



Owner Of Pharmacy: Day Lewis PLC

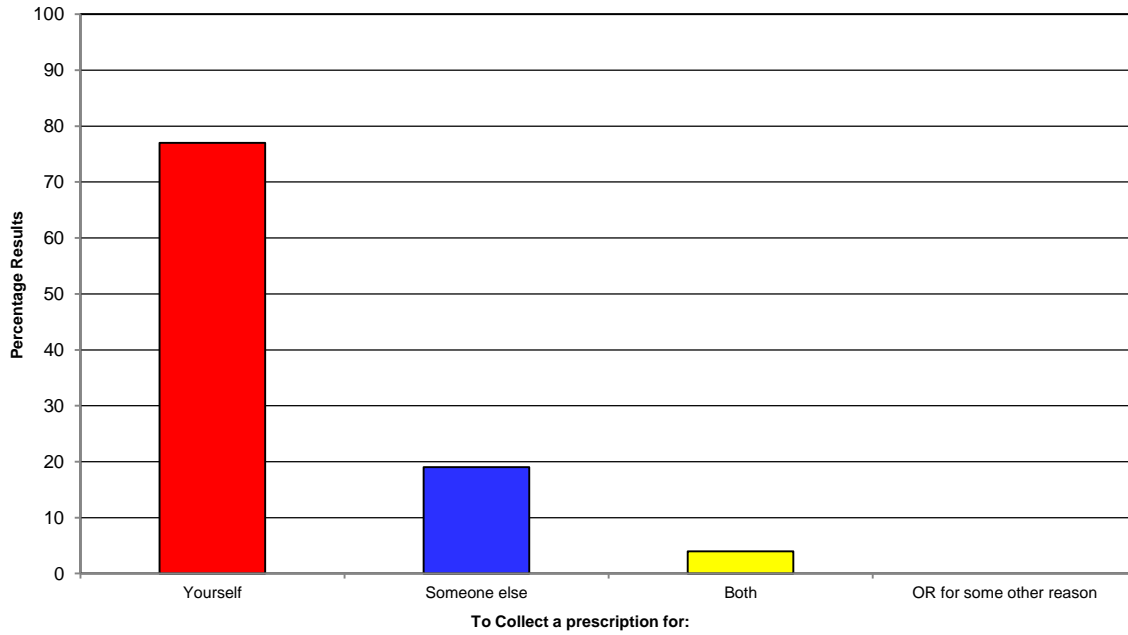
Address Of Pharmacy: 30 Church Street, Caversham, Reading, Berkshire

RG4 8AU

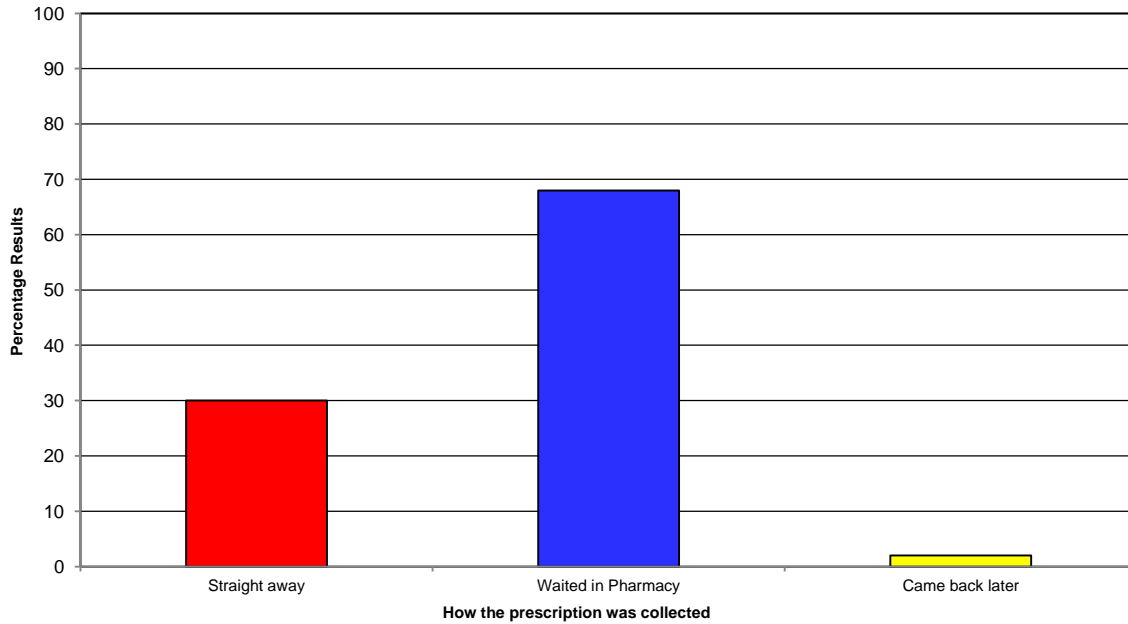
Date Patient Survey Completed: December 2016

