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
Roadnight Pharmacy

NHS Pharmacy Patient Survey Results
Contract Year: 2017-2018

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

Roadnight Pharmacy
88 Station Road
Sidcup
Kent
DA15 7DU
Tel: 020 8300 2632
### Top areas of performance

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage of customers satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>How satisfied you were with how long you had to wait to be served</td>
<td>100%</td>
</tr>
<tr>
<td>What you thought about being able to speak without being overheard</td>
<td>100%</td>
</tr>
<tr>
<td>Did you receive an efficient service</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 a current health problem or longer term condition</td>
<td>0%</td>
</tr>
<tr>
<td>How you rated the advice on leading a more healthy lifestyle</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Action plan: Within six months**

- Will display leaflets in the pharmacy about common health conditions so that patients can read about it and also inform them about services like NMS and MUR
- Encourage all staff to provide appropriate advice where needed, will aim to have a healthy living corner in the pharmacy which will contain all information needed.
- Staff will be trained to advice patients about bringing in their unused medicine into the pharmacy so that they can be safely disposed and to only order what is needed to avoid unnecessary wastage.

Survey completed on: 31 March 2018               Number of responses: 150

### Our reply to your additional comments

**Areas within control of Pharmacy**

Pharmacy team will ensure to keep up the same level of service which our customers are satisfied and make improvements where ever needed.

**Areas outside control of Pharmacy**

Size of the waiting area is outside the control of the pharmacy but will try to provide quick service, so that patients don't have to wait for long.

### Age range of customers

- 16-19: 1%
- 20-24: 6%
- 25-34: 16%
- 35-44: 15%
- 45-54: 21%
- 55-64: 19%
- 65+: 22%

### Profile of customers choosing our Pharmacy

- Probably chosen: 78%
- One of several pharmacies: 19%
- Just for Convenience: 3%