

# P2U Online Doctor Patient Survey

Saturday, April 27, 2019

# 76

**Total Responses**

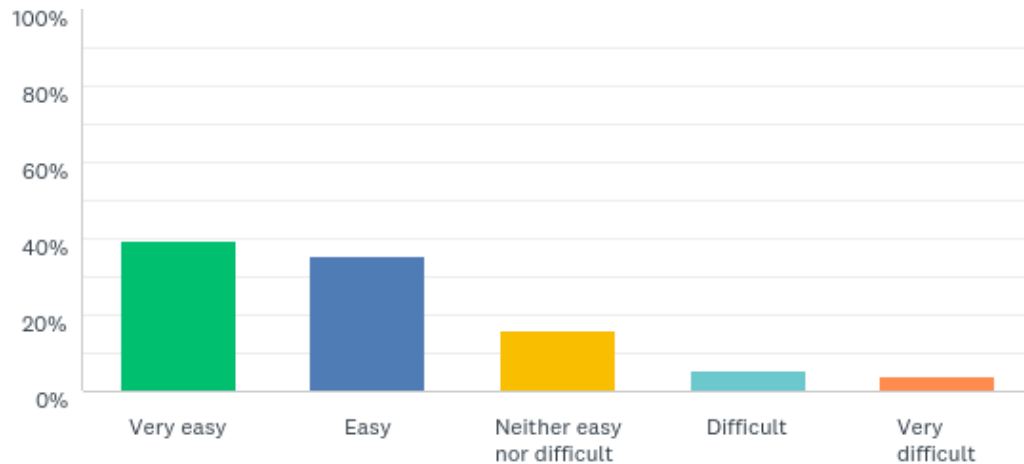
Date Created: Tuesday, April 23, 2019

Complete Responses: 76

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# Q1: Did you find the the Pharmacy2U Online Doctor service website easy to use?

Answered: 76 Skipped: 0



# Q1: Did you find the the Pharmacy2U Online Doctor service website easy to use?

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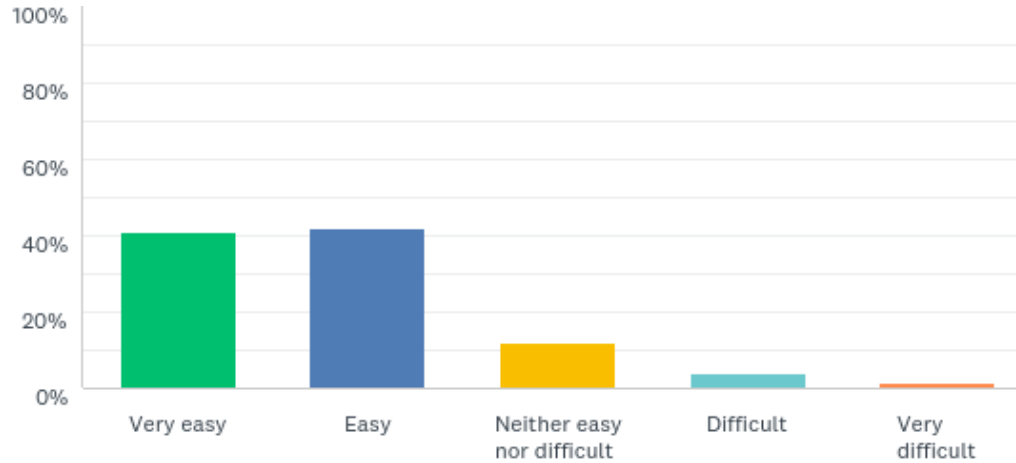
Answered: 76 Skipped: 0

| ANSWER CHOICES             | RESPONSES |    |
|----------------------------|-----------|----|
| Very easy                  | 39.47%    | 30 |
| Easy                       | 35.53%    | 27 |
| Neither easy nor difficult | 15.79%    | 12 |
| Difficult                  | 5.26%     | 4  |
| Very difficult             | 3.95%     | 3  |
| Total Respondents: 76      |           |    |