**RESULTS:**

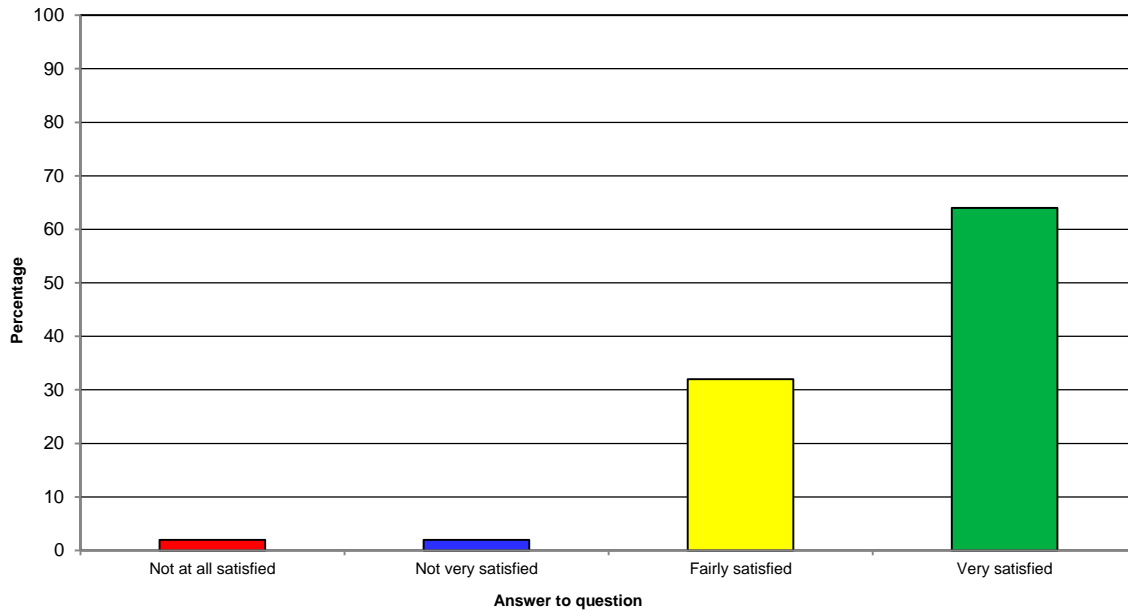
Why did you visit the pharmacy today?



