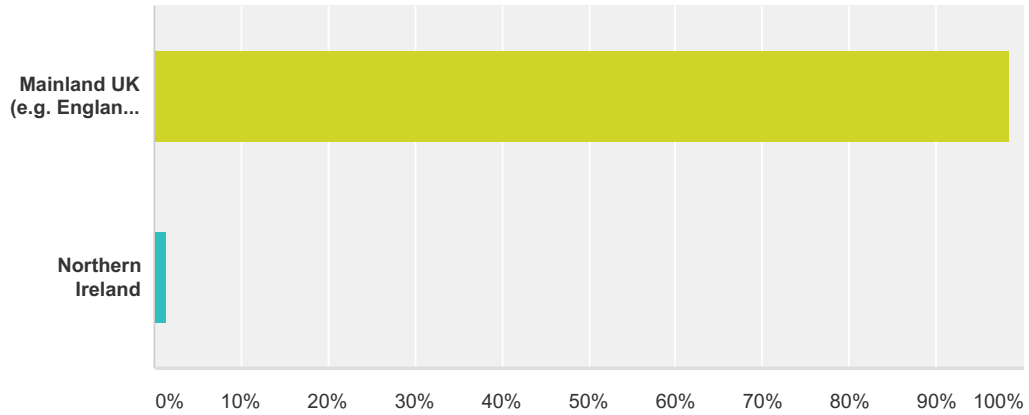


Q1 Are you accessing the service from:

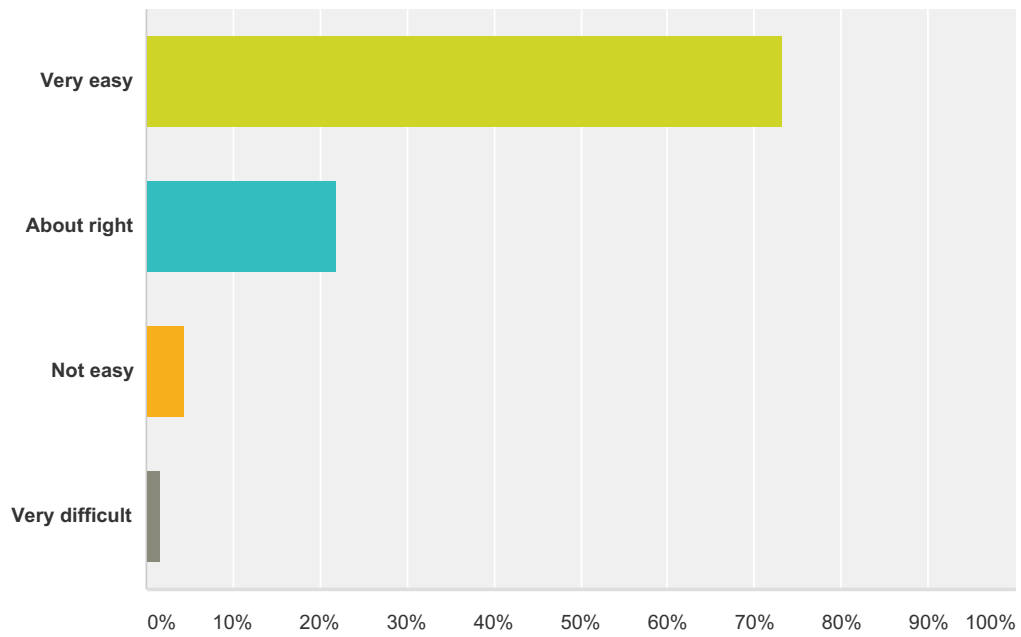
Answered: 64 Skipped: 124



| Answer Choices | Responses |
|---|-----------|
| Mainland UK (e.g. England, Wales or Scotland) | 98.44% 63 |
| Northern Ireland | 1.56% 1 |
| Total | 64 |

Q2 How easy was the medical screening questionnaire to complete?

