Appendix A: Results from patient survey at pharmacies (conducted by NHS)

Reason For Vaccine					How Satisfied are you			Was the flu administered well		Did you feel premises are appropiate		Would you use the service in future		Would you be hapy to haver other vaccinations	
Over 65		Medically at Risk	Health care worker	Other		Quite Satisfied	Not Satisfied	Yes	No	Yes	No	Yes	No	Yes	No
5264	564	4297								11696	58			11645	10
44.78%	4.80%	36.56%	6.41%	7.44%	97.29%	2.68%	0.03%	98.45%	1.55%	99.51%	0.49%	99.73%	0.27%	99.07%	0.93
Total Surve	ys	11754													
	7 6.41% 36.56%	44%	44.78%	6	2	.68% 0.03%		155		99	-	0. 75		0.9	
	Over 65	4.809 - Care	er			97.29 %			98. 45 %	9 5 9	1	99 7 9	3 -	99 0 9	7
 Medically at Risk Health care worker Other 				■ Very satisfied ■ Quite Satisfied ■ Not Satisfied			■ Yes ■ No		"Yes "No		"Yes "No		■Yes ■No		

W	hat did you	best like ab	out the serv	rice	How did you hear about the service							
Close to home			Convenien t to get to	Other	Word of mouth	Poster in pharmacy	Newspape r		Poster in GP/Practic e	From Pharmacis t	Other	
3092 26.31%	3423 29.12%	2366 20.13%	2612 22.22%	261 2.22%	1992 16.95%	3507 29.84%	67 0.57%	504 4.29%	293 2.49%	4958 42.18 %	43: 3.689	
	22.22%	2.22%	26.31%		3.68% 16.95% 29.84% 2.49% 4.29% 0.57%							
Close to home No need for an appointment Convenient opening times Convenient to get to					Word of mouth Poster in pharmacy Newspaper From GP/Nurse Poster in GP/Practice From Pharmacist							
Other	nient opening t	imes - Con	venient to get	to	Other							