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

Dudleys Chemist
### Top areas of performance

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage of customers satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>What you thought about the services you received from the other pharmacy staff</td>
<td>100%</td>
</tr>
<tr>
<td>How satisfied you were with how long you had to wait to be served</td>
<td>100%</td>
</tr>
<tr>
<td>How you rated us in having in stock the medicines/appliances you need</td>
<td>100%</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 advice on leading a more healthy lifestyle</td>
<td>0%</td>
</tr>
<tr>
<td>How you rated the advice on healthy eating</td>
<td>90%</td>
</tr>
<tr>
<td>How you rated the stopping smoking service/advice</td>
<td>89%</td>
</tr>
</tbody>
</table>

**Action plan: Within the year**

- We will try to engage patients when we do MURs or NMS to discuss diet, smoking, physical activity etc as part of our operating procedures.

- As a healthy living pharmacy we should be continually engaging with patients about healthy eating so that clear messages are given out around obesity and the risks of being overweight.

- Although we no longer are funded to provide a stop smoking service we can still improve our engagement with patients as part of our obligations as a HLP.

**Survey completed on: 27 March 2018               Number of responses: 100**

### Our reply to your additional comments

**Areas within control of Pharmacy**

It is great to see the fantastic feedback from our patients. The pharmacists and staff work tirelessly to provide an excellent service to our patients and it is good to see their work being appreciated.

**Areas outside control of Pharmacy**

Thank you for all the positive comments.

**Age range of customers**

- 16-19: 0%
- 20-24: 10%
- 25-34: 10%
- 35-44: 12%
- 45-54: 16%
- 55-64: 23%
- 65+: 25%

**Profile of customers choosing our Pharmacy**

- Probably chosen: 93%
- One of several pharmacies: 2%
- Just for Convenience: 4%