

Owner of Pharmacy:
Chadderton Healthcare Ltd

Address of Pharmacy: Chadderton Pharmacy, 80 Burnley Lane, Oldham, OL1 2PW
Date Patient survey completed: 15/01/2019

Top areas of performance

Question	% of respondents satisfied with service
Q3. How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?	100
Q5. How would you rate the pharmacist and the other staff who work there?	100
a) Being polite and taking the time to listen to what you want	
b) Answering any queries you may have	100
c) The service you received from the pharmacist	100
e) Providing an efficient service	100
f) The staff overall	100

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Q6. Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?	6	Provide Leaflets with delivery – by July 2019
a) Providing advice on a current health problem or a longer term health condition		
b) Providing general advice on leading a more healthy lifestyle	6	Provide Leaflets with delivery – by July 2019
Q7. Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?	11	Update website with healthy eating advice – by July 2019
Healthy Eating		
Stopping Smoking	7	Update website with smoking support – by July 2019
Physical Exercise	7	Update website with information regarding exercise – by July 2019

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Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
N/A	N/A

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 0	%: 6	%: 15	%: 14	%: 6	%: 35	%: 24

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
%: 87	%: 10	%: 3