

Report for publication for **APTEKA CHEMIST**

Owner of Pharmacy: DOZ UK LTD

Address of Pharmacy: 179 Seven Sisters Road, London, N4 3NS

Date Patient survey completed: 30/03/2018

Top areas of performance

Question	% of respondents satisfied with service
Staff overall rating	100
Staff being polite and taking time to listen to what patient wants	100
Answering queries	100
Providing an efficient service	100
Service received from the pharmacist	100
Waiting time to be served	100

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Time taken to provide prescription and/or any other NHS service	4	Clear communication to patients about current waiting time
Providing advice on stopping smoking	56	Patients are still not aware of this service being provided in the pharmacy: to update information zone within 2 weeks, being proactive by making every contact count
Providing advice on healthy eating	65	Patients are not informed that they can receive advice on healthy eating; run healthy eating campaign by summer this year.
Provide advice on physical exercise	59	Encourage patient to talk about being active while offering advice.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>We are grateful for positive comments rating us 10 out of 10, or describing us 'as good as it gets' not to mention that we are perceived as very helpful each time we are visited.</p>	<p>We are sorry that there was a bad experience with an ex pharmacist. We will try to hire regular locums who know our patients' individual needs.</p>

<b>Age range of respondents</b>						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%:0	%:3	%:17	%: 35	%: 24	%: 16	%: 4

<b>Profile of respondents</b>		
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
%: 76	%: 12	%: 12