

Top areas of performance

Question	% of respondents satisfied with service
Q9 Finally, taking everything into account – the staff, the shop and the service provided –how would you rate the pharmacy where you received this questionnaire?	62% Excellent 37% Very Good
Q3 How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?	90% Very satisfied 8% Fairly Satisfied
Q2 If you collected a prescription, were you able to collect it straight away, did you have to wait in the pharmacy or did you come back later to collect it?	47% Straight away 46% Waited in Pharmacy
Q4 How would you rate the pharmacy for the cleanliness of the pharmacy	93% Very good
Q4 How would you rate the pharmacy for how long you have to wait to be served	85% Very good 14% Fairly Good
Q5 How would you rate the pharmacist and other staff who work at the pharmacy: Being polite and taking the time to listen to what you want Providing an efficient service The staff overall The service you received from the pharmacist The service you received from the other pharmacy staff	97% Very good 95% Very good 96% Very good 94% Very good 96% Very good

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Providing advice on current or long term health condition, advising on healthy life style	22% - 30% Never used	MUR & NMS processes have been initiated in the pharmacy to engage patients to advice on medicine usage and other health related issues
How would you rate the pharmacy on having given advice on disposing old medicines	33% Never used	This pharmacy will try to increase communication with patients on disposing old medicines
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Stopped smoking Healthy eating Physical exercise	89% No 85% No 91% No	

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>Comment: Seems to provide a good service and is vital to the area, close to NHS services and friendly and helpful! * Layout could provide more room perhaps</p> <p>Answer: Pharmacy staff will review the layout and will try to create more room for the patients if possible.</p> <p>Comment: The question 7 I've answered 'no' not because the advice hasn't been offered, but I don't need it and if I did I would ask</p> <p>Answer: Pharmacist has initiated a number processes which will engaged patients to increase awareness on general health living.</p>	

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
1.00%	1.00%	5.00%	14.00%	17.00%	16.00%	46.00%

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
88%	7%	5%