

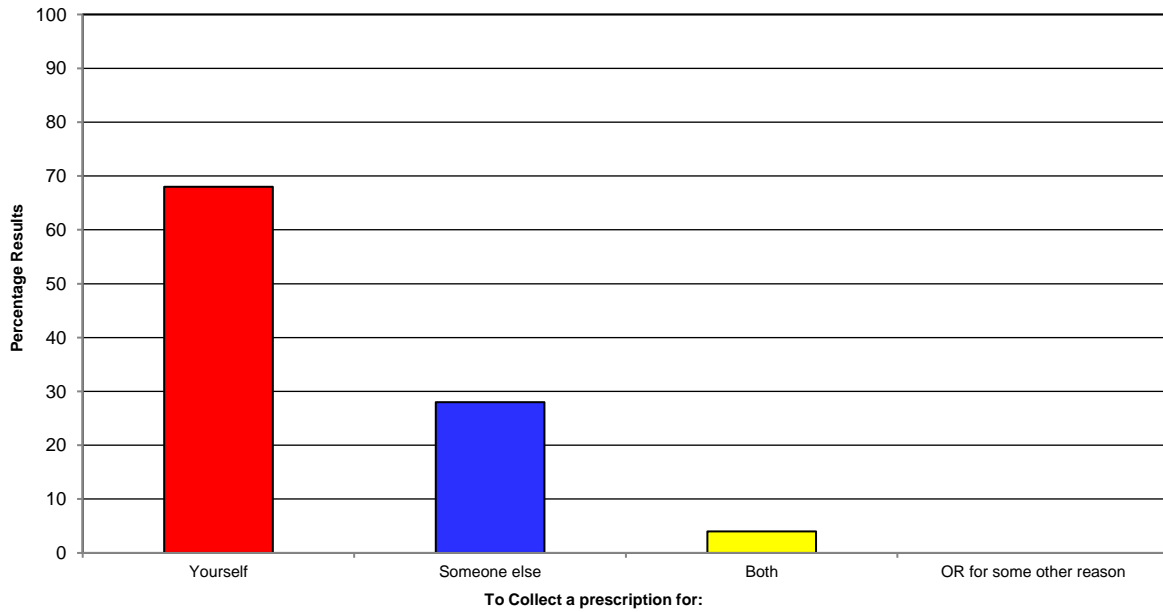


Owner Of Pharmacy: Day Lewis PLC

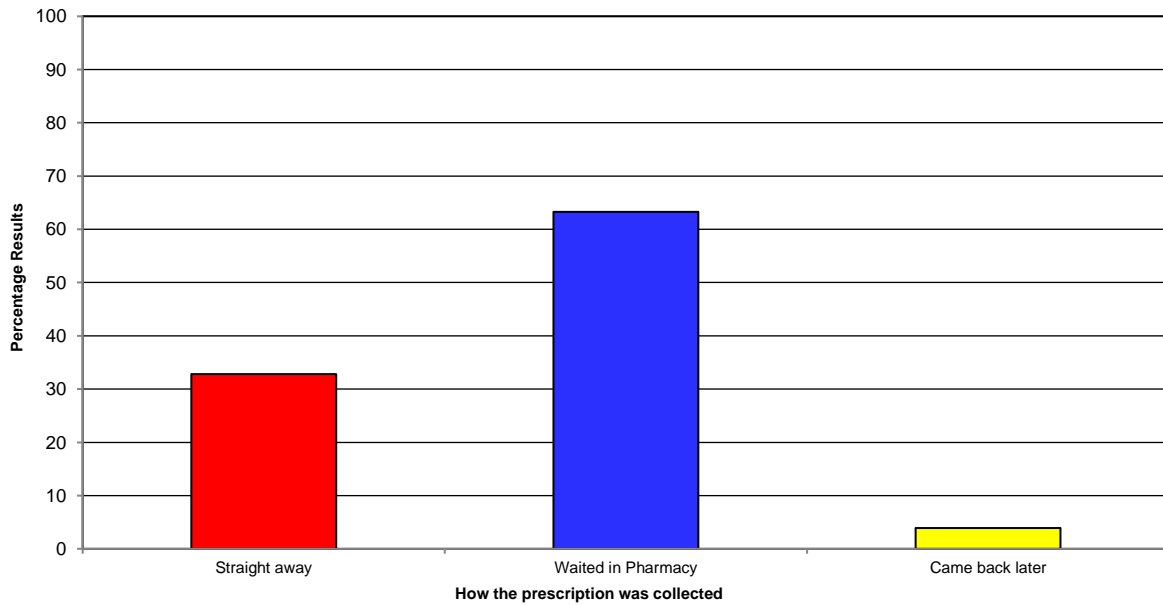
Address Of Pharmacy: 30 Church Street, Caversham, Reading, Berkshire, RG4 8AU

