

Annex 3 – CPPQ Report Template

Owner of Pharmacy: Boots UK Address of Pharmacy: 54 HIGH STREET STEVENAGE SG1 3EF

Date Patient survey completed: 1/04/2016-31/03/17

Top areas of performance

Question	% of respondents satisfied with service
How would you rate the staff overall	94.4%
The service you received from other pharmacy staff	94.18%
Were our people polite and take the time to listen to what you want	94.15%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Provided advice on health services or information available elsewhere	60.74%	We are supporting our pharmacy team to understand the availability of health services available
Disposed of medicines you no longer need	59.15%	We are reminding our pharmacy team of procedures required to dispose of unwanted medicines.
The comfort and convenience of the waiting area	58.38%	We are constantly looking for ways to improve our in store environment

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Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%:0.0%	%:7.69%	%:7.69%	%:8.97%	%:24.36%	%:20.51%	%:30.77%

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
%:75.32%	%:12.99%	%:11.69%