

Report for publication

Owner of Pharmacy: STAR PHARMACY Address of Pharmacy: 136 CARDIGAN ROAD, LEEDS LS6 1LU

Date Patient survey completed: 06/04/18

Top areas of performance

| Question | % of respondents satisfied with service |
|--|---|
| How Satisfied were you with the time it took to provide your prescription and/or any other services you required? | 95% |
| How would you rate the following factors; The comfort and convenience of the waiting area? | 80% |
| How would you rate the following factors; Offering a clear and well organised layout? | 95% |
| How would you rate the pharmacist and the other staff; being polite and taking time to listen to what you want? | 100% |
| Taking into account the Pharmacy, Staff and shop where you received the questionnaire how would you rate the Pharmacy Overall? | 100% |
| Having in stock medicines/appliances you need? | 85% |

Areas in greatest need for improvement

| Question | % of respondents dissatisfied with service | Action taken or planned (including timescale) |
|--|--|---|
| How long you waited to be served. | 5% | The Pharmacy staff try to work efficiently to ensure all our customers are served promptly and if cannot be served straight away informed. We are improving compared to the results of last year's survey |
| Having in stock medicines/appliances you need? | 15% | The pharmacy is continually storing more and more medicines as and when requesting by patients that need them on a regular base |
| How would you rate the following factors; The comfort and convenience of the waiting area? | 20% | We are aware of this issue and had temporarily resolved it, however due to the increasing demand for a variety of medications the shop needed more shelf space, however all staff regularly ask patient if they would like a seat and one is provided from the consultation room., we are looking at ways of resolving this problem for the future. |

Pharmacy response to respondent's additional comments

| Areas within control of pharmacy | Areas outside control of pharmacy |
|--|--|
| <p>Patients would like a more comfortable seating area – Pharmacy have restricted space at present, once refurbish a more spacious and comfortable area will be available.</p> <p>Should stock more items – The Pharmacy where possible to try to manage stock levels and have in stock what you need, however due to prescribing changes we are not always able to stock items, to prevent owing regular medication the pharmacy offers services where we are able to order in advance.</p> | <p>The size of the shop area. We aim to improve the size of the pharmacy by a further 40 percent in the coming months and will allows us to stock at least 4 times as many items.</p> <p>The seating area issue has been a recurring theme over previous questionnaires and will be sorted in the coming months.</p> |

| Age range of respondents | | | | | | |
|---------------------------------|-------|-------|-------|-------|-------|------|
| 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ |
| %:15 | %:12 | %:3 | %:20 | %:5 | %:18 | %:27 |

| 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 |
| %:85 | %:10 | %:5 |