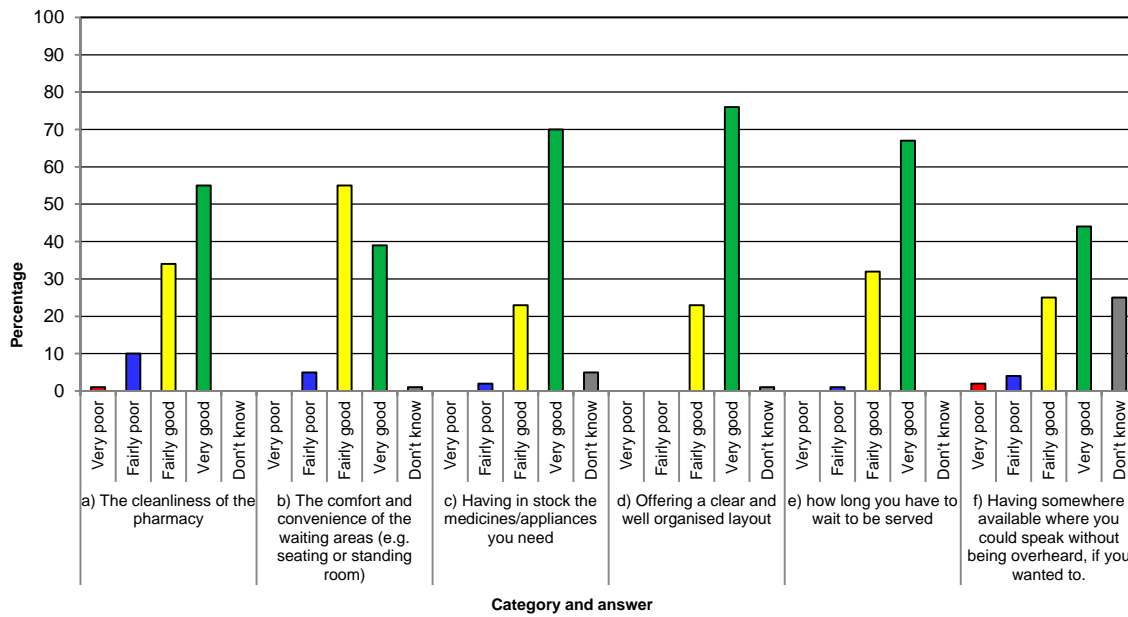
If you collected a prescription today did you?



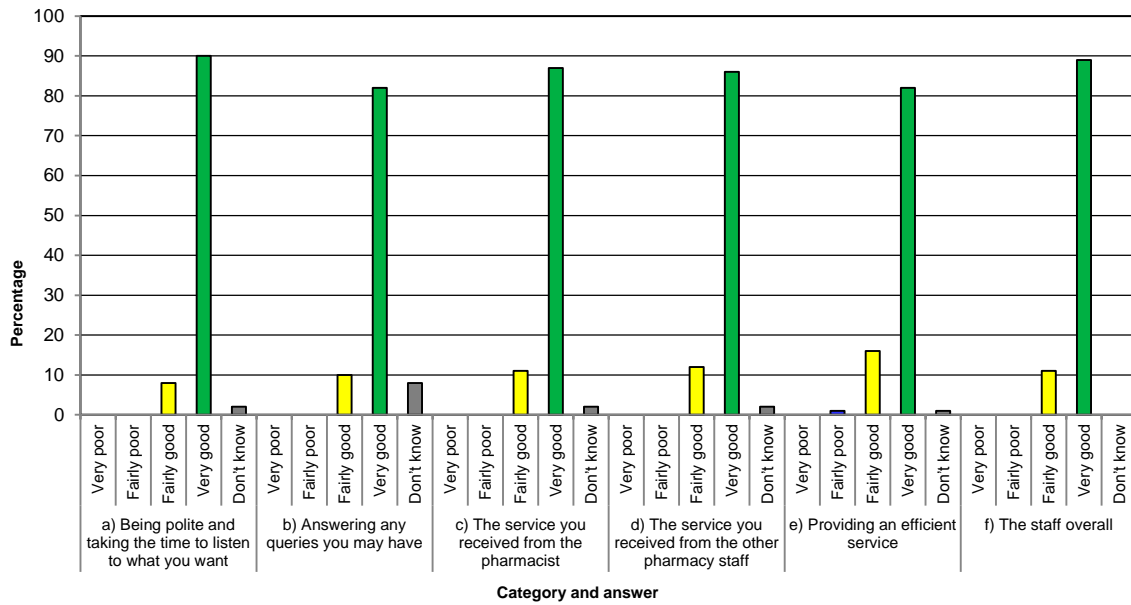
How satisfied were you with the time it took to provide your prescription or NHS service



