

Top areas of performance

| Question | % of respondents satisfied with service |
|--|---|
| Taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire | 100% |
| The service you received from the pharmacist | 100% |
| The service you received from the other pharmacy staff | 100% |
| Being polite and taking the time to listen to what you want | 100% |
| Providing an efficient service | 100% |
| How long you have to wait to be served | 100% |

Areas in greatest need for improvement

| Question | % of respondents dissatisfied with service | Action taken or planned (including timescale) |
|---|--|---|
| The comfort and convenience of the waiting areas (e.g. seating or standing room) | 5% | Unfortunately the location of the pharmacy is adjacent to an external door which is in constant use. We appreciate that this may be uncomfortable for some patients and will aim to get prescriptions completed as soon as possible |
| Having somewhere available where you could speak without being overheard, if you wanted to | 4% | We do have a Consultation Room available for the use of patients. We will improve notices to make patients aware that this is available |
| Having in stock the medicines/appliances you need | 3% | Some common products recently have been long term out of stock e.g. felodopine, irbesartan and doxazosin with manufacturers which, unfortunately is out of our control. Hopefully this situation should now improve |
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Pharmacy response to respondent's additional comments

| Areas within control of pharmacy | Areas outside control of pharmacy |
|----------------------------------|-----------------------------------|
| | |

| Age range of respondents | | | | | | |
|---------------------------------|-------|-------|-------|-------|-------|------|
| 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ |
| 0%: | 5%: | 2%: | 5%: | 16%: | 22%: | 50%: |

| 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 |
| 91%: | 5%: | 4%: |