comfortable to ask questions to and to may be better*

6b. Comments about Medicine Information provided by Pharmacists and Pharmacy Staff

There were a total of 45 comments about the medicine information provided by pharmacists and pharmacy staff, 32 (71.1%) comments praised pharmacy staff for being knowledgeable about prescription medicines, treatments for minor ailments, alternative therapies and the information that they provide for people. There were 5 (11.1%) negative comments and 8 (17.7%) suggestions about how the provision of medicine information could be improved.

Positive Comments: 32(71.1%)

Examples:

- *Our pharmacist has a great knowledge of the products she stocks and will suggest the best product to fix the ailment one has*
- *The pharmacist is so helpful and always has time to discuss treatments. I have complete confidence in his knowledge*
- *Great advice re over the counter meds for nits and worms*
- *The information re vitamins and 'health products' is fabulous, as is the related advice*
- *Clearly advised when substitutes made to a prescription*
- *Good explanation of how to use the medicine in a good way*
- *Great information sheets with prescriptions*
- *The pharmacists are always willing to give their time and advice on medication, health issues with my children or myself. Also I ring them instead of Dr or practice nurse because of extensive knowledge and willingness to help*

Negative Comments: 5 (11.1%)

Examples:

- *A couple of counter staff may not have as much knowledge of medicines*
- *A chemist changed my Losec to another brand without telling me or explaining why.*
- *I was told to go to ED if I had side-effects and when I did I was treated like it was just anxiety*
- *Advice can be over bearing – pharmacist not a good listener*
- *For health/medical advice I would normally ask my GP*

Suggestions to Improve Medicine Information: 8 (17.7%)

Examples:

- *Routinely give out written information on medicines, especially potential side effects*
- *Information leaflets with the medicines would be great. I had to look up on the internet about my medication*
- *Discuss with customers possible side-effects and how to manage them*
- *Ensure all staff trained about products they sell*
- *They should read directions out to make sure you have opportunity to easily say if you do not understand*
- *Discuss with customers any possible side effects and how to manage them*
- *Discuss what precautions could be taken and ensure a better outcome for the medication*
- *Promote natural/herbal medicines, lots of advice about healthy eating/exercise*
- *Sometimes when you get a box of medicine it doesn't always have a leaflet inside explaining side effect, precautions etc. This would be helpful*

The majority of the respondents perceived pharmacists and pharmacy staff as a good source of information, however, they did make some suggestions how the provision of information could be further improved. This reflected the responses given earlier in the survey.

6c. Comments about the Pharmacy Prescription Service

There were a total of 78 comments about the pharmacy prescription dispensing service, 31 (39.7%) positive comments, 25 (32.0%) negative comments and 22 (28.2%) suggestions for improvements. The comments were further divided into waiting times for prescriptions, pharmacy stock, privacy and pharmacy costs.

Waiting times for prescriptions

Positive Comments: 4 (5.1%)

Examples:

- *Well staffed, you don't wait long before being approached*
- *Quick and efficient attention*
- *I greatly appreciate the promptness and expertise of competent staff*
- *Don't have to wait too long*

Negative Comments: 6 (7.6%)

Examples:

- *Sometimes have to wait a while*
- *Sometimes the waiting time is a little bit long, even when there is enough staff around*
- *Many staff floating around, but actually doing prescriptions always so slow*
- *Last visit had only one staff on and we had to wait 10 minutes to get served as he was dealing with someone else*
- *Time taken to get prescriptions especially when they just take off a shelf*

Suggestions to Improve Waiting Times for Prescriptions: 2 (2.5%)

Examples:

- *Waiting times*
- *Prescriptions being ready when they say*

The majority of respondents (86.4%) stated that they thought waiting times for prescriptions were reasonable, and 95.1% said their prescriptions were ready in less than 20 minutes when asked earlier in the survey.