## Q2: Did you find the information provided on the website easy to find and understand?

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Answered: 76 Skipped: 0



## Q2: Did you find the information provided on the website easy to find and understand?

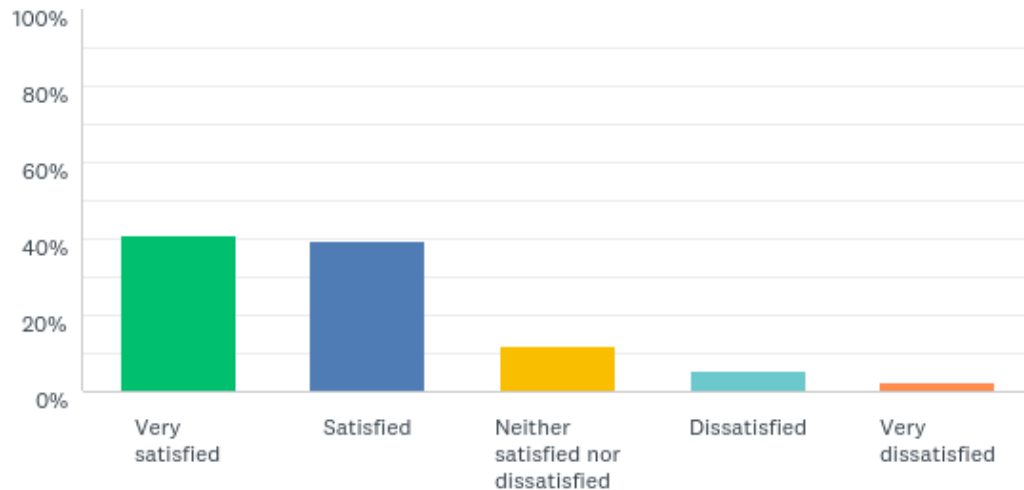
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Answered: 76 Skipped: 0

| ANSWER CHOICES             | RESPONSES |           |
|----------------------------|-----------|-----------|
| Very easy                  | 40.79%    | 31        |
| Easy                       | 42.11%    | 32        |
| Neither easy nor difficult | 11.84%    | 9         |
| Difficult                  | 3.95%     | 3         |
| Very difficult             | 1.32%     | 1         |
| <b>TOTAL</b>               |           | <b>76</b> |

### Q3: How satisfied were you with the time it took for the doctor to review your consultation?

Answered: 76 Skipped: 0



### Q3: How satisfied were you with the time it took for the doctor to review your consultation?

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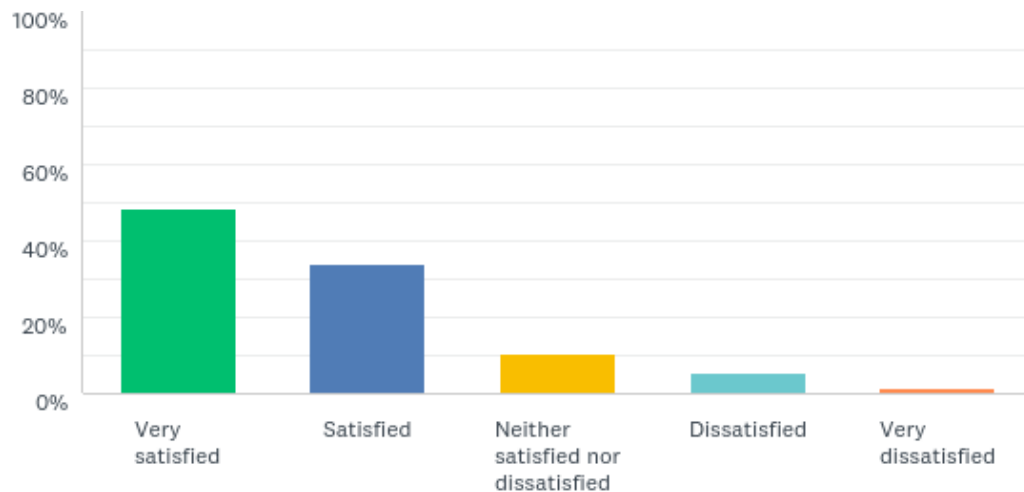
Answered: 76 Skipped: 0

| ANSWER CHOICES                     | RESPONSES |    |
|------------------------------------|-----------|----|
| Very satisfied                     | 40.79%    | 31 |
| Satisfied                          | 39.47%    | 30 |
| Neither satisfied nor dissatisfied | 11.84%    | 9  |
| Dissatisfied                       | 5.26%     | 4  |
| Very dissatisfied                  | 2.63%     | 2  |
| Total Respondents: 76              |           |    |



