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
Oakwood Pharmacy

NHS Pharmacy Patient Survey Results
Contract Year: 2018-2019

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

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Top areas of performance

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage of customers satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>How you rated the cleanliness of the pharmacy</td>
<td>100%</td>
</tr>
<tr>
<td>How you rated us in having in stock the medicines/appliances you need</td>
<td>100%</td>
</tr>
<tr>
<td>How satisfied you were with how long you had to wait to be served</td>
<td>99%</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><strong>Action plan: Within six months</strong> prompt staff on when giving out prescriptions we need to get the customers to engage more with the pharmacist</td>
<td></td>
</tr>
<tr>
<td>How you rated the advice on healthy eating</td>
<td>91%</td>
</tr>
<tr>
<td><strong>Action plan: Within six months</strong> put prompts on all Rxs and bags to prompt advise on healthy eating when giving prescriptions out</td>
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<tr>
<td>How you rated the advice on physical exercise</td>
<td>95%</td>
</tr>
<tr>
<td><strong>Action plan: Within six months</strong> prompt all staff with bag labels and advice prompts on bags and rxs</td>
<td></td>
</tr>
</tbody>
</table>

Survey completed on: 23 February 2019 Number of responses: 155

Our reply to your additional comments

**Areas within control of Pharmacy**
we have an excellent and friendly customer base and we work hard to try keeping everyone happy and providing a great service

**Areas outside control of Pharmacy**
certain stock issues this year that pharmacies across the UK are facing has led to increased owing prescriptions and disgruntled customers who don't understand why the stock situation has been poor.

Age range of customers

- 16-19: 1%
- 20-24: 3%
- 25-34: 7%
- 35-44: 15%
- 45-64: 17%
- 55-64: 23%
- 65+: 32%

Profile of customers choosing our Pharmacy

- Probably chosen: 90%
- One of several pharmacies: 6%
- Just for Convenience: 3%