

Annex 5: Staff questionnaire (the number above the answers denotes the score for that answer) (English transcription)

PHARMACY QUESTIONNAIRE FOR EMPLOYEES						Date:	(day)	(month)	2017.
Type of settlement	Village	Other city	County town	Capital					
The purpose of completing this questionnaire is to survey all pharmacy services that help patients achieve more effective and safer drug therapy.									
Please mark the most relevant answer with an X in the appropriate box, rate it from 1 to 5.	1	2	3	4	5				
	Not at all	Not typical	Moderately	Typical	Very typical				
1 How typical are you to recognize patients with low levels of health literacy?						For example, you know which patient group has a lower level of health literacy.			
2 How typical are you to know what communication techniques you can use to help the patient's health literacy?						For example, what questions to ask, what words, examples to use.			
3 How typical are you of communicating with your patients in plain, everyday terms (e.g. not using technical terms)?						For example, instead of an oral anticoagulant: "blood thinner"; instead of photosensitizing: "as long as you take the medicine, do not go to the sun" etc.			
4 How typical are you of encouraging your patients to ask questions?						For example: "a lot of things have been discussed right now, is there anything we need to take over again?"			
5 How typical are you to visually help your patient understand the information?						For example: circling or underlining the relevant information on the package (e.g. name of the active substance, the type of formulation, etc.), writing down the dosage on the box, or showing the use of a device.			