

NHS Urgent Medicine Supply Advanced Service Pilot - Patient Questionnaire

Please help us to improve NHS services

Please complete the short questionnaire below, after you have received the NHS Urgent Medicine Supply Advanced Service. The answers will help NHS England to evaluate this service and plan future services.

Part 1: Questions for the patient

1. What is your age?

- a. 17 or under
- b. 18 – 34
- c. 35 – 64
- d. 65 or over

2. What is your Ethnicity?

A - White

- White - British
- White - Irish
- White - Any other White background

B - Mixed

- Mixed - White and Black Caribbean
- Mixed - White and Black African
- Mixed - White and Asian
- Mixed - Any other mixed background

C - Asian or Asian British

- Asian or Asian British - Indian

Asian or Asian British - Pakistani

Asian or Asian British - Bangladeshi

Asian or Asian British – Any other Asian background

D - Black or Black British

Black or Black British - Caribbean

Black or Black British - African

Black or Black British - Any other Black background

E - Chinese or other ethnic group

Chinese

Any other ethnic group

3. How did you know you could ask NHS 111 for a supply of your medicine(s) or appliance(s)? (please choose ONE option)

- a. I have used the service before
- b. The pharmacy staff told me
- c. I called NHS 111 and they told me
- d. Staff at a GP practice told me
- e. Staff at an urgent care centre (such as A&E, minor injuries unit or walk-in centre) told me
- f. Through word of mouth

4. Was the pharmacist able to supply you with the medicine(s) or appliance(s) you requested?

- a. Yes – please answer 5a
- b. No – please answer 5b
- c. Some of it, but not all of it. – please answer 5a and 5b

5a. If the pharmacist was unable to supply your medicine(s) or appliance(s) today, what would you have done next?" (choose ONE option)

- a. I would have gone without my medicine(s) or appliance(s)
- b. I would have contacted my GP practice
- c. I would have contacted a GP practice (not my own)
- d. I would have contacted NHS 111 or the GP out of hours service
- e. I would have gone to an urgent care centre (such as A&E, minor injuries unit or walk-in centre)
- f. Something else

5b. -Were you satisfied with the advice the pharmacist gave you about what to do next?

- a. Very Satisfied
- b. Fairly satisfied
- c. Neither satisfied nor dissatisfied
- d. Fairly dissatisfied
- e. Very dissatisfied

6. Why did you request an emergency supply of your medicine(s) or appliance(s)? (please choose ONE option)

- a. I have not ordered my prescription
- b. I have ordered my prescription but it was not ready today
- c. I have lost my prescription form
- d. I have lost or misplaced the medicine(s) or appliance(s)
- e. I was not able to collect my medicine(s) or appliance(s) from my usual pharmacy
- f. I am away from home and have forgotten/did not bring sufficient supplies of my medicine(s) or appliance(s)
- g. Another reason (please state)

7. How do you normally order your repeat prescription for the medicine(s) or appliance(s) you requested today?

- a. Online
- b. Through my GP practice
- c. Through my regular community pharmacy
- d. Another method

8. Did the pharmacist give you advice about how to avoid running out of your medicines or appliances in the future?

- a. Yes
- b. No

8. How satisfied overall were you with the service you received today from the pharmacy?

- a. Very Satisfied
- b. Fairly satisfied
- c. Neither satisfied nor dissatisfied
- d. Fairly dissatisfied
- e. Very dissatisfied