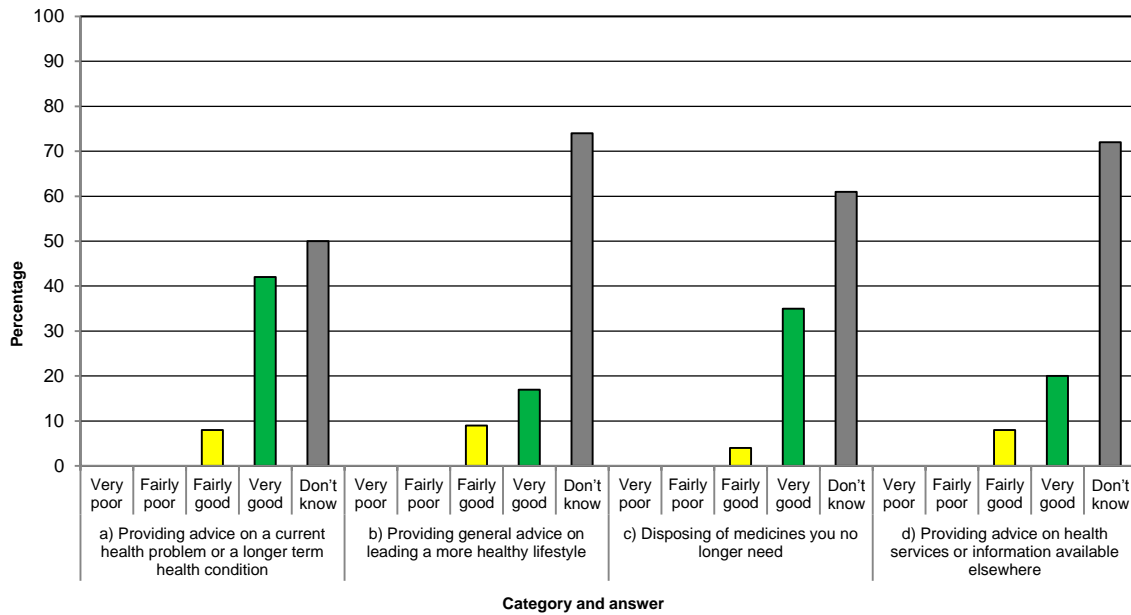
Think about previous visits, how do you rate the pharmacy?



