

Patient Feedback Questionnaire - Pharmacy Stop Smoking Service Support Request

Dear All,

Thank you for your support in collecting patient feedback for the Pharmacy Stop Smoking Service. We initiated a feedback form to explore any ways that could enhance and improve the service delivery by asking for the patient's experience. This was slow to start, we have had minimal responses and would like to extend for another year with the idea of sharing more widely on appropriate social media platforms.

Feedback Collection Details

- **Time Frame:** Extended for another year to July 2026
- **Feedback Method:**
 - QR Code Questionnaire (Digital and preferable) **to be downloaded-printed and kept with Smoking cessation paperwork**
 - Printable Paper Version (Alternative, Back up to ensure accessible for all)
 - URL Link: [HERE](#)

Request

We kindly ask for your assistance in:

1. Making the feedback questionnaire available to smoking cessation patients
2. Offering the QR code as a preferable route, where this is not possible printing the paper version before completion of 12 week service

Purpose

This feedback will help us:

- Gather insights into patient experiences
- Identify areas for service improvement
- Develop more effective smoking cessation support strategies

Feedback Collection

- Digital responses will be automatically collected
- Paper copies can be collected in on completion in 2026
- All feedback will be analysed quantitatively and qualitatively

Your collaboration is crucial in helping us enhance our Pharmacy Stop Smoking Service. If you have any questions or require additional information, please do not hesitate to contact – denise.stirling@nhs.scot, suzanne.cowie@nhs.scot

Thank you for your continued support and commitment to patient care.