

Areas where the pharmacy is performing strongly	Brief commentary
Cleanliness of pharmacy	99% of respondents thought the cleanliness of the pharmacy was Very Good or Good.
Clear well-organised layout	99% of respondents thought the layout of the pharmacy was Very Good or Good.
Comfort & convenience of waiting areas	99% of respondents thought the waiting areas were Very Good or Good.

Area where the survey identified the greatest potential for improvement	Brief commentary and action being taken to improve performance
Disposing of medicines	35% of respondents did not know that the pharmacy is able to dispose of medicines they no longer needed. Staff to be re-trained to highlight this service to patients during conversations in the Pharmacy.

Pharmacy response to respondent's additional comments

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

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
#: 81	#: 6	#: 13

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
#: 5	#: 2	#:13	#: 8	#: 18	#: 19	#:35