

Top areas of performance

Question	% of respondents satisfied with service
Timely prescription provision	100%
Politeness and care of pharmacist and staff, attentiveness	100%
Efficiency	100%
Overall rating of pharmacist and staff	100%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned - with an immediate affect
Having somewhere available where you could speak without being overheard, if you wanted to	2.66%	Assess if needed and offer to talk to patients in the consultation room
Giving advice on physical exercise	22.67%	Proactive/opportunistic engagement with patients needed– make every contact count
Giving advice on stopping smoking	30.67%	Proactive/opportunistic engagement with patients needed – make every contact count
Giving advice on healthy eating	22.67%	Proactive/opportunistic engagement with patients needed – make every contact count
Disposing of medicines you no longer need	1.33%	Reminding patients that they can return any unwanted medicines, poster updated on the display board.
Having in stock the medicines/appliances you need	1.35	Revisiting shelves/drawers for stock levels twice daily

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
N/A	N/A

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%:1.35	%: 4.05	%:12.16	%: 20.27	%: 31.08	%: 14.86	%: 16.22

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
%: 77.03	%: 13.51	%: 9.46