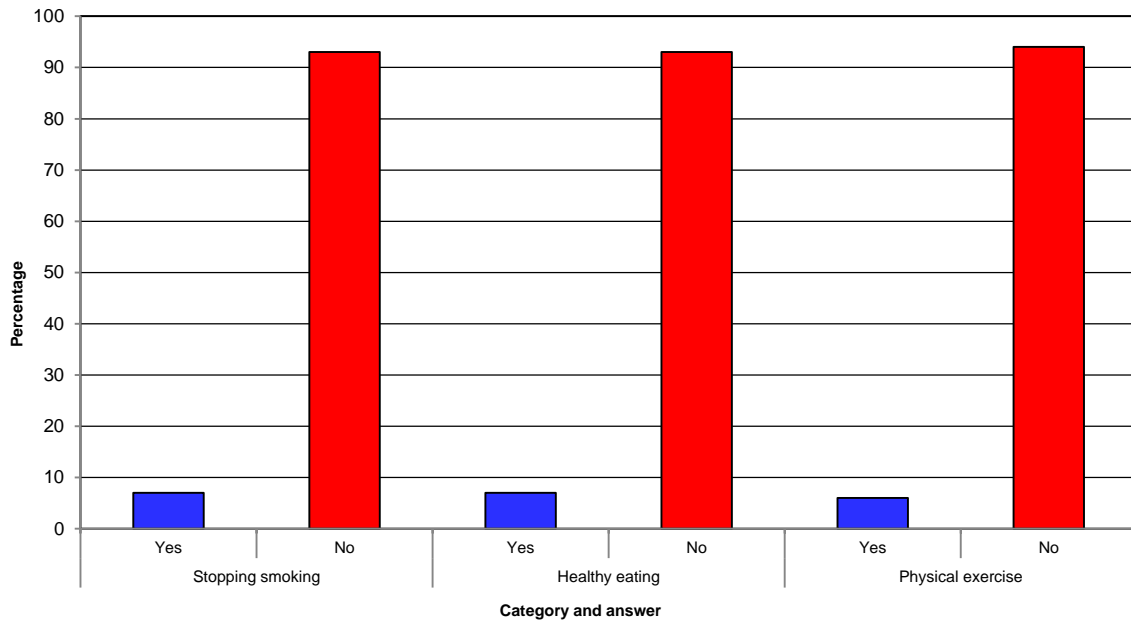
How would you rate the pharmacist and staff?



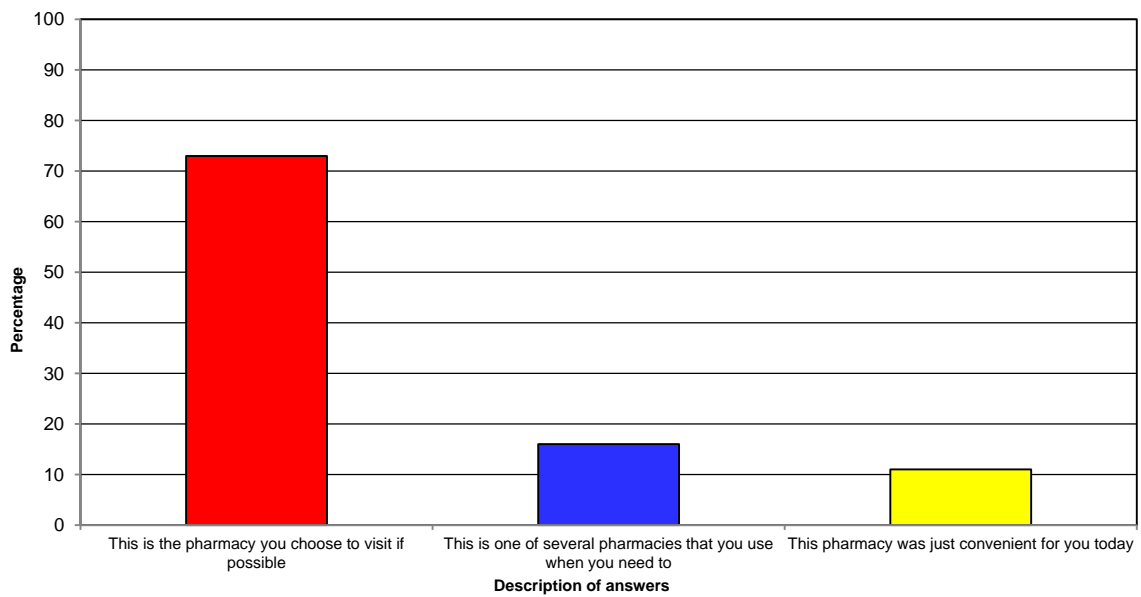
How well does the pharmacy provide the following services?



