

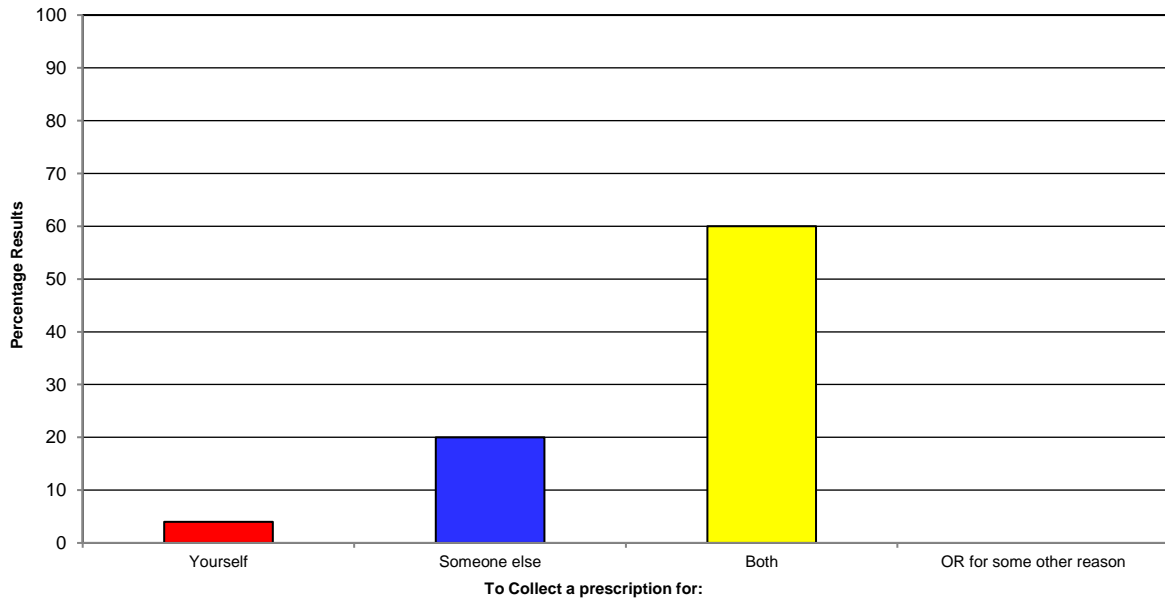


Owner Of Pharmacy: AMG Healthcare Ltd

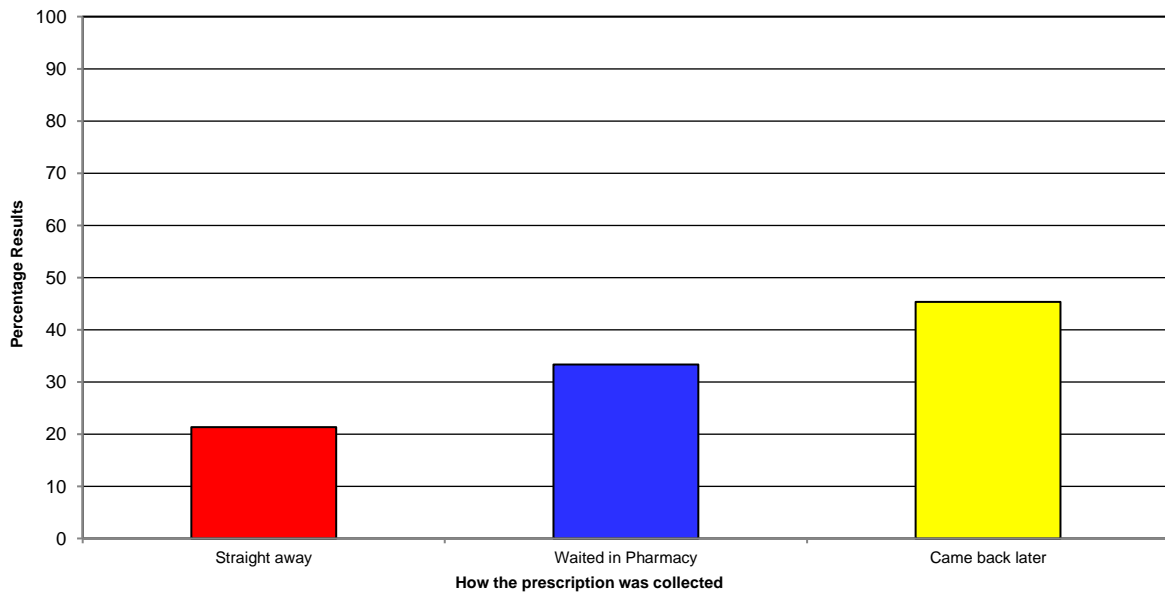
Address Of Pharmacy: 138 Dallow Road, Luton, Bedfordshire, LU1 1NE