Date Patient Survey Completed: December 2017

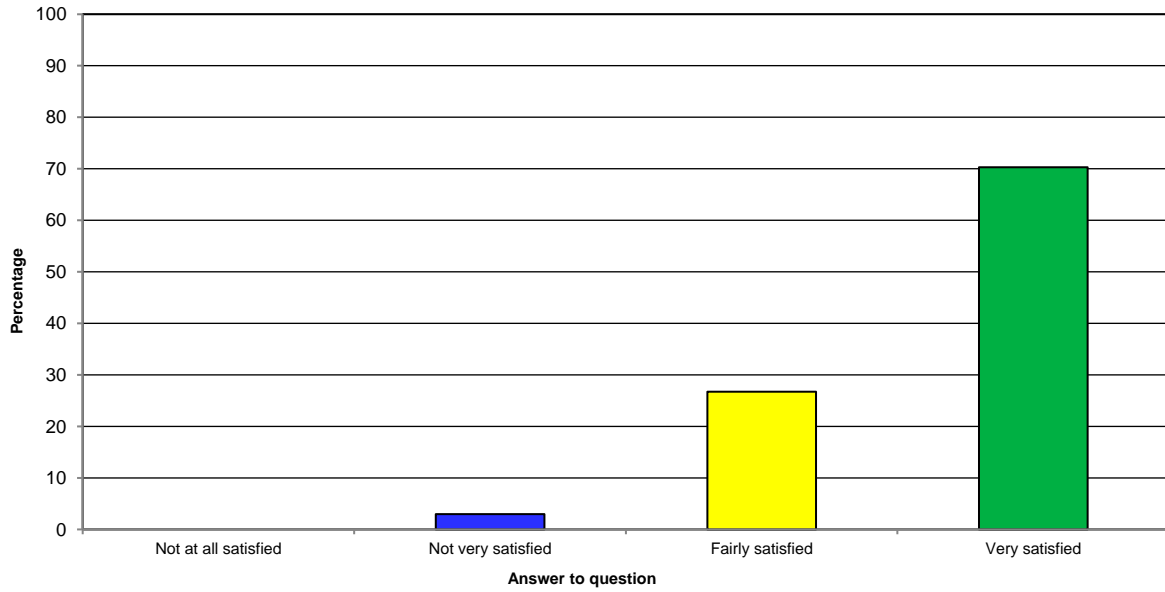
Why did you visit the pharmacy today?



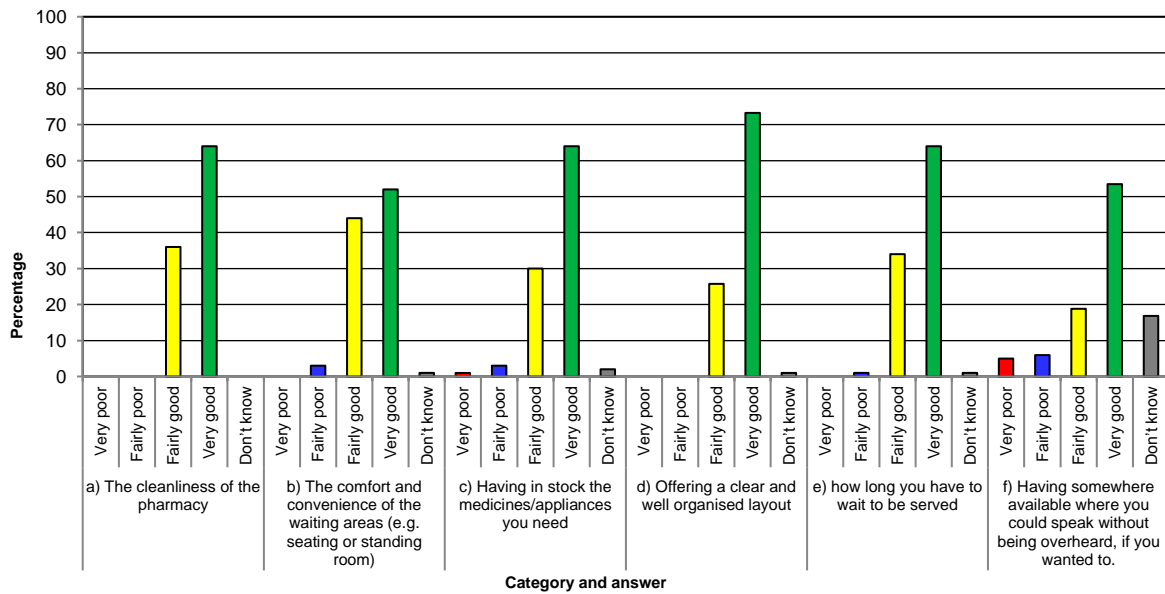
If you collected a prescription today did you?



