

Report for publication

Owner of Pharmacy: Reliance Pharma LTD

Address of Pharmacy: MPS Pharmacy 46 - 47 the Market, Rosehill, Sutton, SM1 3HE

Date Patient survey completed: 15/03/2017

Top areas of performance

Question	% of respondents satisfied with service
c) Disposing of medicines you no longer need -	100
d) Providing advice on health services or information available elsewhere -	100
Q9 Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire? -	98
f) The staff overall	98
d) The service you received from the other pharmacy staff	98
c) The service you received from the pharmacist -	98

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
b) The comfort and convenience of the waiting areas (e.g. seating or standing room)	20	New Chairs
Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Stopping smoking -	16	Have requested CCG to grant us Smoking Cessation Service
Physical exercise -	11	Have to speak to patients more about weight management and issues related to diet and exercise. (staff have to be trained by end of September 2017) Healthy living Pharmacy
Healthy eating -	11	Have to speak to patients more about weight management and issues related to diet and exercise. (staff have to be trained by end of September 2017) Healthy living Pharmacy
Q6 Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? a) Providing advice on a current health problem or a longer term health condition	8	Regular poster changes and promotion of NHS seasonal campaigns
b) Answering any queries you may have -	6	Has to be reviewed at greater with staff and Pharmacist.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
N/A	N/A

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%:	%:	%:20	%:37	%:10	%:21	%:12

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
%:80	%:10	%: 10