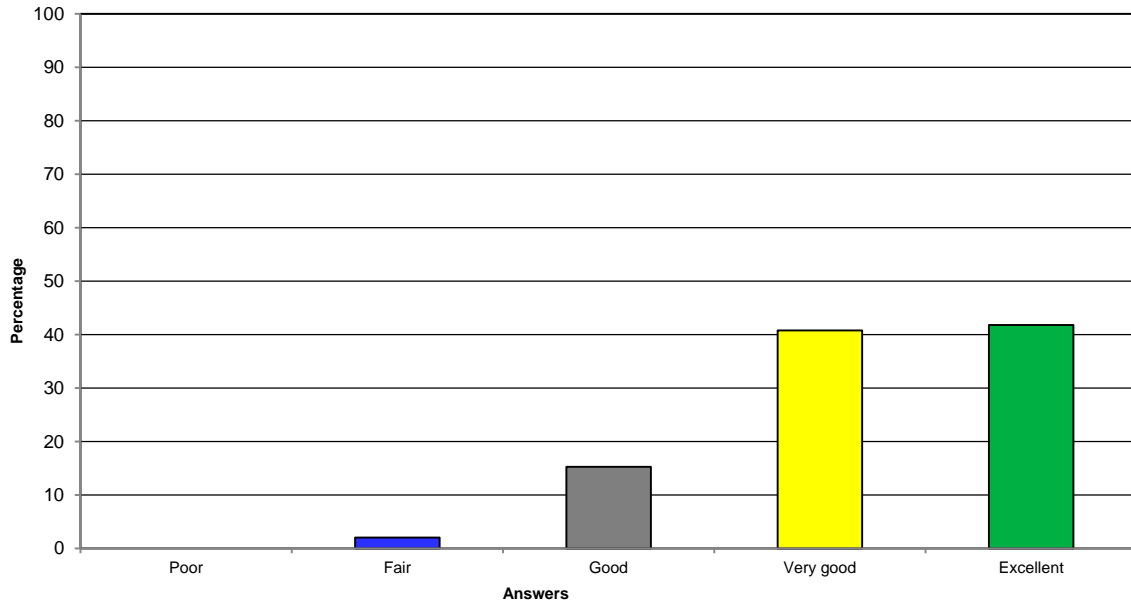
Have you ever been given advice on the following?



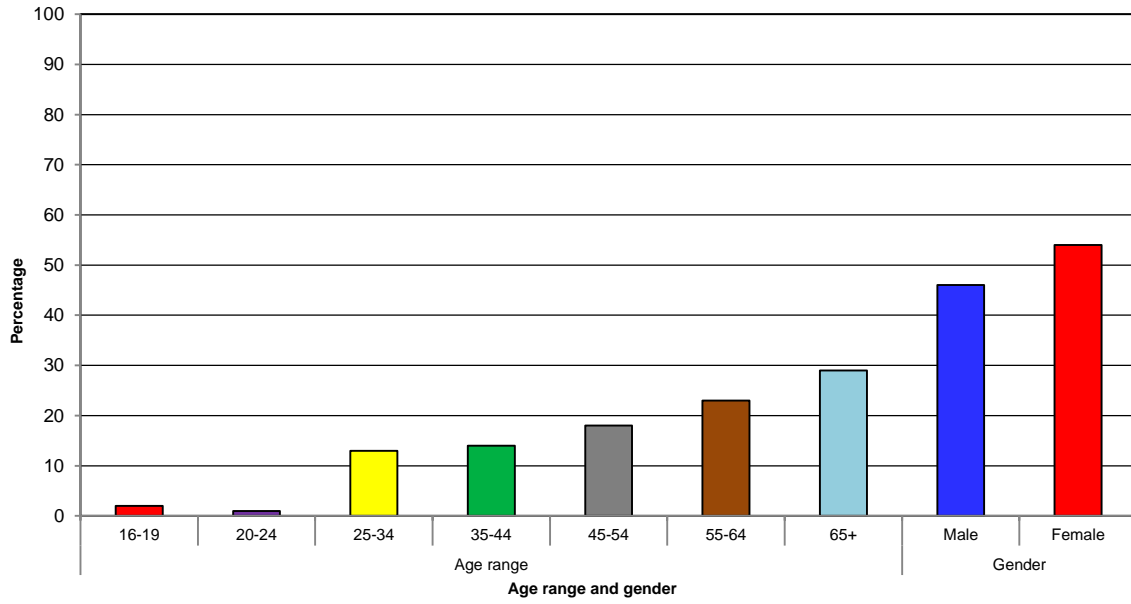
Which best describes how you use the pharmacy