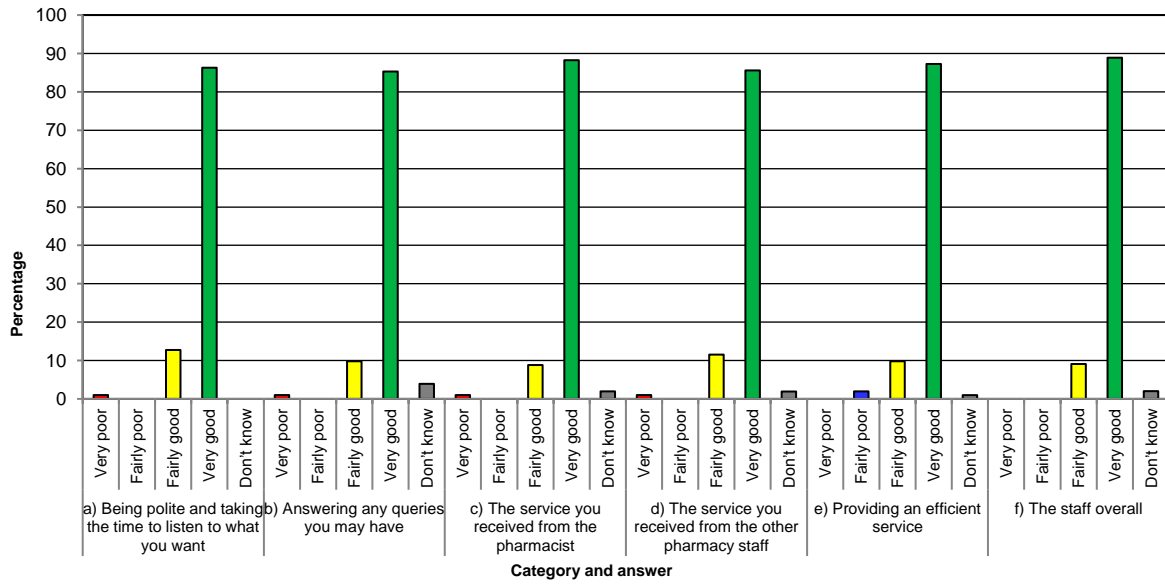
How satisfied were you with the time it took to provide your prescription or NHS service



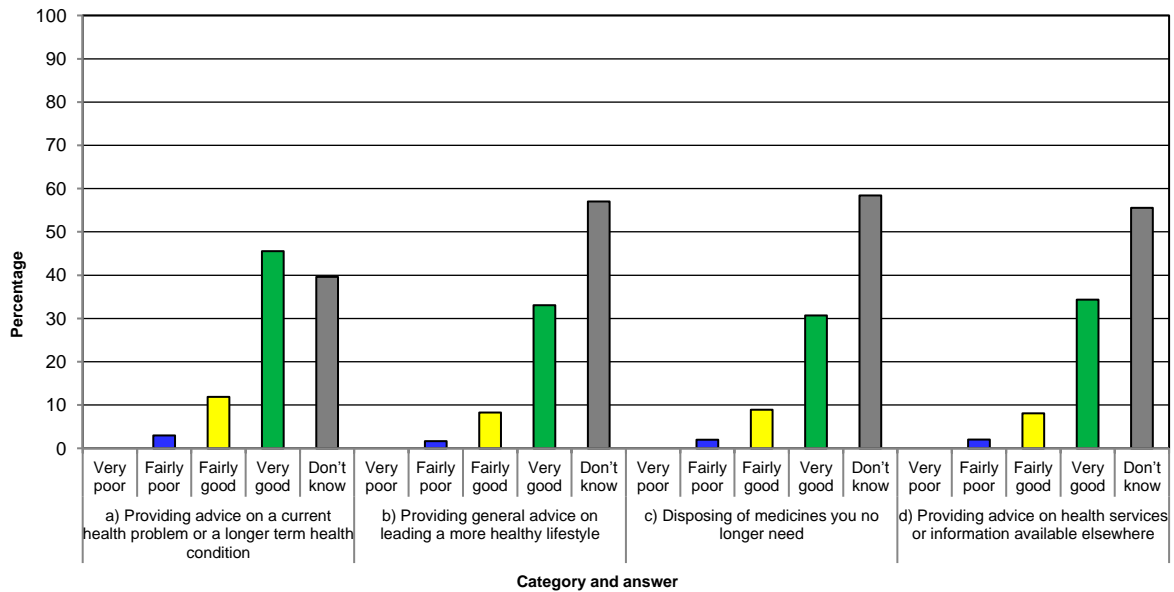
Think about previous visits, how do you rate the pharmacy?