## Q4: How satisfied were you with the response from the doctor to your consultation?

Answered: 76 Skipped: 0



## Q4: How satisfied were you with the response from the doctor to your consultation?

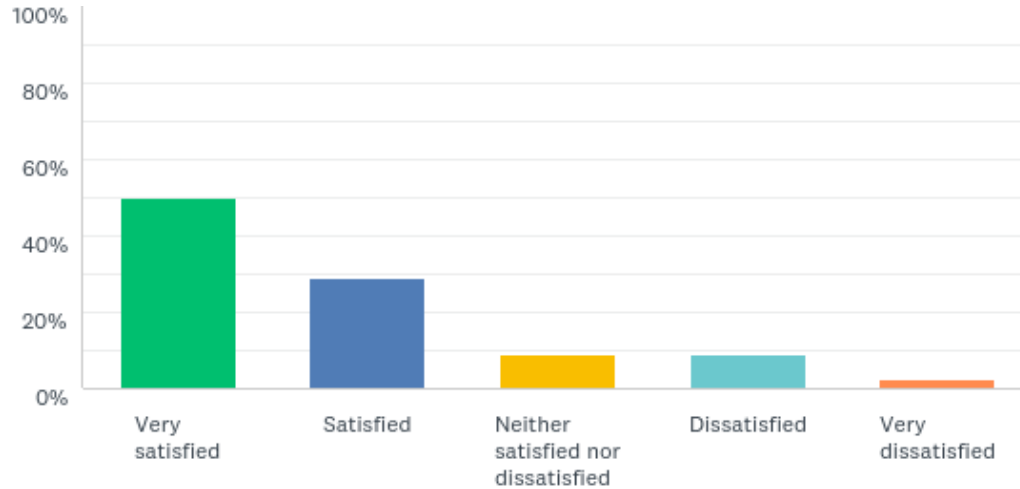
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Answered: 76 Skipped: 0

| ANSWER CHOICES                     | RESPONSES |           |
|------------------------------------|-----------|-----------|
| Very satisfied                     | 48.68%    | 37        |
| Satisfied                          | 34.21%    | 26        |
| Neither satisfied nor dissatisfied | 10.53%    | 8         |
| Dissatisfied                       | 5.26%     | 4         |
| Very dissatisfied                  | 1.32%     | 1         |
| <b>TOTAL</b>                       |           | <b>76</b> |

## Q5: How satisfied were you with the time it took for you to receive your treatment after you placed an order?

Answered: 76 Skipped: 0



## Q5: How satisfied were you with the time it took for you to receive your treatment after you placed an order?

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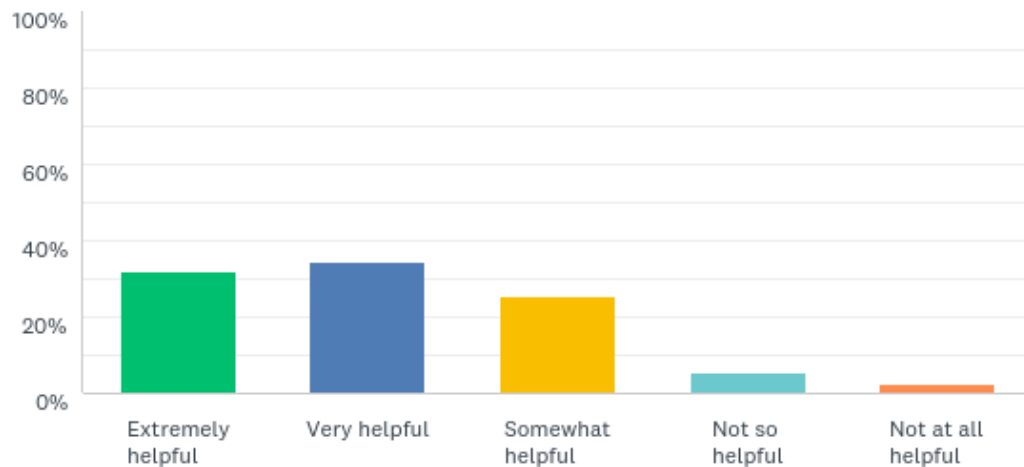
Answered: 76 Skipped: 0

