

Rowlands Pharmacy Unit 2, 1 Dorchester Road, Upton, Poole, BH16 5NJ

Areas where the pharmacy is performing strongly	Brief commentary
<i>Politeness & attentiveness of staff</i>	<i>99% of respondents believed the staff's politeness & attentiveness was Very Good or Good.</i>
<i>The overall staff rating</i>	<i>99% of respondents rated the staff as Very Good or Good.</i>
<i>Cleanliness of pharmacy</i>	<i>99% of respondents thought the cleanliness of the pharmacy was Very Good or Good.</i>

Area where the survey identified the greatest potential for improvement	Brief commentary and action being taken to improve performance
<i>Providing general advice on healthy lifestyle</i>	<i>35% of respondents did not know that the pharmacy could provide general advice on a healthy lifestyle. The branch is now displaying leaflets and posters to promote healthy lifestyles including the Rowlands Healthy Living Advice leaflet. The team will also be challenged to actively provide advice to patients during medication use reviews and the new medicines service.</i>

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
	<i>Unfortunately there is nothing we can do at the moment to improve the parking facilities outside the pharmacy.</i>

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
%: 54	%: 27	%: 19

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 6	%: 4	%: 14	%: 12	%: 17	%: 9	%: 38