

NHS Pharmacy Patient Survey Results

93% of our customers rate our service as very good or excellent

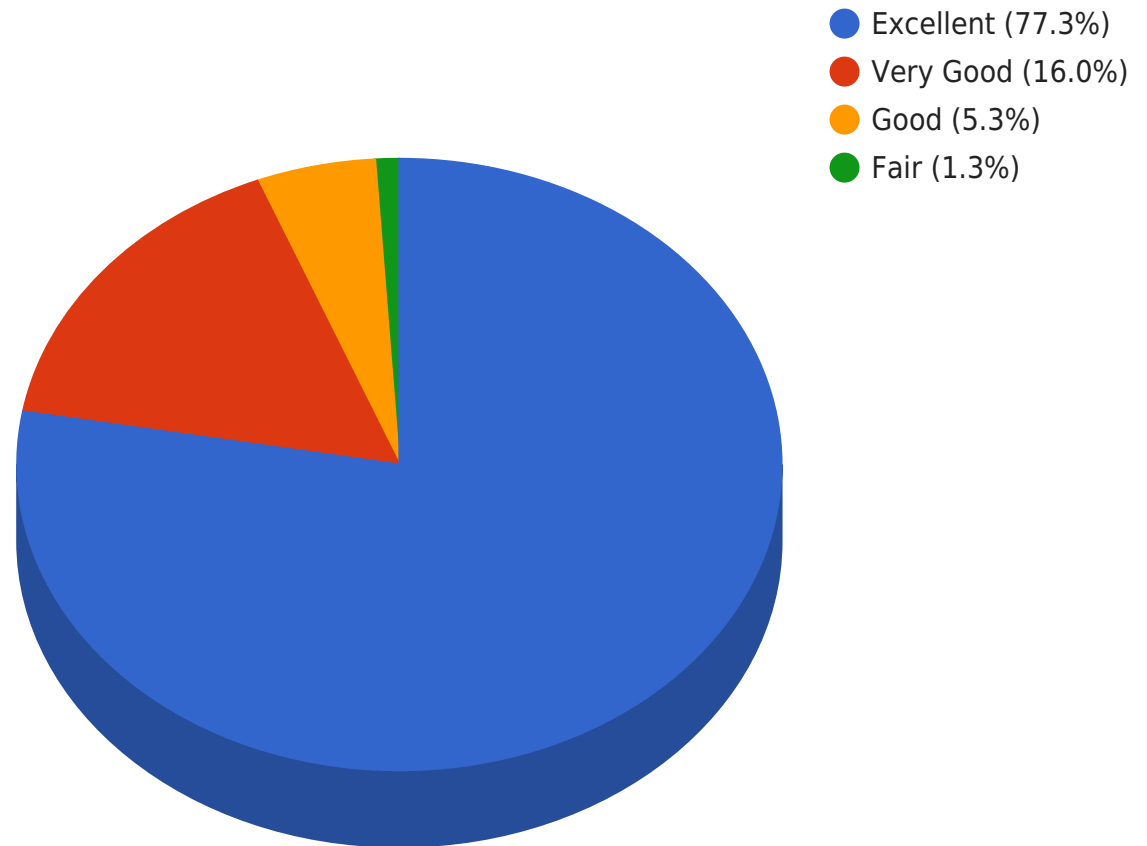
We are required to carry out an annual patient survey as part of our NHS contract. Patients are asked to give their views on a number of different areas of the pharmacy.

This leaflet gives you a summary of our results and lists the areas where we performed well and also areas where we want to improve.

If you have any suggestions or comments, please speak to a member of staff.

Many thanks

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We are always striving to improve our services to you

Full report for the Patient Survey is available to customers upon request

Results for Survey 2019-20 Community Pharmacy Patient Questionnaire with 75 patients surveyed. The survey was conducted and processed through SurveyFocus a product of Digital Health Group Ltd. © 2020

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Top areas of performance

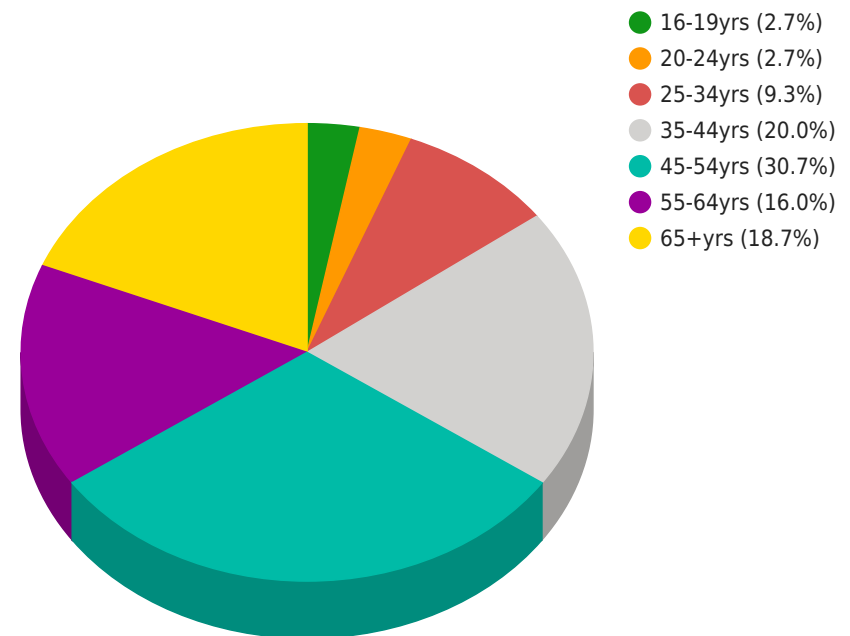
Questions	Satisfied customers
If you had a prescription delivered, how satisfied were you with the timescale?	100%
Thinking about any previous use of our pharmacy services, as well as today, how would you rate the pharmacy on the following factors: (the ease of contacting our pharmacy)	100%
Again, including any previous use of our pharmacy services, how would you rate the pharmacist(s) and the other staff who work there? (Providing an efficient service)	99%

Areas in greatest need of improvement

Questions	Dissatisfied customers
If you used our pharmacy for another NHS service, how satisfied were you with the time it took to provide this service?	3%
Action Plan: This has been taken on board now it has been brought up. We would improve our timescale to ensure our customers gets an excellent service in future	
Again, including any previous use of our pharmacy services, how would you rate the pharmacist(s) and the other staff who work there? (The service you received from the other pharmacy staff)	4%
Action Plan: Customer service is important to us our staff members would attend courses to improve and understand the best ways to help our patients to feel welcomed always	
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? (Physical exercise)	31%
Action Plan: As a Healthy Living Pharmacy, we provide up to date information on our website to give advice on healthy lifestyles. We will begin to provide more on physical exercise, smoking cessation and healthy eating through our social media handles as well.	

Demographic Data

Age range of customers



Male respondents (37.33%), Female (62.67%)

46.67% of patients accessing the pharmacy for themselves

The dates between which the survey was undertaken	Number of survey responses received
21/01/2020 - 12/02/2020	75