| ANSWER CHOICES                     | RESPONSES |           |
|------------------------------------|-----------|-----------|
| Very satisfied                     | 50.00%    | 38        |
| Satisfied                          | 28.95%    | 22        |
| Neither satisfied nor dissatisfied | 9.21%     | 7         |
| Dissatisfied                       | 9.21%     | 7         |
| Very dissatisfied                  | 2.63%     | 2         |
| <b>TOTAL</b>                       |           | <b>76</b> |

## Q6: Did you find your Pharmacy2U Online Doctor service doctor helpful to questions you had to ask?

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Answered: 75 Skipped: 1



## Q6: Did you find your Pharmacy2U Online Doctor service doctor helpful to questions you had to ask?

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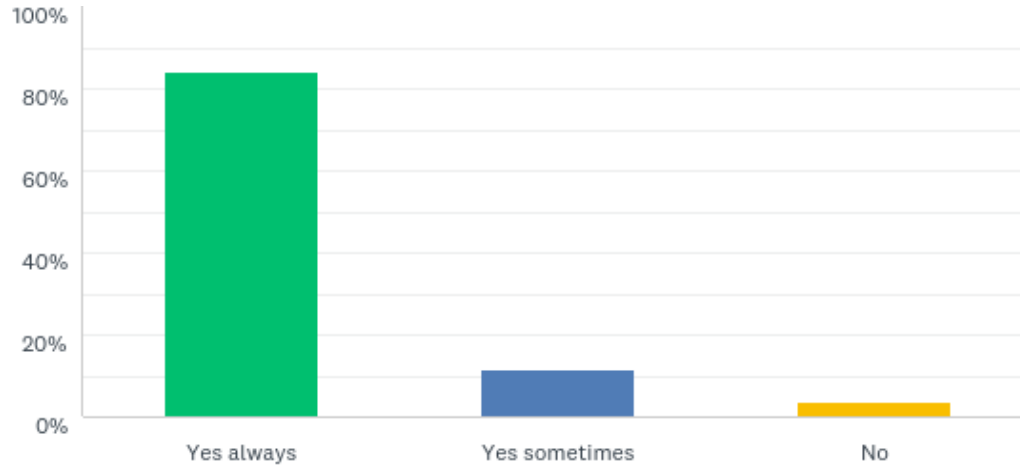
Answered: 75 Skipped: 1

| ANSWER CHOICES     | RESPONSES |           |
|--------------------|-----------|-----------|
| Extremely helpful  | 32.00%    | 24        |
| Very helpful       | 34.67%    | 26        |
| Somewhat helpful   | 25.33%    | 19        |
| Not so helpful     | 5.33%     | 4         |
| Not at all helpful | 2.67%     | 2         |
| <b>TOTAL</b>       |           | <b>75</b> |

