

Owner of Pharmacy:

Address of Pharmacy

Date Patient survey completed:

Bat And Ball Ltd

T/a Bat And Ball Pharmacy, 133 St Johns Hill, Kent, TN13 3PE

18 February 2019

Top areas of performance

Question

The staff overall	100.0%
The service you received from the pharmacist	100.0%
Being polite and taking the time to listen to what you want	100.0%
Providing an efficient service	100.0%
Answering any queries you may have	100.0%

Areas in greatest need of improvement

Question	% respondents dissatisfied with service	Action taken or planned (including timescale)
Disposing of medicines you no longer need	1.6%	Pharmacy to review their signposting materials and advice on disposing medicines within 28 days of the report
Providing advice on health services or information available elsewhere	1.6%	Pharmacy to review their signposting materials within 28 days of the report
Providing general advice on leading a more healthy lifestyle	1.4%	Pharmacy to review their signposting materials and training on Healthy Lifestyle advice within 28 days of the report
Having in stock the medicines/appliances you need	1.0%	Pharmacy will review Stock Ordering process to reducing owings within 28 days of the report
Cleanliness of the pharmacy	1.0%	Pharmacy will review cleaning schedule in the pharmacy within 28 days of the report

Our response to customers' additional comments**Areas within control of pharmacy**

Consider the provision of additional services

Areas outside control of pharmacy**Age range of respondents**

16-19	20-24	25-34	35-44	45-54	55-64	65+
3.9%	2.9%	7.8%	11.7%	19.4%	18.4%	35.9%

Profile of respondents

This is the pharmacy that the respondent chooses to visit if possible	This is one of several pharmacies that the respondent uses	This pharmacy was just convenient on the day for the respondent
71.9%	15.6%	12.5%