

Owner of Pharmacy:

Tesco PLC

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

13/03/2018

Top areas of performance

The staff overall	93%
Being polite and taking time to listen to what you want	92%
Answering any queries you may have	92%
The service you received from the pharmacist	92%
The service you received from the other pharmacy staff	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	14%	We ensure all colleagues offer the use of a consultation room to customers where appropriate to respect confidentiality
Satisfaction with the time it took to provide a prescription	3.5%	We are introducing new processes that will help manage workload and be more reactive to waiting times
The comfort and convenience of the waiting areas	2.1%	We will review our waiting area and make changes where possible
Disposing of medicines you no longer need	1.7%	We provide a disposal service in our pharmacy
The cleanliness of the pharmacy	1.4%	The pharmacy is cleaned daily, we will review the effectiveness of the process

Pharmacy response to respondent's additional comments

Areas within control of pharmacy

Pharmacy response	Count
Colleagues will be retrained on Tesco service training	1
Review our layout and make improvements where possible	1
We ensure all colleagues offer consultation room to customers where appropriate to respect confidentiality	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+
2.7%	4.1%	10.8%	12.2%	25.7%	25.7%	18.9%

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
80.6%	12.5%	6.9%