## Q7: Did you have confidence and trust in the doctors treating you?

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Answered: 76 Skipped: 0



## Q7: Did you have confidence and trust in the doctors treating you?

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Answered: 76 Skipped: 0

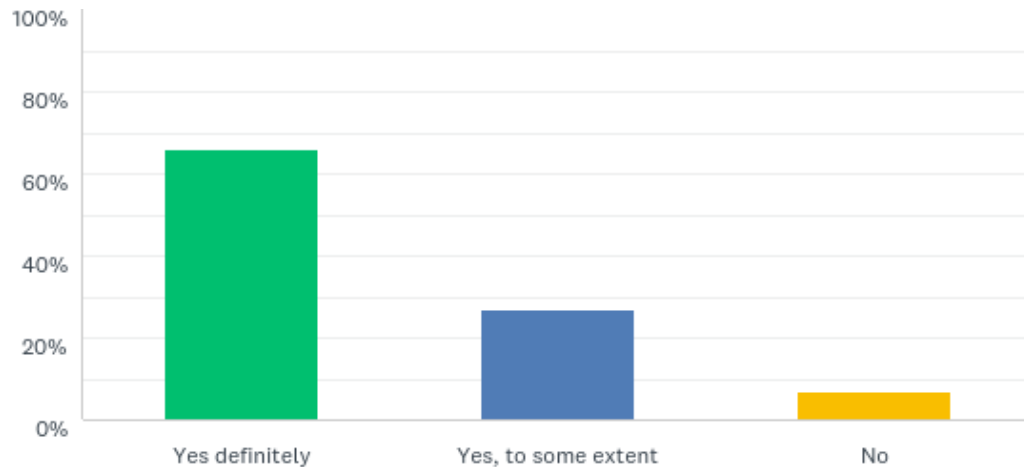
| ANSWER CHOICES | RESPONSES |           |
|----------------|-----------|-----------|
| Yes always     | 84.21%    | 64        |
| Yes sometimes  | 11.84%    | 9         |
| No             | 3.95%     | 3         |
| <b>TOTAL</b>   |           | <b>76</b> |



## Q8: Were you involved as much as you wanted to be in decisions about your treatment?

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Answered: 74 Skipped: 2



## Q8: Were you involved as much as you wanted to be in decisions about your treatment?

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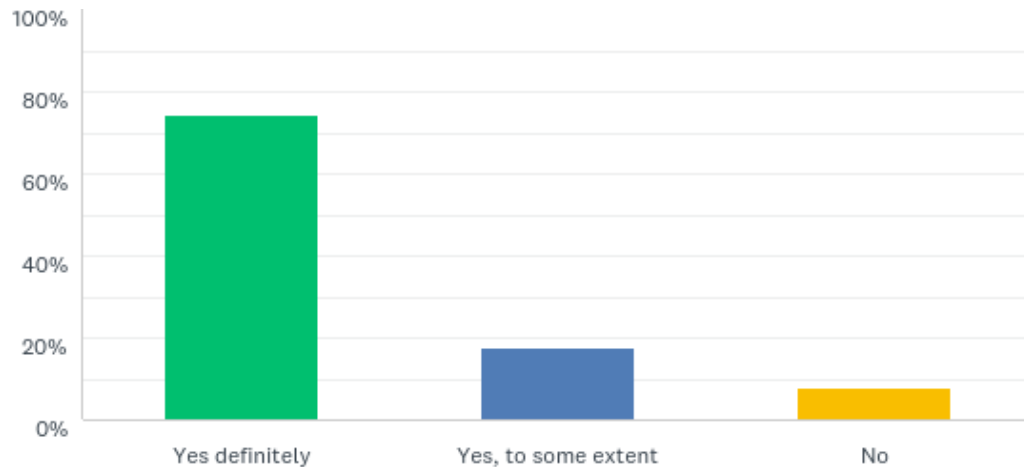
Answered: 74 Skipped: 2

| ANSWER CHOICES      | RESPONSES |    |
|---------------------|-----------|----|
| Yes definitely      | 66.22%    | 49 |
| Yes, to some extent | 27.03%    | 20 |
| No                  | 6.76%     | 5  |
| TOTAL               |           | 74 |

