

Report for publication

Owner of Pharmacy:

Asda Stores Ltd

Address of Pharmacy:

ASDA - Middlesbrough, 2 North Street, South Bank, TS6 6AB

Date Patient survey completed:

January - March 2017

Top areas of performance

Question	% of respondents satisfied with service
The pharmacy colleagues overall	100%
Time it took to provide prescription	100%
Advice on services or info available elsewhere	100%
Disposing of medicines you no longer need	100%
General advice on leading a healthy lifestyle	100%
Advice on current problem or longer term condition	100%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
The comfort and convenience of the waiting areas	5%	The areas of greatest need for improvement are being reviewed at a local level from the 1 st April 2017
Service received from other pharmacy colleagues	<1%	The areas of greatest need for improvement are being reviewed at a local level from the 1 st April 2017

Pharmacy response to respondents' additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>A number of patient comments were received upon completion of the survey, these are under review by the Pharmacy Team, if you would like to review the comments please speak to the in-store Pharmacy Team</p>	

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 0%	%: 7%	%: 19%	%: 12%	%: 11%	%: 32%	%: 20%

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
%: 74%	%: 19%	%: 7%