

Top areas of performance scoring 98% or above

Question	% of respondents satisfied with service
<p>Q5. Including any previous use of the pharmacy, how would you rate the pharmacist and the pharmacy staff that work there on the following factors:</p> <p>A. Being Polite and taking the time to listen to what you want</p>	98
<p>B Answering any queries you may have</p>	99
<p>C. The service received from the Pharmacist</p>	100
<p>D. The service you received from the Pharmacy Staff</p>	100
<p>F. The staff overall</p>	99
<p>Q4. Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors:</p> <p>B. The ease of being able to speak to the pharmacist</p>	98
<p>D. The quality of the packaging used to deliver your prescription</p>	98
<p>Q6. How well do you think the pharmacy provides the following services:</p> <p>C. Disposing of medicines you no longer need</p>	100

Areas in greatest need for **improvement**

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
<p>Q7. Have you ever been given advise about any of the following by the pharmacist or pharmacy staff:</p> <p>Stopping Smoking Healthy Eating Physical Exercise</p>	20	Health Promotion Leaflets on Stop Smoking, Healthy Eating and Physical Exercise and various other health topics are being distributed to customers on a regular basis. An audit folder has now been implemented to note when leaflets and information has been provided to ensure information is being provided to all customers. (Put in place by April 2019)

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>Ease of Contacting Pharmacy has improved and patients have commented that they are able to contact us more efficiently since implementation of the new telephone call handling system.</p> <p>Messages left on answer phone not always followed up with a phone call to confirm that the query is being dealt with; Pharmacy team will ensure that ALL answer phone messages are not only actioned but also communicated with the patient/customer to ensure that the patient/customer is aware that their query is being dealt with. If customer is not contactable then the internal branch daily communications diary will be used to ensure all staff are aware that a follow up call is required. (Put in place immediately)</p>	<p>Delays in obtaining Out of Stock and MCS medicines:</p> <p>Sometimes there is a delay in obtaining certain medication from our wholesalers and this can be frustrating for the pharmacy and patients alike. We have a range of wholesalers that we can order medicines from but sometimes the delay is due the manufacturer not being able to produce adequate quantities of the medicines to meet the demand in the market. This in turn results in the wholesalers being unable to obtain the product from the manufacturers and in turn we are unable to fulfil patients prescriptions as quickly and efficiently as we would normally do so. If there is a long term concern relating to a particular medication we would normally advise the patient and the GP to consider suitable alternatives.</p>

Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 1	%: 12	%: 9	%: 13	%: 17	%: 23	%: 25

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
%: 95	%: 3	%: 2