Date Patient Survey Completed: December 2018

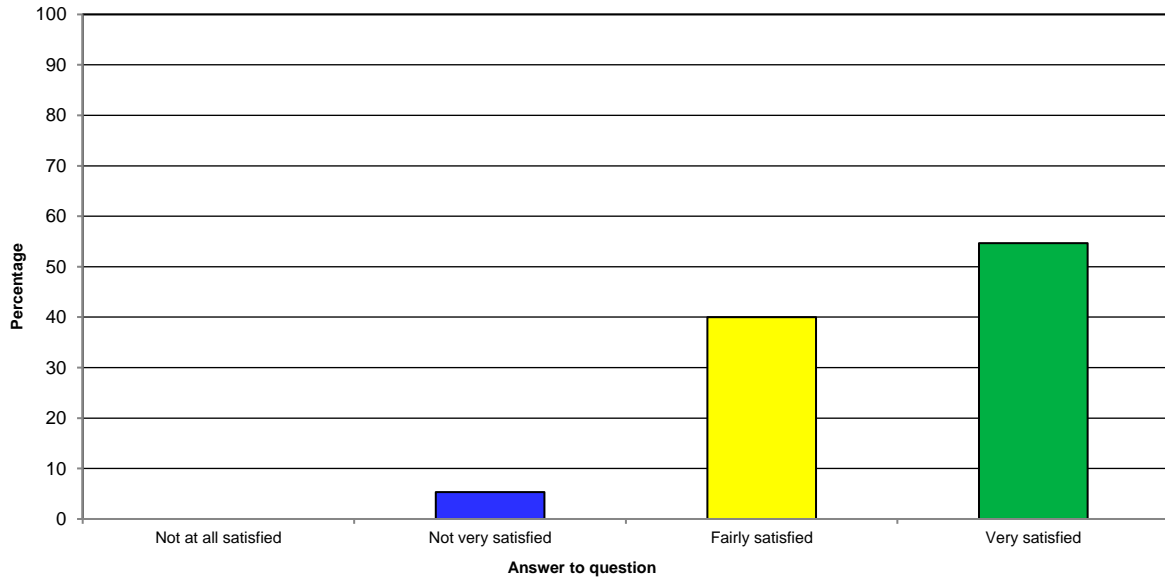
Why did you visit the pharmacy today?