Pharmacy Dispensary and Retail Stock

Positive Comments: 19 (24.3%)

Examples:

- *Excellent stock of other products (non-pharmacy)*
- *The variety of non prescription treatments available*
- *Sells a wide range of products*
- *The prescription that is not in stock arrives the next day. No problem*
- *Have a "sister" pharmacy that they can borrow items from if they have run out*
- *Have a good range of toiletries, cosmetics, first aid and off the shelf health products. This one stop shop approach is very useful*
- *Always have what I need*

Negative Comments: 3 (3.8%)

Examples:

- *They don't always have my requirements in stock though and I have to go back*
- *While my last medication was in stock often that is not the case and I have to make a return visit to collect what is owing it would be nice not to do this as I have been collecting the same medication from the same pharmacy every 3 months for the last 10 years*
- *Often only seem to have one, or run out of off the shelf items*

Suggestions to Improve Pharmacy Stock: 2 (2.5%)

Examples:

- *If there is a product that they haven't heard of, follow it up with the wholesalers without having to be asked*
- *The frequency at which certain medicines are found not to be in stock needs to be looked at*

The respondents commented on both retail and dispensary stock. In the survey, the majority of respondents (87.9%) had said that all their prescription medicines were in stock when they visited their pharmacy.

Privacy

Positive Comments: 4 (5.1%)

Examples:

- *Always treated with respect, dignity and privacy*
- *Always very friendly and professional and try to provide as much privacy as possible*

- *They have a small room where you can talk privately; they have a chair to sit down and tissues available. Staff are very discreet*
- *As it is such a busy pharmacy there is little privacy- though staff seem aware of this and do their best*

Negative Comments: 4 (5.1%)

Examples:

- *Lack of privacy- not only for myself but for other users- don't enjoy having to hear private/confidential information being discussed*
- *Crowded near counter- no privacy*
- *It is a very open area- difficult to have privacy for certain questions*
- *Could be a bit more private*

Suggestions to Improve Privacy: 9 (11.5%)

Examples:

- *If anything has to be discussed use consulting rooms or place of privacy due to hearing problems*
- *Privacy if talking about medicines/medical problems*
- *A set space to discuss medication with clients*

Respondents felt that privacy for a discussion with pharmacy staff about medicines was very important to pharmacy users as a large number had commented on this as an area that could be improved. Earlier in the survey 70.8% of respondents had thought that pharmacy staff were good at offering privacy, with 15.2% of respondents not being satisfied with the privacy available.

Pharmacy Costs

Positive Comments: 5 (6.4%)

Examples:

- *Fees are reasonable (doctors fees are not)*
- *Very reasonable prices*
- *Good pricing*
- *Good to have the residents discount*
- *We get x% off as we belong to a lodge*

Negative Comments: 12 (15.3%)

Examples:

- *We strongly resent having to pay "intervention" fees for the mistakes or omissions the GPs make on our prescriptions*
- *I object to their small fee when faxing prescriptions through to save waiting etc.*
- *Very expensive*
- *I do not use a pharmacy unless I have to as I find prices are excessive*
- *The pharmacy business is all about money*
- *I do think pharmacies generally are expensive*
- *Non prescription medicines expensive*
- *The computer system had not connected the fact that 3 family members with the same surname and address had totalled sufficient prescriptions to allow for extra subsidies*

Suggestions to Improve Pharmacy Costs: 9 (11.5%)

Examples:

- *Estimated cost before purchases – I had no idea whether the prescription was free or \$100*
- *Cheaper options being offered*
- *Pharmacy should not charge an extra fee when prescriptions faxed through from the doctor*
- *More information regarding subsidies*
- *There needs to be a better system for recording prescriptions filled at another pharmacy for high users*
- *Pharmacies and drug companies should shop around for “certified generics” to keep consumer cost down*
- *More information needs to be made regarding prescription subsidies – which pharmacy your Dr is affiliated to*
- *ECP very expensive*
- *The pharmacists could ask the GP to take more care when writing our prescriptions*

In the survey the majority of respondents (85.7%) found the amount paid for the prescription to be reasonable. However, some of the responders expressed some strongly worded comments about paying for intervention fees and additional charges for fax charges at pharmacies. Respondents wanted to be more informed about the costs of their medicines, subsidies available and have cheaper options made available to them when appropriate.