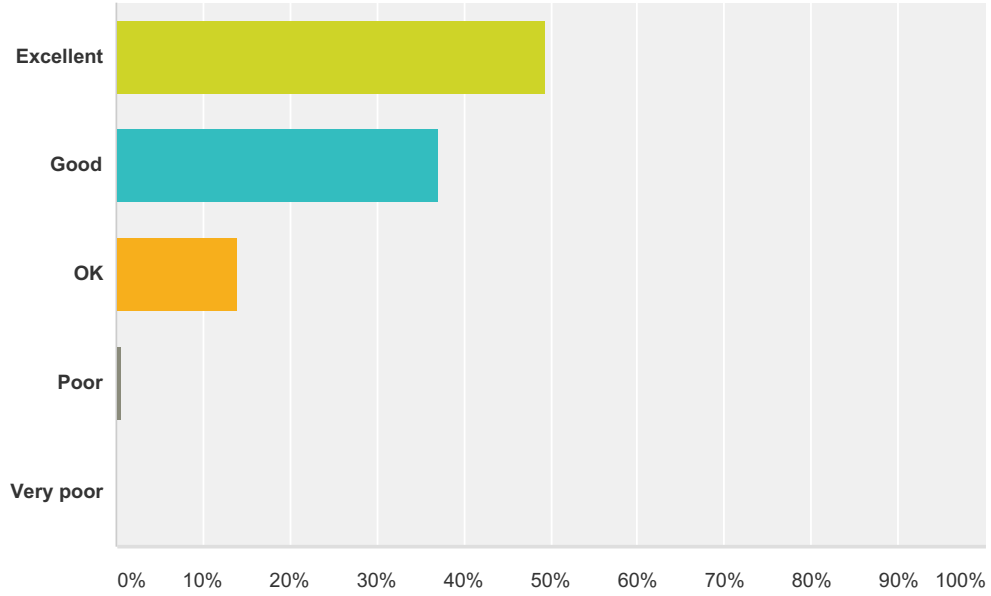
Answered: 183 Skipped: 5



| Answer Choices | Responses | Count |
|-------------------------------|-----------|-------|
| Very easy | 73.22% | 134 |
| About right | 21.86% | 40 |
| Not easy | 4.37% | 8 |
| Very difficult | 1.64% | 3 |
| Total Respondents: 183 | | |

Q3 How would you rate the patient information provided online for your condition/treatment?

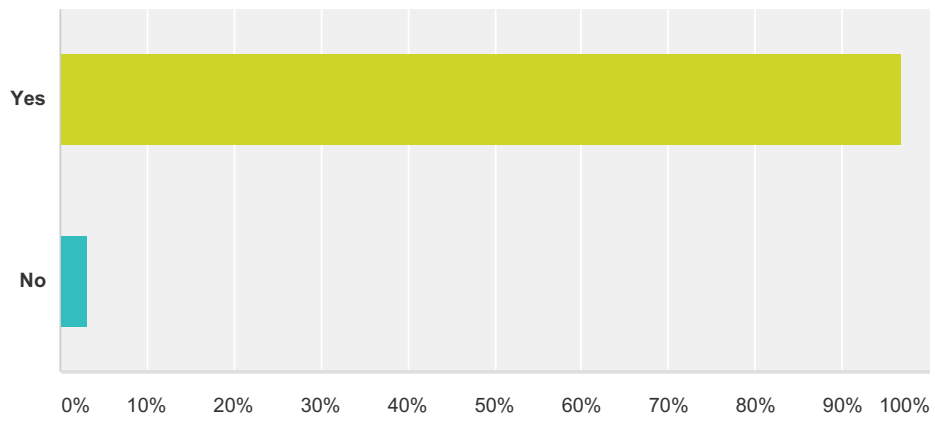
Answered: 180 Skipped: 8



| Answer Choices | Responses |
|-------------------------------|-----------|
| Excellent | 49.44% 89 |
| Good | 37.22% 67 |
| OK | 13.89% 25 |
| Poor | 0.56% 1 |
| Very poor | 0.00% 0 |
| Total Respondents: 180 | |

Q4 Was your pharmacist able to answer your questions to your satisfaction?