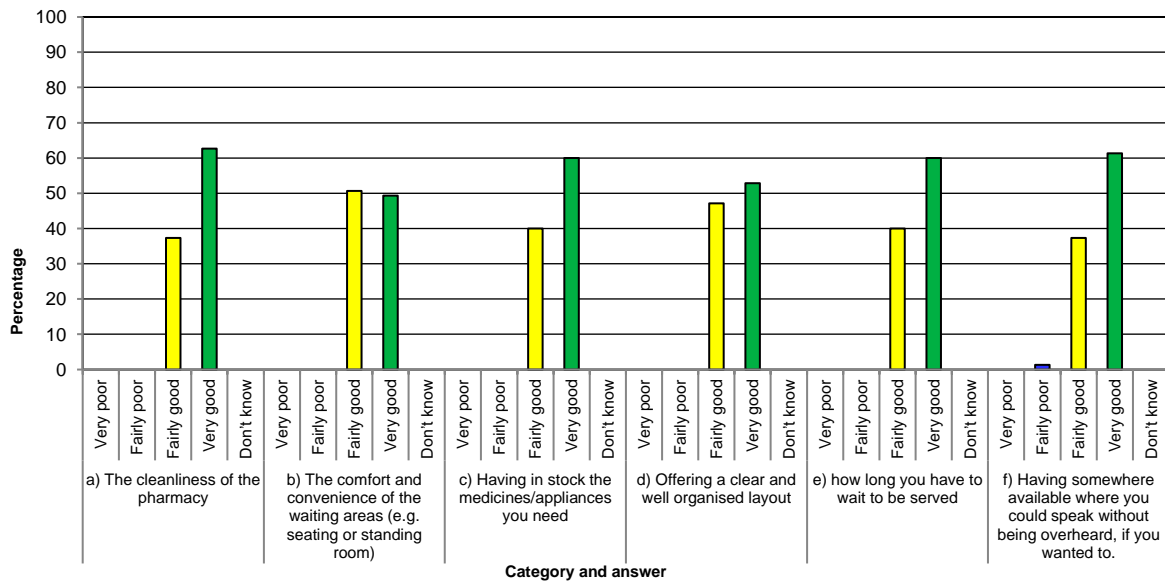
If you collected a prescription today did you?



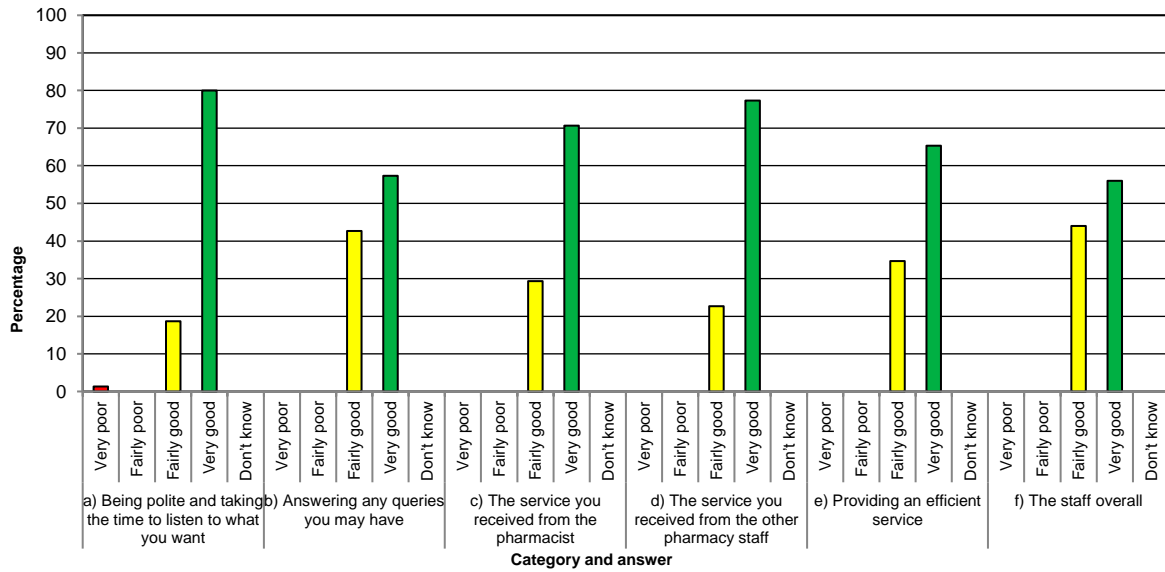
How satisfied were you with the time it took to provide your prescription or NHS service



