

Patient Feedback 2015

A refreshed presentation of the original PGD patient feedback survey.

This is a historical report. It describes the service surveyed in 2015 and does not represent the current Xiniyo or App&Tap platforms.

Q1 Are you accessing the service from:

Answered: 64 | Skipped: 124

ANSWER CHOICE		REPORTED %	COUNT
Mainland UK (e.g. England, Wales or Scotland)		98.44%	63
Northern Ireland		1.56%	1

Q2 How easy was the medical screening questionnaire to complete?

Answered: 183 | Skipped: 5

ANSWER CHOICE		REPORTED %	COUNT
Very easy		73.22%	134
About right		21.86%	40
Not easy		4.37%	8
Very difficult		1.64%	3

Reading the results

Each bar uses a 0-100% scale. Percentages, response counts, answered totals and skipped totals are reproduced as reported in the original export. The number answering varies by question.

Information and experience

Original responses to questions 3-5.

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

Answered: 180 | Skipped: 8

ANSWER CHOICE		REPORTED %	COUNT
Excellent		49.44%	89
Good		37.22%	67
OK		13.89%	25
Poor		0.56%	1
Very poor		0.00%	0

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

Answered: 164 | Skipped: 24

ANSWER CHOICE		REPORTED %	COUNT
Yes		96.95%	159
No		3.05%	5

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

Answered: 176 | Skipped: 12

ANSWER CHOICE		REPORTED %	COUNT
Excellent		54.55%	96
Good		30.68%	54
OK		11.93%	21
Poor		2.84%	5
Very poor		0.57%	1

Alternatives and service benefits

Original responses to questions 6-7.

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

Answered: 168 | Skipped: 20

ANSWER CHOICE		REPORTED %	COUNT
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

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

Answered: 167 | Skipped: 21

ANSWER CHOICE		REPORTED %	COUNT
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

Q7 allows multiple selections. Q6 also records more selections than respondents; its figures are retained without adjustment.

Comments and future use

Original responses to questions 8-9, with source notes.

Q8 Do you have any comments or feed back on our service?

Answered: 49 | Skipped: 139

The supplied export records the number of responses to this question but does not include the written comments. No comments have been added or reconstructed.

Q9 Will you use the service again?

Answered: 75 | Skipped: 113

ANSWER CHOICE		REPORTED %	COUNT
Yes		73.33%	55
No		1.33%	1
Probably		17.33%	13
Maybe		8.00%	6

About this redesigned report

Source: Patient-Feedback-2015.pdf, a nine-page SurveyMonkey export titled “PGD patient feedback”. The source PDF metadata records its creation on 8 July 2015; the survey collection dates are not specified.

Data fidelity: all answer choices, reported percentages, counts and answered/skipped totals have been retained. Q3 category counts total 182 against 180 reported respondents; Q5 counts total 177 against 176 reported respondents. These source differences have not been corrected or reinterpreted.

Presentation refreshed: October 2026. This design update does not change the survey period or imply new survey results.