Patient Satisfaction Survey 2018

Summary Report

Walkers Pharmacy

All pharmacies are required to conduct an annual community pharmacy patient questionnaire. The questionnaire allows patients to provide valuable feedback to community pharmacies on the services they provide. Attached is a report summarising our findings.

OVERALL RESULTS

Visit to your Pharmacy on the day of the survey, question 3, question 8 and question 9.

79% of the respondents chose to visit your Pharmacy if possible and 100% were satisfied with the speed of service received. 95% of your customers rated your Pharmacy as excellent or very good.

PHARMACY INFRASTRUCTURE QUESTION 4

You scored over 95% very good in all sections apart from the waiting area which scored fairly good overall.

PHARMACY STAFF QUESTION 5

This is an area where you obviously excel since you have scored over 95% in every category including 94% overall.

SERVICES PROVIDED BY THE PHARMACY QUESTION 6

(Taking the answers only of those who had used the service)

Advice on current health problems: Scored 94% very good
Providing general advice: Scored 92% very good
Disposing of Medicines: Scored 98% very good
Signposting: Scored 93% very good

GENERAL HEALTH ADVICE QUESTION 7

- 35% said that they had not received advice from you or your staff on smoking, healthy eating and exercise.

QUESTION 10

- All very positive comments.

DEMOGRAPHICS QUESTIONS 11, 12 AND 13
From the commercial point of view, the survey indicates that 59% of your customers are female as opposed to 41% male. 65% are over 45 and 54% have neither children nor dependant relatives to care for.

RECOMMENDATIONS

1. This shows your staff are especially appreciated so keep up the good work.
2. Customers are very impressed with the new pharmacy.
3. It has been suggested that you should improve your seating arrangements in the waiting area.
4. You could increase ranges for your older customers with more disposable income as 54% have no dependents.
5. Try and increase awareness of all the services that you offer.
6. Increase awareness of consultation room as some patients were unaware that there was somewhere they could go to talk privately.

OVERVIEW

Carrying out this questionnaire has shown us that our new premises has been received warmly. We are pleasess to see that our staff are thought off highly.

In response to the comments made about our seating arrangements, we had a seating area fitted in 2017 for 4 people. Unfortunately, we are limited on space to improve it further but welcome any suggestions you may have.

This year, we have produced advertisements in local magazines, bag leaflets and online promotion to increase awareness of services that we offer as new customers may not be aware of these as well as bullet point signs in the pharmacy. New services for 2017 included becoming an Umbrella Clinic where we can offer contraception and STI Testing as well as Atrial Fibrillation testing. Our full travel clinic has taken off well. We are in the process of introducing ‘Know Your Meds’. This involves specifying what the medication is used for on the dispensing label. We hope this will aid self-care.

Your feedback is greatly received. Thank you to all who have completed questionnaires for us.