Providing an NHS Service

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 has been produced to provide you with the results of the survey where we performed well and 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.

Many thanks

Oakwood Pharmacy

NHS Pharmacy Patient Survey Results
Contract Year: 2016-2017

Improving your Pharmacy and the service we provide to you and your family!

Oakwood Pharmacy
14 Church Street
Mansifeld Woodhouse
Nottinghamshire
NG19 8AH
Tel: 01623 423670
**Top areas of performance**

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage of customers satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>How you rated the time it took to provide your prescription and/or any other NHS services you required?</td>
<td>100%</td>
</tr>
<tr>
<td>How you rated the cleanliness of the pharmacy</td>
<td>100%</td>
</tr>
<tr>
<td>How satisfied you were with how long you had to wait to be served</td>
<td>99%</td>
</tr>
</tbody>
</table>

**Areas in greatest need for improvement**

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage of customers dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>How you rated the stopping smoking service/advice</td>
<td>44%</td>
</tr>
<tr>
<td><strong>Action plan: Within the year</strong> train staff in being more proactive and push incentives to all staff to commit to asking patients about quitting smoking</td>
<td></td>
</tr>
<tr>
<td>How you rated the advice on physical exercise</td>
<td>45%</td>
</tr>
<tr>
<td><strong>Action plan: Within the year</strong> Train counter staff to be more proactive and look at new ways to approach the topic</td>
<td></td>
</tr>
<tr>
<td>What you thought about the services you received from the other pharmacy staff</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Action plan: Within the year</strong> make sure all staff are well trained and more in tune with our customers needs</td>
<td></td>
</tr>
</tbody>
</table>

Survey completed on: 14 March 2017 Number of responses: 150

**Our reply to your additional comments**

**Areas within control of Pharmacy**

it is very nice to see all the positive comments we have received about the pharmacy and staff and we will keep up the good work

**Areas outside control of Pharmacy**

We will always try to keep improving our systems and service to provide an amazing service

**Age range of customers**

- 16-19: 5%
- 20-24: 7%
- 25-34: 17%
- 35-44: 10%
- 45-54: 12%
- 55-64: 7%
- 65+: 40%

**Profile of customers choosing our Pharmacy**

- Probably chosen: 37%
- One of several pharmacies: 58%
- Just for Convenience: 6%