## Q9: Were you informed about the side effects of any treatment provided to you?

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Answered: 74 Skipped: 2



## Q9: Were you informed about the side effects of any treatment provided to you?

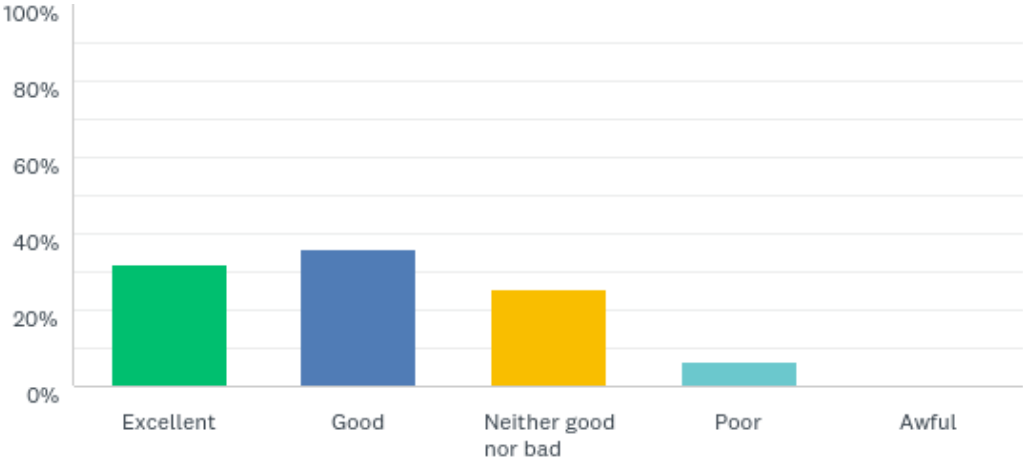
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Answered: 74 Skipped: 2

| ANSWER CHOICES      | RESPONSES |    |
|---------------------|-----------|----|
| Yes definitely      | 74.32%    | 55 |
| Yes, to some extent | 17.57%    | 13 |
| No                  | 8.11%     | 6  |
| TOTAL               |           | 74 |

# Q10: How do you rate our price competitiveness?

Answered: 75 Skipped: 1



## Q10: How do you rate our price competitiveness?

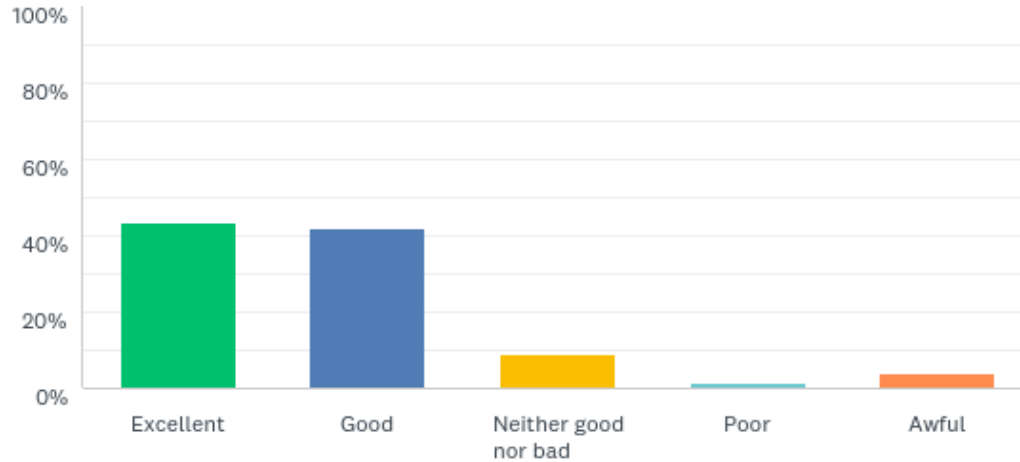
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Answered: 75 Skipped: 1

| ANSWER CHOICES        | RESPONSES |    |
|-----------------------|-----------|----|
| Excellent             | 32.00%    | 24 |
| Good                  | 36.00%    | 27 |
| Neither good nor bad  | 25.33%    | 19 |
| Poor                  | 6.67%     | 5  |
| Awful                 | 0.00%     | 0  |
| Total Respondents: 75 |           |    |

## Q11: Overall, how do you rate the Pharmacy2U Online Doctor service?

Answered: 76 Skipped: 0



## Q11: Overall, how do you rate the Pharmacy2U Online Doctor service?

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Answered: 76 Skipped: 0

| ANSWER CHOICES       | RESPONSES |           |
|----------------------|-----------|-----------|
| Excellent            | 43.42%    | 33        |
| Good                 | 42.11%    | 32        |
| Neither good nor bad | 9.21%     | 7         |
| Poor                 | 1.32%     | 1         |
| Awful                | 3.95%     | 3         |
| <b>TOTAL</b>         |           | <b>76</b> |