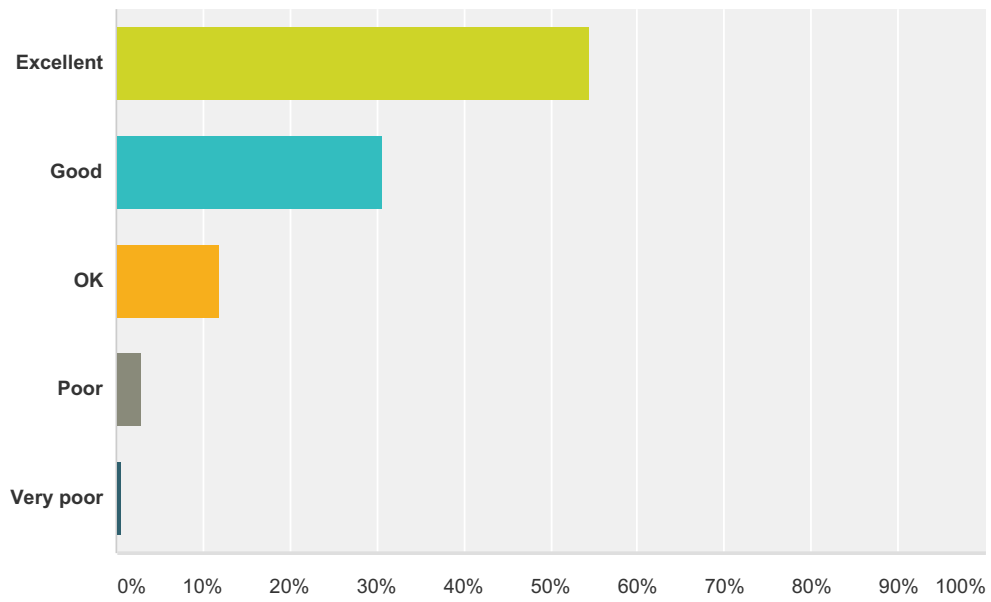
Answered: 164 Skipped: 24



| Answer Choices | Responses |
|-------------------------------|------------|
| Yes | 96.95% 159 |
| No | 3.05% 5 |
| Total Respondents: 164 | |

Q5 How would you rate your overall experience of this service?

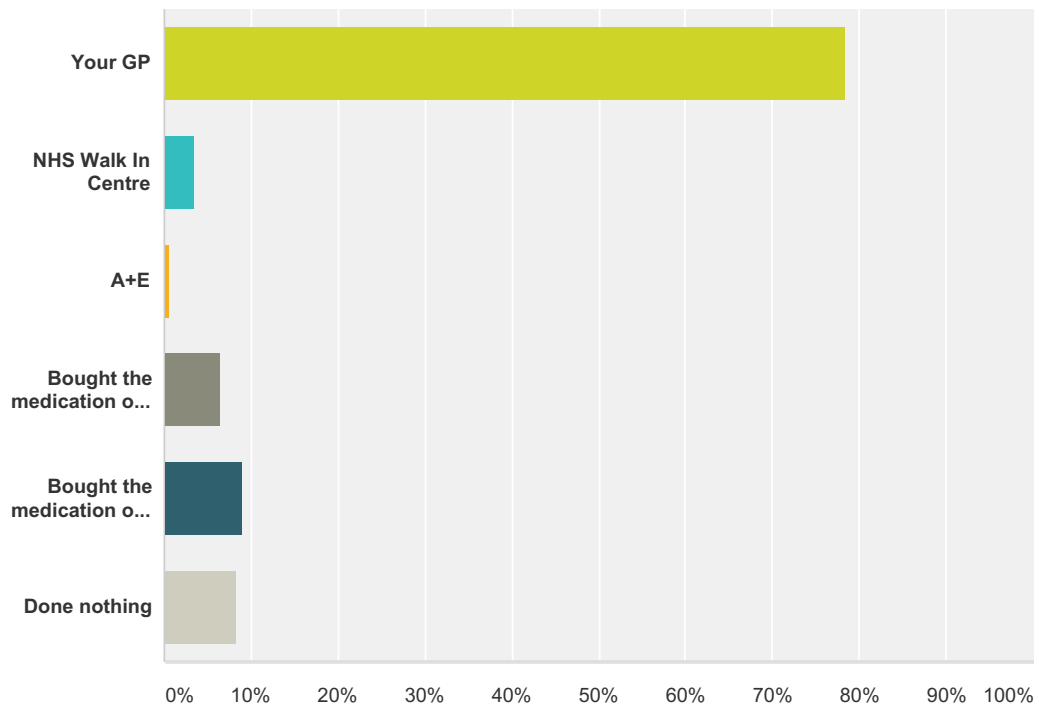
Answered: 176 Skipped: 12



| Answer Choices | Responses |
|-------------------------------|-----------|
| Excellent | 54.55% 96 |
| Good | 30.68% 54 |
| OK | 11.93% 21 |
| Poor | 2.84% 5 |
| Very poor | 0.57% 1 |
| Total Respondents: 176 | |

Q6 If you had not used this service, where else would you have gone?