6d. Comments about Access to Pharmacies

There were a total of 82 comments about access to a pharmacy, including location, facilities car parking, opening hours and rural services. There were 64 (78.0%) positive comments including 25 (30.4%) comments about the convenience and location of their pharmacy. Good car parking facilities were important to 16 (19.5%) respondents. There were no suggestions to improve the locations of pharmacies.

There were 8 (9.7%) positive comments about opening hours and 4 (4.8%) responders praised the seven day/after hours pharmacies. Negative comments and suggestions for improvement were made by 17 (20.7%) respondents about pharmacy opening hours

The rural pharmacy services were praised by 5 (6.0%) responders. The pharmacy delivery service of prescriptions was praised by 5 (6.0%) respondents and the rural courier service praised by 3 (3.6%).

Location

Positive Comments: 25 (30.4%)

Examples:

- *Close to the Medical Centre in our local community*
- *It's local and close to where I live*
- *Lovely to have one in the village*
- *Close to the medical centre and plenty of parking*
- *Central, car park alongside, car park entrance*

- *Pharmacy well situated right next to the medical centre I use. No hassle to visit*
- *I use whichever one is closest to either the Dr or my car park*
- *I use this pharmacy because it is on my way home*

Negative Comments: 2 (2.4%)

Examples:

- *Had to move to a new chemist. Old one had parking problems*
- *Parking a problem at certain times*

The respondents were pleased to have a pharmacy close to their general practice or locally so that they did not need to travel. Good car parking was praised and earlier in the survey car parking was indicated as relevant to 90.9% the respondents.

Opening Hours

Positive Comments: 8 (9.7%)

Examples:

- *The pharmacy I use has an afterhours function*
- *Great hours*
- *Brilliant hours open*
- *Open 7 days*
- *Open good hours*

Negative Comments: 3 (3.6%)

Examples:

- *Not sure how the lunchtime closing over winter will work, as currently people tend to be in town during the middle of the day*
- *The pharmacies are not open long enough, or do an emergency hour over the weekend*

Suggestions to Improve Hours: 14 (17.0%)

Examples:

- *Longer hours on Saturdays*
- *Longer opening hours for those who work*
- *Longer weekend opening hours*
- *Extend opening hours Saturday/Sunday*
- *Keep open at lunch-time*
- *Open just a little later in the evenings*
- *Remain open over lunch time*
- *Open Sunday night*

Although in the survey, 90.5% of responders said they were satisfied with the opening hours of their pharmacy, 14 (17.5%) respondents suggested extended opening hours would improve their access to the pharmacy.

Facilities

Positive Comments: 18 (21.9%)

Examples:

- *Nice easy environment to access*

- *Easy access – handrails on either side of the entrance*
- *I like the layout and easy access throughout the shop. It also has a lift for those that can't climb steps*
- *Toilets available and a waiting area*
- *Excellent lighting*
- *Automatic doors*
- *Open space, seating if needed*
- *Well laid out*
- *Well set out and organised*

Negative Comments: 1 (1.2%)

Example:

- *Not to have so many displays as it makes it very difficult to manoeuvre grandchildren in push chairs*

Suggestions to Improve Facilities: 5 (6.0%)

- *Free weight scale use*
- *Drinking water dispenser, some available chairs*
- *Possible children's area (not just a basket of toys)*
- *By making the shop wheelchair accessible*
- *Automatic doors/ touch handles, toilet/hand washing facilities*

The positive comments praising good facilities are pharmacy specific, however, the suggestions could be considered by pharmacies to improve facilities.

Rural

Positive Comments: 5 (6.0%)

Examples:

- *We are rural so get excellent service*
- *We live rurally and it's 45 minutes to the doctor/pharmacy. They let us have an account, order prescription repeats by phone, post medicines to us when we need them, and work very closely with the Health Centre.*
- *They put things on the courier for us*
- *It's great having our own local pharmacy so we don't need to travel to town*
- *They forward my prescription and goods per rural mail on receiving my letter and payment*

Negative Comments: 1 (1.2%)

Example:

- *I have concerns that rural pharmacies are difficult to keep sustainable as their costs increase and they have to cross—subsidise with shop sales. I do wonder how long our pharmacy will survive.*

Of the 6 responders who indicated that they used the rural pharmacy prescription service (where prescriptions are faxed from a clinic several kilometres away and the medicines are delivered by courier to the patients home) 5 (83.3%) were very positive about it. None of the responders made any suggestions to improve it. One responder expressed concern about keeping the service viable.