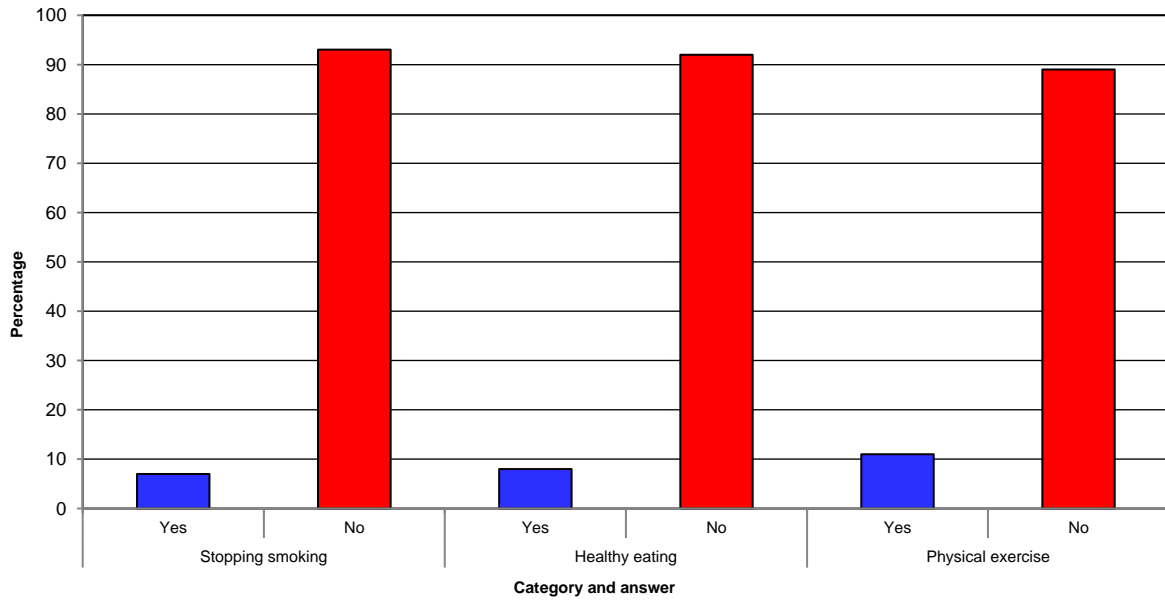
How would you rate the pharmacist and staff?



