

**Owner of Pharmacy:**

Tesco PLC

**Address of Pharmacy**Royston, Store No:3108  
Old North Road, Royston, SG8 5UA**Date Patient survey completed:**

13/03/2018

**Top areas of performance**

Disposing of medicines you no longer need	93%
Providing advice on a current health problem or a longer term health issue	90%
Being polite and taking time to listen to what you want	87%
Providing advice on health services or information available elsewhere	87%
The cleanliness of the pharmacy	86%

**Areas in greatest need of improvement**

Question	% respondents dissatisfied with service	Action taken or planned (including timescale)
How long you have to wait to be served	7.9%	We are introducing new processes that will help manage workload and be more reactive to waiting times
Offering a clear and well organised layout	6.3%	Review our layout and make improvements where possible
The comfort and convenience of the waiting areas	4.1%	We will review our waiting area and make changes where possible
Providing an efficient service	2.4%	We are introducing new processes that will help manage workload efficiently
Satisfaction with the time it took to provide a prescription	1.6%	We are introducing new processes that will help manage workload and be more reactive to waiting times

## Pharmacy response to respondent's additional comments

### Areas within control of pharmacy

Pharmacy response	Count
Colleagues will be retrained on Tesco service training	3
We are introducing new processes that will help manage workload and allow our colleagues to spend more time over the counter	3
We are introducing new processes that will help manage workload and be more reactive to waiting times	3

### Areas outside control of pharmacy

Pharmacy response	Count
	No additional comments

## Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
0.0%	1.6%	10.4%	27.2%	13.6%	5.6%	41.6%

## Profile of respondents

This is the pharmacy that you choose to visit if possible	This is one of several pharmacies that you use when you need to	This pharmacy was just convenient for you today
86.1%	9.6%	4.3%