

How well does this pharmacy meet your needs?

Easy Read version



This questionnaire is available free for use with the written permission of the University of Leicester. Please contact Carolyn Tarrant: ccp3@le.ac.uk

Filling in this questionnaire



This is the Easy Read version of our questionnaire.

It uses easy words and pictures to make it easier to understand.

It is okay if someone helps you fill in this questionnaire.



If you are a family carer or support worker you may need to fill in this questionnaire on behalf of the person you support.

Please tell us on the back page of the questionnaire what help you had to fill it in.

For each question please tick the answer that best says how you feel about the pharmacy.



There are no right or wrong answers.

It is okay say something is hard or not good. The pharmacy want to know how to make things better.

There is a space at the end where you can write anything else you want to say.

Using the pharmacy



A pharmacy is sometimes called 'the chemist'.

This is where you collect the medicine your doctor says you need. This is called your 'prescription'.

1

Is it easy or hard to collect your prescription?

Easy

Hard

Don't know



The staff at the pharmacy can give you advice about your health.

2

Is it easy or hard to get advice about your health at the pharmacy?

Easy

Hard

Don't know



Think about how long you have to wait to get what you want at the pharmacy.

3

Do you have to wait a short time or a long time to get what you want?



Short time



Long time



Don't know

Hello again
Jill



You might want to talk to someone you know at the pharmacy.

4

Is it easy or hard to get to talk to someone you know at the pharmacy?



Easy



Hard



Don't know



If you are a woman, you might want to talk to a female member of staff.



If you are a man, you might want to talk to a male member of staff.

5

Is it easy or hard to get to talk to a member of staff the same sex as you?

✓ Easy

X Hard

? Don't know



If you don't speak English as your first language your pharmacy can find someone who speaks your language.

If English is your first language go to Question 7.

6

Is the pharmacy good at finding someone who speaks your language?

✓ Yes

X No

? Don't know

Pharmacy staff

The pharmacy staff can give you advice and help you find the things you need.



7

Are the pharmacy staff friendly?

✓ Yes

X No

? Don't know

8

Do the pharmacy staff try their best to help you?

✓ Yes

X No

? Don't know

9

Is it easy or hard to talk to the pharmacy staff without other people hearing?

✓ Easy

X Hard

? Don't know

Visiting the pharmacy



You might use a wheelchair or need someone to help you find your way around the pharmacy.

10

Is it easy or hard to get around the pharmacy?



Easy



Hard



Don't know



11

Is it easy or hard to find what you want on the shelves at the pharmacy?



Easy



Hard



Don't know



12

Is it easy or hard to know when it's your turn to be served?

✓ Easy

X Hard

? Don't know



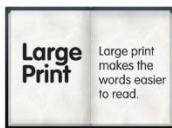
13

Is the pharmacy good at helping you relax while you wait?

✓ Yes

X No

? Don't know



You may need information in another language, large print or Easy Read.

14

Is the pharmacy good at giving you information that is easy to understand?

✓ Yes

X No

? Don't know

Looking after your health



The pharmacy works together with your doctor's surgery to make sure that:

- your prescription is ready for you
- your prescription is right for you.

15

Is the pharmacy good at working together with your doctor's surgery?

✓ Yes

X No

? Don't know



The pharmacy can tell you about the support other people can give you to help you stay healthy and well.

16

Is the pharmacy good at telling you about other help you can get?

✓ Yes

X No

? Don't know

Getting things right for you



Think about whether the pharmacy gets things right for you.

17

Does the pharmacy give you a good or a bad service?

Good

Bad

Don't know

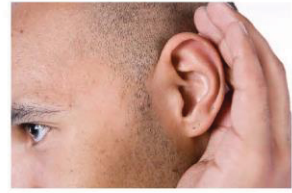
Please tell us what is good about the pharmacy.



Please tell us what is bad about the pharmacy.



Listening to you



The pharmacy might use a suggestion box or questionnaires.

They can ask for your ideas about how to make things better.

18

Does the pharmacy ask you how they can make things better?

✓ Yes

✗ No

? Don't know

Complaint



The pharmacy should listen to your ideas.

If you are not happy about how you have been treated you can make a complaint.

19

Is the pharmacy good at listening to your complaints and ideas?

✓ Yes

✗ No

? Don't know

Please tell us anything else
you want to say here.



A large, empty rectangular box with rounded corners, intended for the user to provide additional information or comments.

Tell us about yourself

We ask these questions because they help us check we have included everyone in our research.

It is okay if there is a question you would rather not answer.



Are you male or female?



Male



Female

How old are you?



Under 18

55 to 64

18 to 24

65 to 74

25 to 34

75 to 84

35 to 44

85 or over

45 to 54

Which one of these groups do you belong to?

A

White



- English / Welsh / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other White background

If other, please write in box below

B

Mixed / multiple ethnic groups



- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed / multiple ethnic background

If other, please write in box below

C

Asian / Asian British



- Indian
- Bangladeshi
- Pakistani
- Chinese
- Any other Asian background

If other, please write in box below

D

Black / African / Caribbean / Black British



- African
- Caribbean
- Any other Black / African / Caribbean background

If other, please write in box below

E

Other ethnic group - please write in box below

Do you have any of the following conditions?

Please tick any that you have. ✓



I am deaf or have a hearing impairment.



I am blind or have a visual impairment.



It is hard for me to do things like walking, using stairs, lifting and carrying.



I have a learning disability.

I have autism or Asperger's Syndrome.



I have a mental health problem like depression or bipolar.



I have a serious illness like diabetes, epilepsy or cancer.

Are you a deaf person who uses sign language?



Yes

No

Are you a carer?

Carers look after a disabled person or someone with health problems.



Yes

No

Is English your first language?



Yes

No

I speak more than one language

If English is not your first language please tell us your first language in the box below.

Are you:



Heterosexual / straight

Gay / Lesbian

Bisexual

Other

I don't want to say

Tell us about what you do:

You can tick more than one box. ✓

There are more choices on the next page.



I work full time
(30 hours or more each week)



I work part time
(under 30 hours each week)

Your work can be paid or voluntary work.





I am at school, college or university



I am unemployed



I do not work because of sickness or disability



I am retired



I look after the home



Other, such as use a day service



You can tick more than one box. ✓

Please tell us about the help you had with this questionnaire:

- I didn't need any help
- Someone helped me to understand the questions
- Someone helped me write the answers
- Someone filled it in on my behalf.