

Giving feedback about your pharmacist

A quick guide to completing the Patient/Carer Feedback form

YOUR EXPERIENCE MATTERS

The pharmacist you met is already fully qualified. They are completing the Royal College of Pharmacy (RCPharm) enhanced pathway to develop their practice further. Your feedback helps them understand what they did well and what they could improve.

Before you start

- **Taking part is your choice.** You can say no, and this will not affect your care.
- **There are no right or wrong answers.** Please give your honest view of the consultation you took part in or observed.
- **Your feedback will be handled confidentially.** Do not provide your name, medical details or other information that could identify you in the comments box.

How to complete the form

1. **Think about today's consultation.** Base your answers on what you experienced or observed. If you are a carer, include the experience of the person you support.
2. **Tick one box for each question.** Choose the answer that comes closest to your experience: Poor to Fair, Fair, Good or Excellent.
3. **Add a comment if you wish.** This is optional, but a specific example can make your feedback more useful.
4. **Return the form as instructed.** Follow the directions given by the person or service that asked for your feedback.

What should I think about?

- **Respect and comfort:** Did the pharmacist help you feel at ease and treat you with respect?
- **Listening and understanding:** Did they give you time, listen carefully and understand your worries?
- **Care and clear explanations:** Did they show compassion and explain things in words you understood?
- **Choice and planning:** Did they involve you in decisions and agree a clear plan with you?

Writing a helpful comment

Say what worked well: "They gave me time to explain what was worrying me."

Say what could have been better: "I would have liked a clearer explanation of what would happen next."

NEED HELP OR HAVE A CONCERN?

You can ask for help to read or complete the form, for an interpreter, or for another format. Anyone helping should record your views, not their own. This form is not for urgent clinical concerns or complaints. If you are worried about your care or safety, speak to the healthcare team or use the service's usual concerns or complaints process.