

## Top areas of performance scoring 95% or above

Question	% of respondents satisfied with service
<b>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:</b>	95
A. Being Polite and taking the time to listen to what you want	
B Answering any queries you may have	97
C. The service received from the Pharmacist	100
D. The service you received from the Pharmacy Staff	100
F. The staff overall	99
<b>Q4. Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors:</b>	98
B. The ease of being able to speak to the pharmacist	
D. The quality of the packaging used to deliver your prescription	98
<b>Q6. How well do you think the pharmacy provides the following services:</b>	100
C. Disposing of medicines you no longer need	

## Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
<p><b>Q7. Have you ever been given advise about any of the following by the pharmacist or pharmacy staff:</b></p> <p>Stopping Smoking</p>	60	Obtain and distribute Health Promotion Leaflets on NRT products to customers and sign post customers to their local smoking cessation service provider. Stoptober (October 2017) would be an ideal time to obtain marketing literature for distribution. (By Nov 2017)
Healthy Eating	43	We are currently providing leaflets on Blood Pressure and Diabetes management. Order further leaflets on Healthy Eating, Physical Exercise and Weight Management for distribution to customers. (By August 2017)
Physical Exercise	41	Address as above and highlight the importance of Physical Exercise and achieving a Healthy Weight and BMI and promote the health benefits of this. (By August 2017)
<p><b>Q4. Thinking about any previous visits as well as todays, how would you rate the pharmacy on the following factors:</b></p> <p>A. Ease of contacting the pharmacy</p>	35	Introduce a more efficient call handling system which allows more than one call to be taken simultaneously and also allows customers to queue or request a call back when contacting the pharmacy by phone. (By Dec 2017)

## Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>Busy Phone Lines:</p> <p>We will look into installing a more efficient call handling system at the pharmacy. This will allow patients to leave a message, request a call back or queue for the next available member of staff to take the call. This will in turn improve the service we are able to provide our customers as the new phone handling system will allow more than one call to be taken simultaneously.</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	%: 10	%: 7	%: 13	%: 20	%: 34	%: 15

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
%: 92	%: 5	%: 3