



As a NHS pharmacy, we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the pharmacy into consideration.

This leaflet provides you with the results of the survey. It gives details of where we have performed well and those areas where we will be looking to improve.

If you have any questions or comments about the results then please speak to a member of our team.

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**Shaftesbury Avenue**  
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## Pharmacy Patient Survey Results



close to you

[www.alphega-pharmacy.co.uk](http://www.alphega-pharmacy.co.uk)

Providing NHS services



## Areas in which we have performed well

Area	Percentage of customers satisfied
How long you had to wait to be served	97%
Receiving an efficient service	99%
The services you received from the other pharmacy staff	100%

## Areas where we will make improvements

Area	Percentage of customers dissatisfied
<b>Action plan: Within the year</b> We plan to implement advisory skills to staff to enable them to speak to patients about healthy eating. We will be highlighting healthy eating while providing MUR services	
The advice on healthy eating	69%
<b>Action plan: Within six months</b> As part of the MUR services, patients who are diabetic or suffer from cardiac conditions will be advised to exercise	
The advice on physical exercise	77%
<b>Action plan: Within a week</b> Staff will be trained to provide the choice to speak in private to patients if they wish.	
Being able to speak without being overheard, if you wanted to	1%

## Our reply to your additional comments

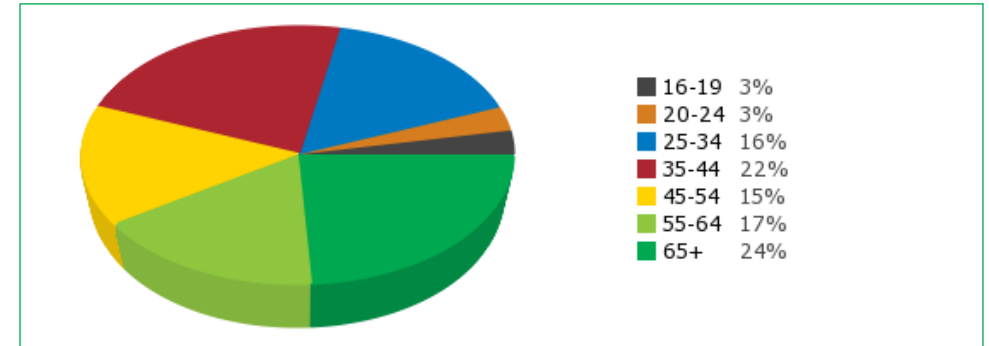
### Areas within control of pharmacy

Often, there is a wait for prescriptions to be dispensed, if a number of people are in the Pharmacy waiting at the same time.

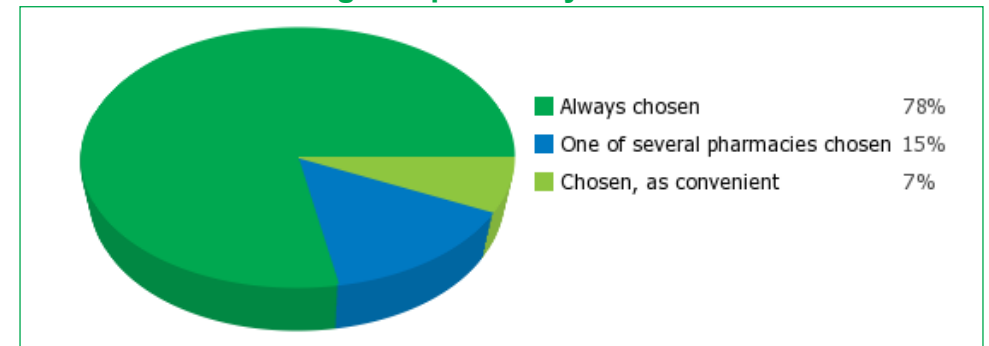
### Areas outside control of pharmacy

Emergency situations arise- deliveries not received in time, urgent telephone calls from a patient, GP, carer. These have to be attended to immediately, and cause delays

## Age range of customers



## Reasons for choosing this pharmacy



Survey completed on: 30 March 2017 Number of responses: 150