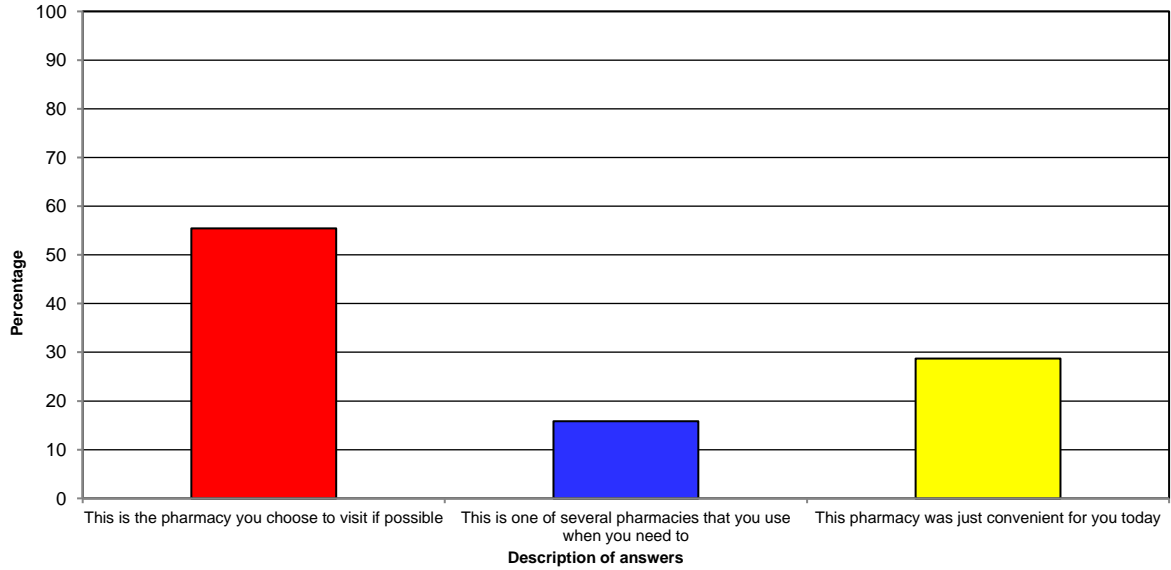
How well does the pharmacy provide the following services?



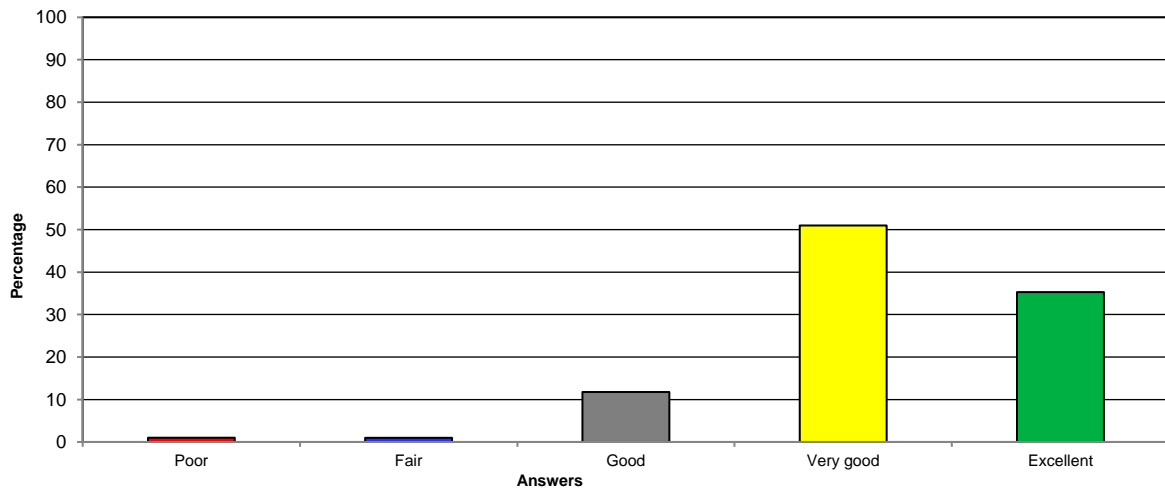
Have you ever been given advice on the following?



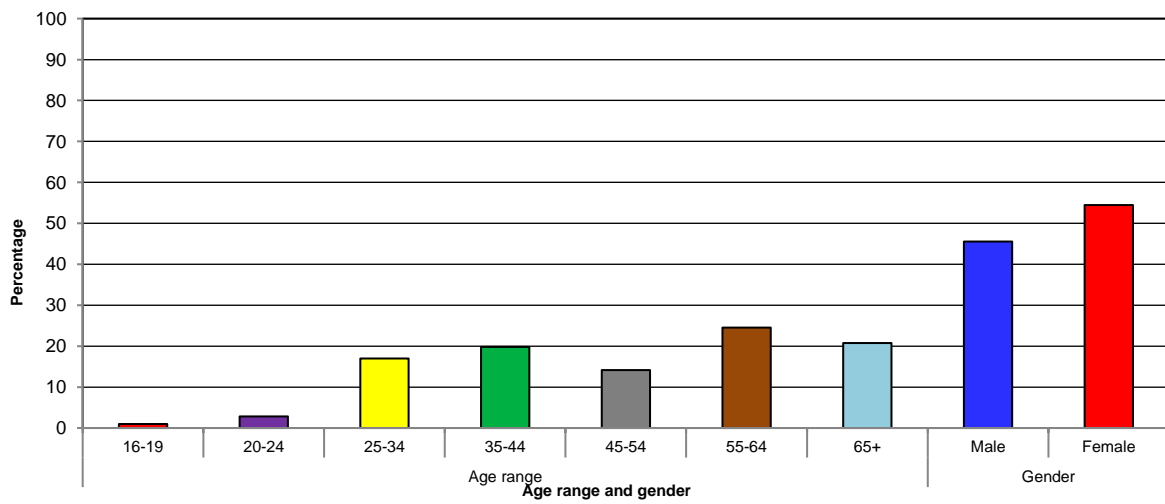
Which best describes how you use the pharmacy



