

Top areas of performance

Question	% of respondents satisfied with service
Overall rating of the pharmacy	100
Service received from pharmacy staff	100
Answering questions	100
Having in stock medicines or appliances needed	100
Cleanliness of the pharmacy	100
Time taken to produce prescription or Nhs services	99

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Advice on Stop Smoking	5	Information to be displayed in the pharmacy and on pharmacy website. More engagement with patients to increase awareness of information available. By June 2017
Advice on Healthy Eating	5	Information to be displayed in the pharmacy and on pharmacy website. More engagement with patients to increase awareness of information available. By June 2017
Advice on Physical Exercise	5	Information to be displayed in the pharmacy and on pharmacy website. More engagement with patients to increase awareness of information available. By June 2017
Waiting Time	3	It is not a significant percentage but patients must be informed of waiting time at all times. To be monitored by pharmacy manager.
Convenience of Waiting Areas	3	Standing customers can be invited to wait in the consultation area. Staff encourage to offer sitting in the consultation room if seats occupied. To be monitored by pharmacy manager.
Providing information on Health Services available elsewhere	1	Regular updates to be undertaken on our patient information display.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
No comments recorded	No comments recorded

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 0	%: 2.5	%: 12	%: 29	%: 35	%: 15	%: 7

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
%: 86	%: 14	%: 0