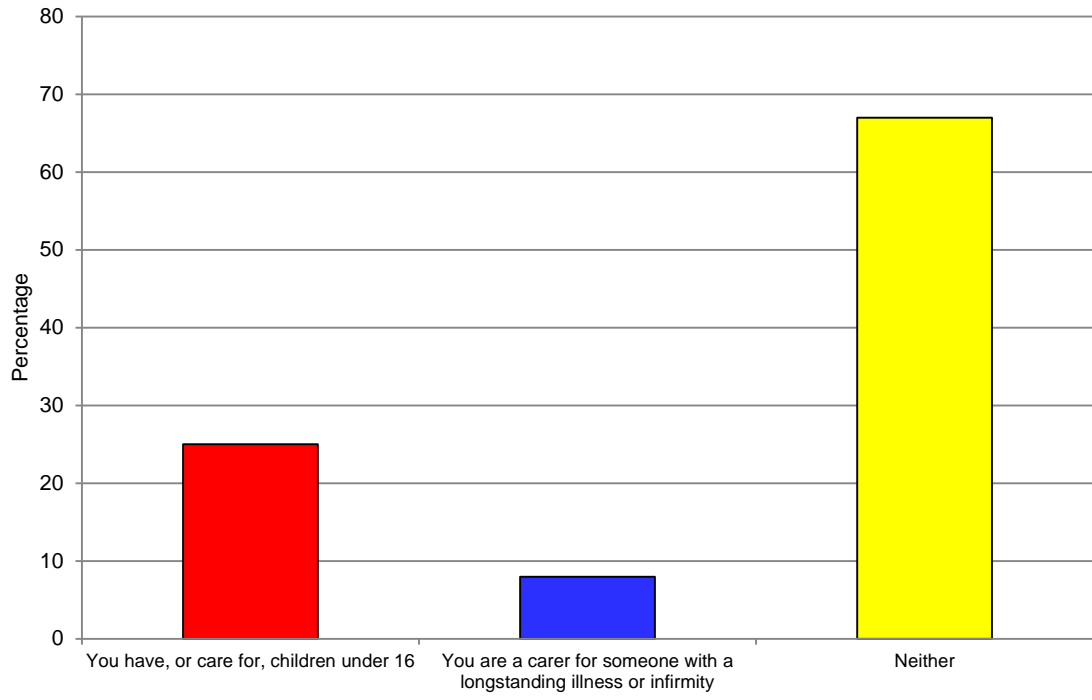
Taking everything into account, how would you rate everything?



Age range and gender



Which applies to you?



## ANALYSIS:

### Top areas of performance:

Question	% of respondents satisfied with service
How long you have to wait to be served	99%
Offering a clear and well organised layout	99%
Being polite and taking the time to listen to what you want	98%
Providing an efficient service	98%
The staff overall	100%

### Areas in greatest need for improvement:

Question	% of respondents dissatisfied with service	Action Taken or planned (including timescale)
Have you ever been given advice on stopping smoking, healthy eating and/or physical exercise?	93%	Become a HLP Level 1 by November 2017.

**Pharmacy response to respondent's additional comments**

Areas within control of pharmacy	Areas outside control of pharmacy
Uphold high standard of service. Keep waiting times low.  Be more proactive in giving healthy living advice. Train a Healthy Living Champion & Leader. Engage with the community.	Not applicable.

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 2	%: 1	%: 13	%: 14	%: 18	%: 23	%: 29

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
%: 73	%: 16	%: 11