

Community Pharmacy Patient Questionnaire 2016/17

Owner of Pharmacy: siky ltd

Address of Pharmacy: 136 cardigan road

Date Patient survey completed: 03/03/2017

Top areas of performance

Question	% of respondents satisfied with service
Q9 Finally, taking everything into account – the staff, the shop and the service provided –how would you rate the pharmacy where you received this questionnaire?	100% Excellent
Q4 How would you rate the pharmacy for how long you have to wait to be served	100% Very good
Q4 How would you rate the pharmacy for the cleanliness of the pharmacy	100% Very good
Q5 How would you rate the pharmacist and other staff who work at the pharmacy; Being polite and taking the time to listen to what you want	98% Very good
Q5 How would you rate the pharmacist and other staff who work at the pharmacy; Providing an efficient service	97%very good
Q3 How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?	96% Very satisfied

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Q4, Thinking about any of the previous visits as well as today's, how would you rate the pharmacy on the following factors') the comfort and convenience of the waiting area	18%% fairly poor	The shop had been newly refurbished and shop floor space was focused on maximising stockholding for customers and as a result we currently have only one chair in the waiting area, this is something we are looking and will be arranging for more seating in the near future.
Q4, on having in stock the medicines/appliances you need ?	16% fairly poor	Here at star pharmacy we aim to provide the best service possible and have undergone a major refurbishment to try and hold as wide a range of stock as possible to ensure we stock the items our patients require unfortunately we cannot hold every single item to due roduct expiry and cost problems
Question 6, how well do you think the pharmacy provides general advice on leading a healthy lifestyle?	12% Not very well	The pharmacy is aiming to provide more information on living a healthy lifestyle by general consultation with staff and also by means of MURs with the pharmacist

<p>Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?</p> <p>Healthy eating</p> <p>Physical exercise</p> <p>Stopped smoking</p>	<p>92% NO</p> <p>94%NO</p>	<p>Here at the pharmacy we provide many different types of information on health such as leaflets , the pharmacy websites, and displays on the front screens, however we will look to improve the amount of advice given by all staff through general discussions and also MURs.</p>
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Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>Comment: please keep more seats, I have a bad knee and cannot stand for long.</p> <p>Response: The pharmacy was designed so the shop floor could accommodate as much stock as possible for patients, this limited the space for seating however we do now have a chair in the shop floor</p>	<p>Comment: The price of some medication is very high compared to supermarkets,</p> <p>Response, we are an independent pharmacy and our prices are correlate with our costs, we cannot compete with the prices of supermarkets or large multiples who have considerable bulk buying discounts, we do keep in cheaper alternative which staff point out during the sale</p> <p>Comment: I came to collect my prescription after the Dr said he had sent it to the pharmacy but it wasn't ready when I got there</p> <p>Response; Sometimes electronic prescription do not download straight away and can stay on the spine for a while at the pharmacy we cannot process any prescription until they have been downloaded. We do offer a text messaging and also offer to ring patients when the medication is read to collect.</p>

Age range of respondents					
16-19	20-24	25-34	35-44	45-54	55-64
36%	24%	6%	8%	10%	16%

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
82%	18%