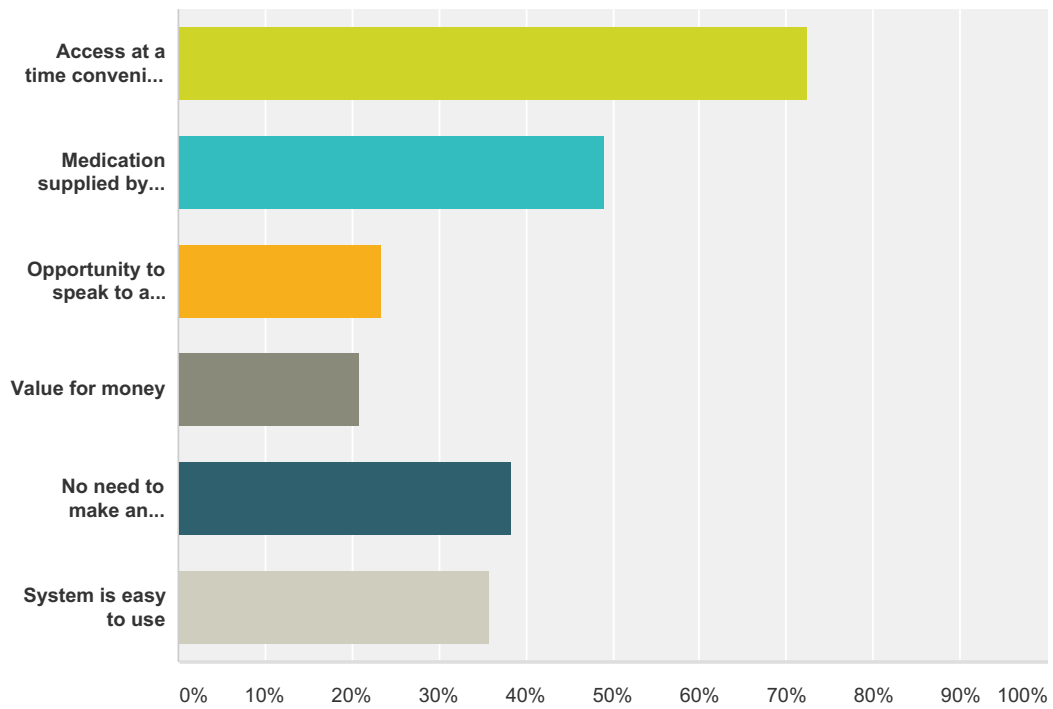
Answered: 168 Skipped: 20



| Answer Choices | Responses |
|---|------------|
| Your GP | 78.57% 132 |
| NHS Walk In Centre | 3.57% 6 |
| A+E | 0.60% 1 |
| Bought the medication over the counter | 6.55% 11 |
| Bought the medication over the internet | 8.93% 15 |
| Done nothing | 8.33% 14 |
| Total Respondents: 168 | |

Q7 What did you like most about the service? (please select all that apply)

Answered: 167 Skipped: 21



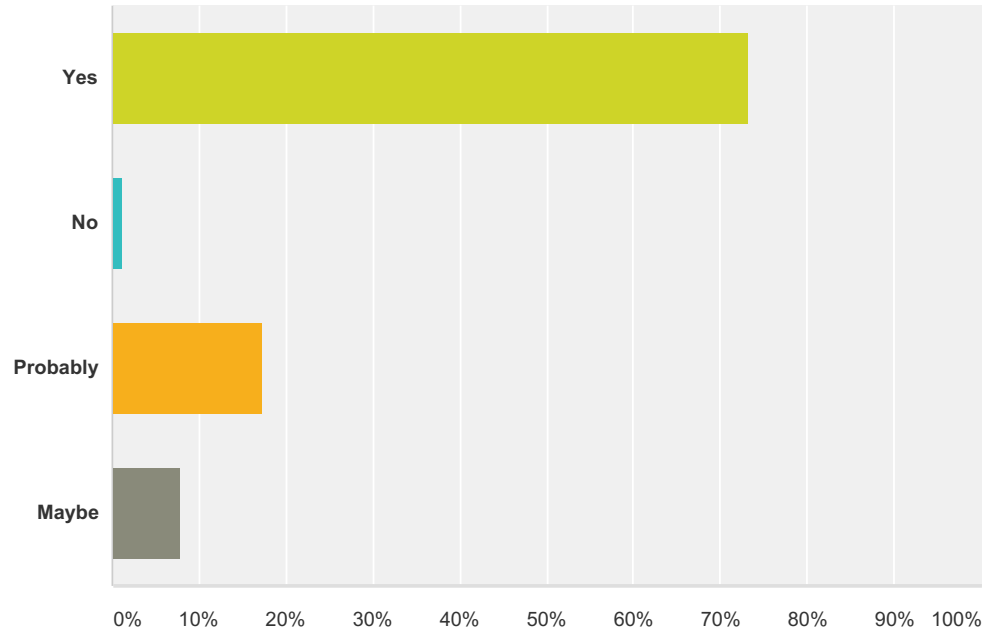
| Answer Choices | Responses |
|---|------------|
| Access at a time convenient to you | 72.46% 121 |
| Medication supplied by your local pharmacy | 49.10% 82 |
| Opportunity to speak to a qualified healthcare professional | 23.35% 39 |
| Value for money | 20.96% 35 |
| No need to make an appointment | 38.32% 64 |
| System is easy to use | 35.93% 60 |
| Total Respondents: 167 | |

Q8 Do you have any comments or feedback on our service?

Answered: 49 Skipped: 139

Q9 Will you use the service again?

Answered: 75 Skipped: 113



| Answer Choices | Responses |
|----------------|-----------|
| Yes | 73.33% 55 |
| No | 1.33% 1 |
| Probably | 17.33% 13 |
| Maybe | 8.00% 6 |
| Total | 75 |