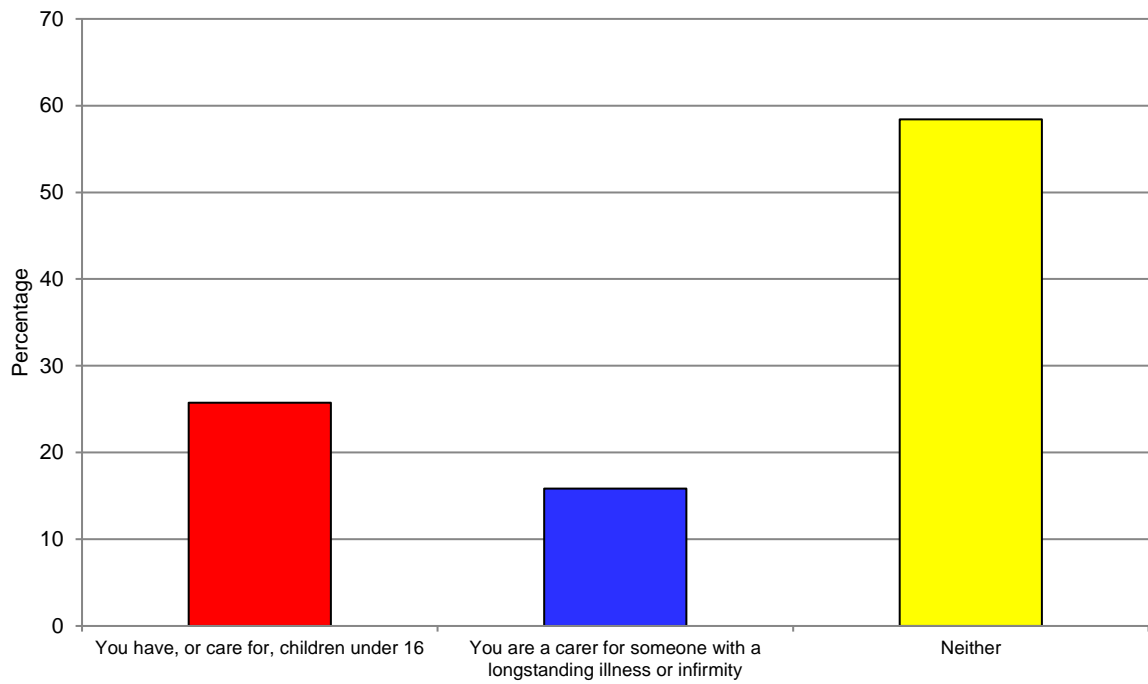
Taking everything into account, how would you rate everything?



Age range and gender



Which applies to you?





A ANALYSIS:

Top areas of performance:

Question	% of respondents satisfied with service
How long you have to wait to be served	98%
Offering a clear and well organised layout	99%
Being polite and taking the time to listen to what you want	99%
The staff overall	98%

Areas in greatest need for improvement:

Question	% of respondents dissatisfied with service	Action Taken or planned (including timescale)
Have you ever been given advice on stopping smoking?	93%	
Have you ever been given advice on healthy eating?	92%	
Have you ever been given advice on physical exercise?	89%	

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>Uphold high standard of service. Keep waiting times low.</p> <p>To continue conforming to the stands of the Royal Society of Public Health (RSPH) in order to adhere to contributing to remaining a healthy living pharmacy level 1. Continue promoting healthy living campaigns both locally and nationally, in order to improve the health and wellbeing of the local community.</p>	<p>Not applicable.</p>

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 1	%: 3	%: 17	%: 20	%: 14	%: 25	%: 21

Profile of respondents		
This is the pharmacy that the respondent chooses to visit if possible	This is one of several pharmacies that the respondent uses	This pharmacy was just convenient on the day for the respondent
%: 55	%: 16	%: 29

