

Owner of Pharmacy: Badham Pharmacy Address of Pharmacy: 256 London Road, Cheltenham GL52 6HS Date Patient Survey Completed: March 2017

Top Areas of Performance

Question	% of respondents satisfied with service
Are you happy with the time it took to dispense their prescription	100%
Are you happy with the cleanliness of the pharmacy	100%
Are you happy with our staff	99%
Do you feel our staff are polite	99%
Are you happy with how long it took to be served	98%
Do you feel we provide an efficient service	98%
Do you feel the shop has a clear and good layout	98%

Areas in need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescales)
Are you happy with advice on services elsewhere	52%	We are a Heathy Living Pharmacy and are striving to improve on these interventions. We expect a higher satisfaction level at the next patient survey
Are you happy with the advice received on health issues	66%	
Are you happy with disposal service of old medication	67%	

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<ul style="list-style-type: none"> • More staff needed. Response –We are currently recruiting for additional staff. • Incorrect dosage. Response – Error report completed and lessons learnt taken on board. • Storage of prescriptions given in past always wary now. Response – pharmacist now gives more explicit advice • There is a waiting area with seats away from busy counter and numbers to tell customers when scripts are ready 	

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
1.50 %	1.50 %	7.52 %	18.04 %	19.55 %	24.06 %	27.83 %

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
87.41 %	6.67 %	5.92 %