

Owner of Pharmacy:

Tesco PLC

Address of PharmacyFlitwick 1, Store No:2547
Coniston Road, Bedford, MK45 1LX**Date Patient survey completed:**

28/02/2017

Top areas of performance

The service you received from the pharmacist	96%
Being polite and taking time to listen to what you want	95%
The service you received from the other pharmacy staff	95%
The staff overall	95%
How we deal with your confidential information	92%

Areas in greatest need of improvement

Question	% respondents dissatisfied with service	Action taken or planned (including timescale)
Having somewhere available where you could speak without being heard	9.6%	We ensure all colleagues offer the use of a consultation room to customers where appropriate to respect confidentiality
How we deal with your confidential information	2.1%	We ensure that all our colleagues are trained to deal with confidential information
Providing advice on a current health problem or a longer term health issue	1.3%	We ensure are colleagues are appropriately trained and provide protected learning time for pharmacists
Having in stock the medicines/appliances you need	1%	We will regularly review our owing medicines and adjust our stock levels accordingly
Satisfaction with the time it took to provide a prescription	0.72%	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
We are introducing new processes that will help manage workload and be more reactive to waiting times	1
We will regularly review our owing medicines and adjust our stock levels accordingly	1

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+
2.0%	4.0%	14.7%	17.3%	24.0%	17.3%	20.7%

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
69.2%	19.2%	11.6%