6e. Comments about Service User Satisfaction

The majority of respondents (76.1%) wrote comments that indicated they were pleased with the service they got from their pharmacy, which reflects the 92.2% satisfaction score in the survey. Out of a total of 424 comments, there were 323 positive comments, including 58 (13.6%) respondents that did not think that anything could be improved at their pharmacy. However, there were 27 (6.3%) critical responses including 3 (0.7%) that stated there was nothing particularly good about their pharmacy and 74 (17.4%) proposed improvements.

Satisfaction

Positive Comments: 323 (76.1%)

Examples:

- *I have been attending this pharmacy for 13 years and am very happy with their service*
- *Been with them 20 years. Very happy*
- *40 years with this pharmacy and not a problem*
- *Awesome*
- *The best in town*
- *Very good service*
- *Very happy with the pharmacy*
- *Perfectly happy with my local pharmacy*
- *Always found the pharmacy very helpful. Friendly even over the phone*
- *I have been impressed with the services I have been offered*
- *The service is very good no complaints*
- *For me it has been good to build a relationship with my chemist and staff*
- *I find my pharmacy great otherwise I wouldn't go there, the staff are great and have everything I want, if not they'll get it for me*
- *They once made a mistake with my medications and were quick to apologise*
- *I feel very happy with this pharmacy and I make a point of going there for items other than prescriptions too*

Negative Comments: 27 (6.3%)

Example:

- *I think there are too many pharmacies. Commercialism is taking over pharmacies, premises too fancy, expensive and "beauty" business over whelming*

A few responders (6/1.4%) commented that they had changed pharmacy because of various reasons and 5 (1.1%) indicated that that did not use a regular pharmacy.

Examples: 11 (2.5%)

- *We have moved to a new pharmacy – the whole family support them*
- *Had to move chemist. Old one had parking problems*
- *We moved from suburb X to suburb Y but due to the outstanding service chose to stay with X pharmacy*
- *Have had good service at all the pharmacies I use*

- *Pharmacy X helped me with my hay fever when another pharmacy wouldn't*
- *I go to X as I found the pharmacy closer to home to be extremely poor in service...*
- *I use several different pharmacies depending on where I am at the time and have found them all good*
- *I go to a good pharmacy now*

Pharmacy users are not tied to one pharmacy and can use whichever pharmacy they prefer or find convenient.

Earlier in the survey 70.1% of responders said they visited a pharmacy 5 or more times in the past 12 months. The survey asked the responders to comment about visits to any pharmacy in the Nelson Bays area during the past twelve months.

6f. Other Comments

There were 84 general comments from people in this section; 66 (78.5%) covered topics that had been discussed elsewhere in the survey: 39 (46.4%) indicated a positive or satisfied response, 17 (20.2%) negative comments and 10 (11.9%) suggestions for improvements.

General Comments: 66 (78.5%)

- *There is a great liaison between our Medical Centre Doctors and our pharmacist. We are fortunate to have such a great band of professional medical people serving our district*
- *I use 3 or 4 different pharmacies and I find all of them very good with service and helpfulness – much better than say 15 years ago*
- *We visit often because of a long standing repeat medication and always find the staff extremely friendly and professional*
- *Disappointed that my pills have been changed to another version of the same pills*
- *Monitoring of changes of generic/proprietary when funding is an issue and replacement is not as good. Want to see justification for this*

There were 18 (21.4%) comments about the survey itself.

Survey Comments: 18 (21.4%)

- *Without you knowing the name of the pharmacy I fail to understand how you will know if others need to improve*
- *I think that children should not receive such things in the mail, adults is fine, but children should be left to be children*
- *Does question 6 refer to prescriptions or off the shelf non prescriptions?*
- *Sorry, but I usually know exactly what I want when I go to the pharmacy*
- *Question 6 I rated "very poor" only because it did not happen but I do not expect it from a pharmacist*
- *My husband takes and collects my prescription*
- *My comments are probably not accurate purely because I visit so little and usually the doctors have already given advice*