Providing an NHS Service

As a NHS Pharmacy we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the Pharmacy into consideration.

This leaflet has been produced to provide you with the results of the survey where we performed well and areas where we will be looking to improve.

If you have any questions or comments about the results then please speak to a member of our team.

Many thanks
Noor Pharmacy

NHS Pharmacy Patient Survey Results
Contract Year: 2016-2017

Improving your Pharmacy and the service we provide to you and your family!

Noor Pharmacy
Waterworks Road
Edgbaston
Birmingham
B16 9AL
Tel: 0121 454 5118
### Top areas of performance

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage of customers satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>How polite and did the staff take time to listen to what you wanted?</td>
<td>100%</td>
</tr>
<tr>
<td>How you rated the advice on healthy eating</td>
<td>24%</td>
</tr>
<tr>
<td>How you rated the advice on physical exercise</td>
<td>17%</td>
</tr>
</tbody>
</table>

### Areas in greatest need for improvement

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage of customers dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>How you rated the stopping smoking service/advice</td>
<td>74%</td>
</tr>
<tr>
<td><strong>Action plan: Within six months</strong></td>
<td></td>
</tr>
<tr>
<td>Increase pro-active engagement by staff</td>
<td></td>
</tr>
<tr>
<td>How you rated the advice on leading a more healthy lifestyle</td>
<td>5%</td>
</tr>
<tr>
<td><strong>Action plan: Within the year</strong></td>
<td></td>
</tr>
<tr>
<td>Improve availability of leaflets and engaging with local &amp; national campaigns</td>
<td></td>
</tr>
<tr>
<td>How you rated the advice on a current health problem or longer term condition</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Action plan: Within the year</strong></td>
<td></td>
</tr>
<tr>
<td>1. Up-skilling of staff members 2. Publicise availability of services</td>
<td></td>
</tr>
</tbody>
</table>

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Survey completed on: 31 March 2017 Number of responses: 156

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### Our reply to your additional comments

#### Areas within control of Pharmacy

Need to improve signage and communication for opening hours and changes to working hours.

#### Areas outside control of Pharmacy

Increase retail space to merchandise a greater range of products

### Profile of customers choosing our Pharmacy

- **Probably chosen**: 84%
- **One or several pharmacies**: 9%
- **Just for Convenience**: 7%

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**Age range of customers**

- 16-19: 1%
- 20-24: 9%
- 25-34: 19%
- 35-44: 23%
- 45-54: 20%
- 55-64: 14%
- 65+: 14%