

# NHS Pharmacy Patient Survey Results

99% of our customers rate our service as good, very good or excellent

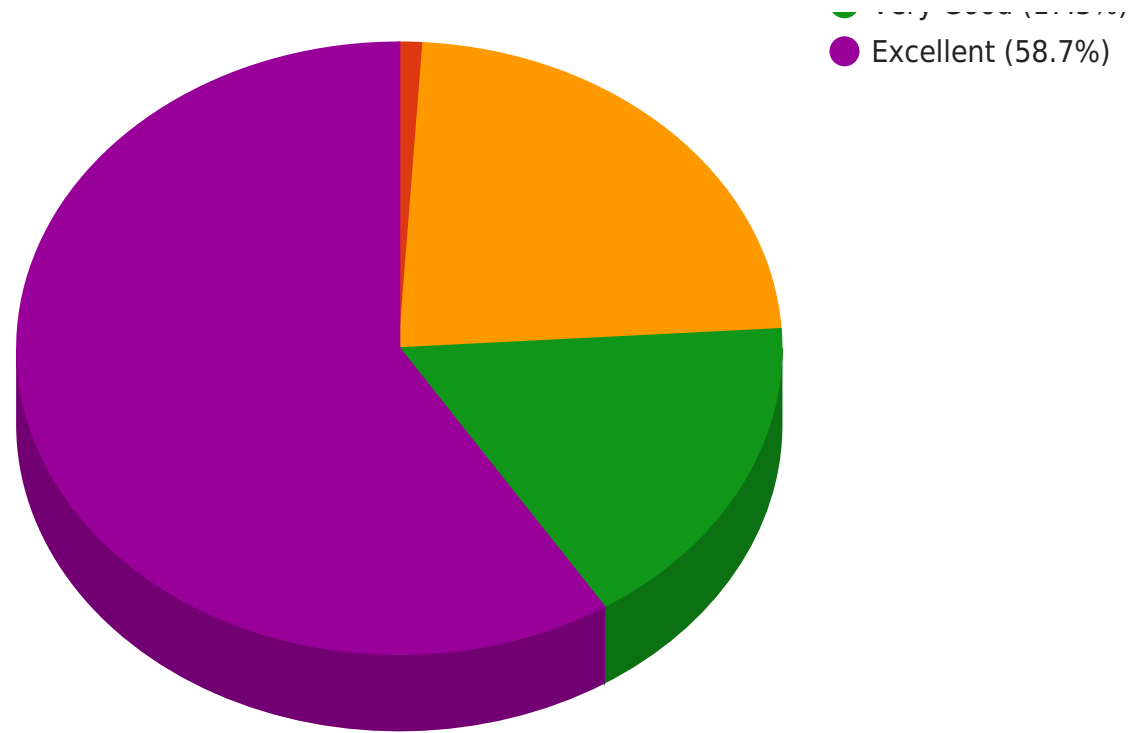
We are required to carry out an annual patient survey as part of our NHS contract. Patients are asked to give their views on a number of different areas of the pharmacy.

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

pharmacy warehouse



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 2018-19 Community Pharmacy Patient Questionnaire with 75 patients surveyed. The survey was conducted and processed through SurveyFocus a product of Digital Health Group Ltd. © 2019

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## Top areas of performance

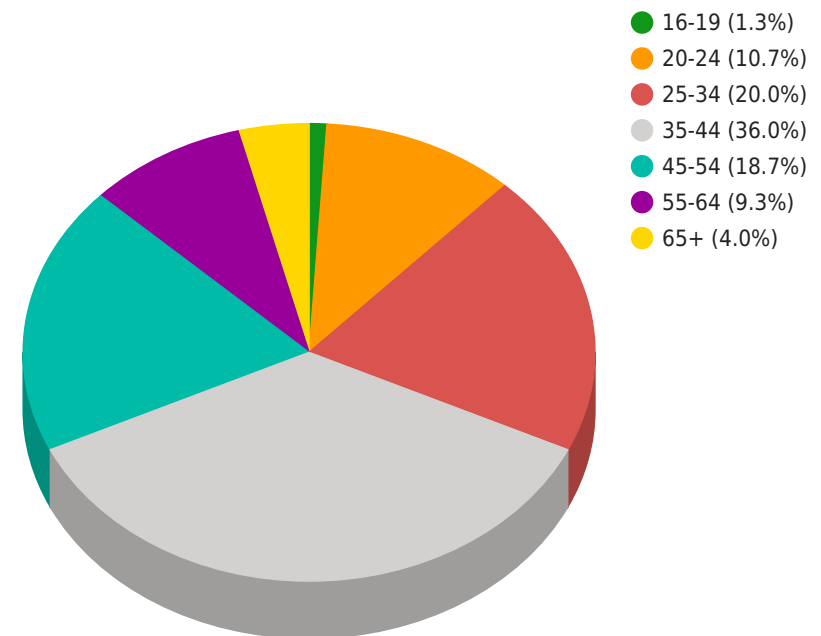
Questions	Satisfied customers
How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?	67%
After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you unhappy with our procedures or do you have any concerns?	100%
Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is: <b>(How long you have to wait to be served)</b>	87%

## Areas in greatest need of improvement

Questions	Dissatisfied customers
In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?	7%
<b>Action Plan:</b> explain well this question to patient and make sure that consent will take first before any activity	
Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? <b>(Providing advice on a current health problem or a longer term health condition)</b>	0%
<b>Action Plan:</b> we work the best to provide appropriate information about their current health condition	
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? <b>(Stopping smoking)</b>	63%
<b>Action Plan:</b> put all effort to give right advice to patient	

## Demographic Data

### Age range of customers



Male respondents (50.67%), Female (49.33%)

50.67% of patients accessing the pharmacy for themselves

The dates between which the survey was undertaken	Number of survey responses received
15/01/2019 - 22/01/2019	75