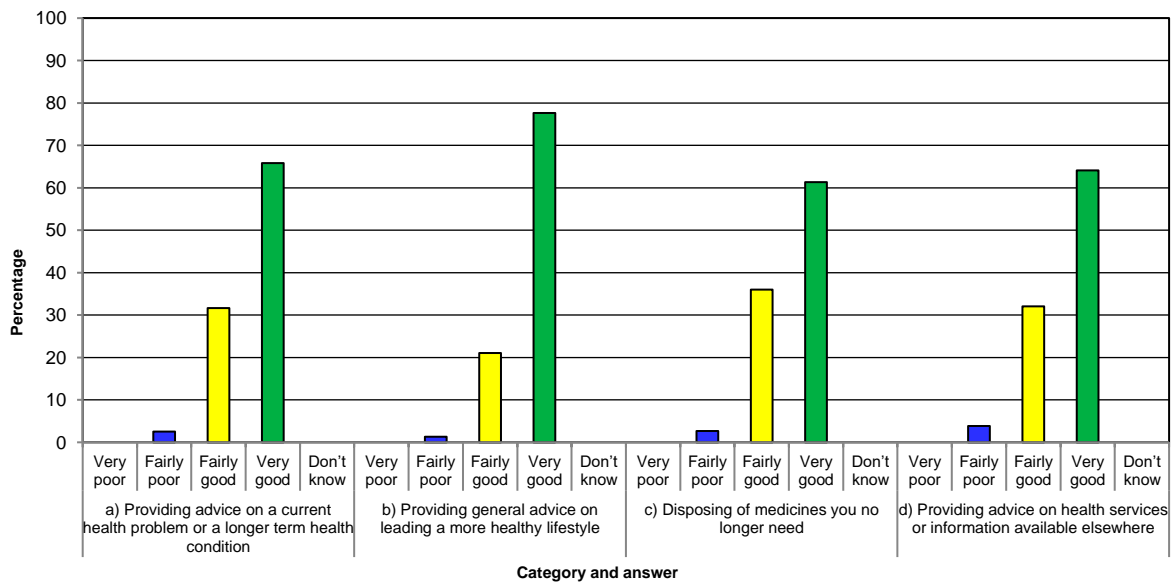
Think about previous visits, how do you rate the pharmacy?



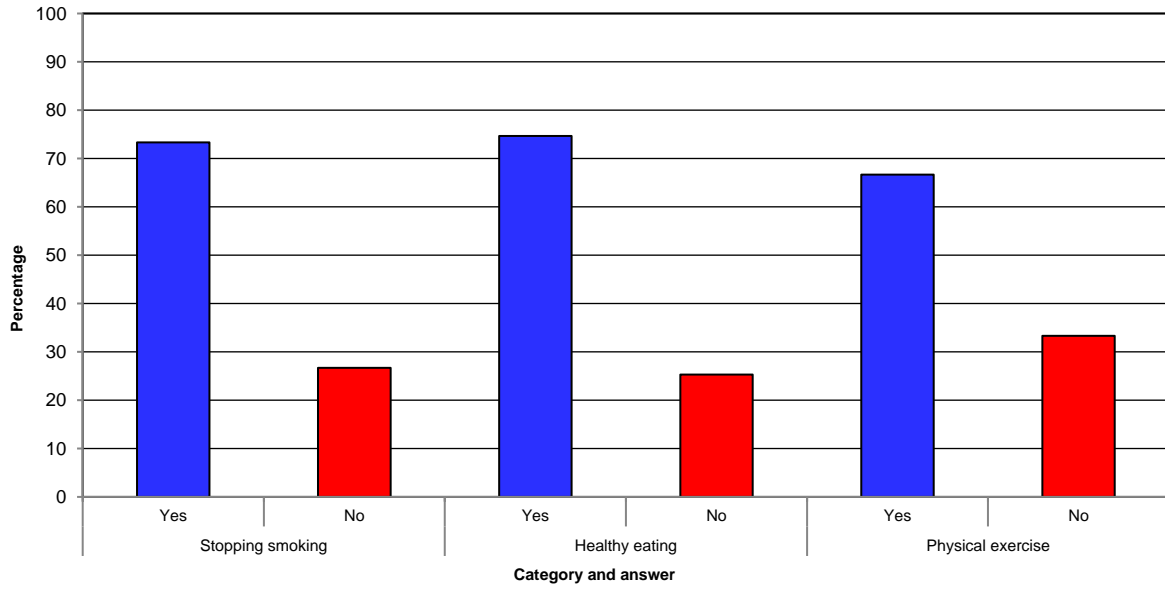
How would you rate the pharmacist and staff?



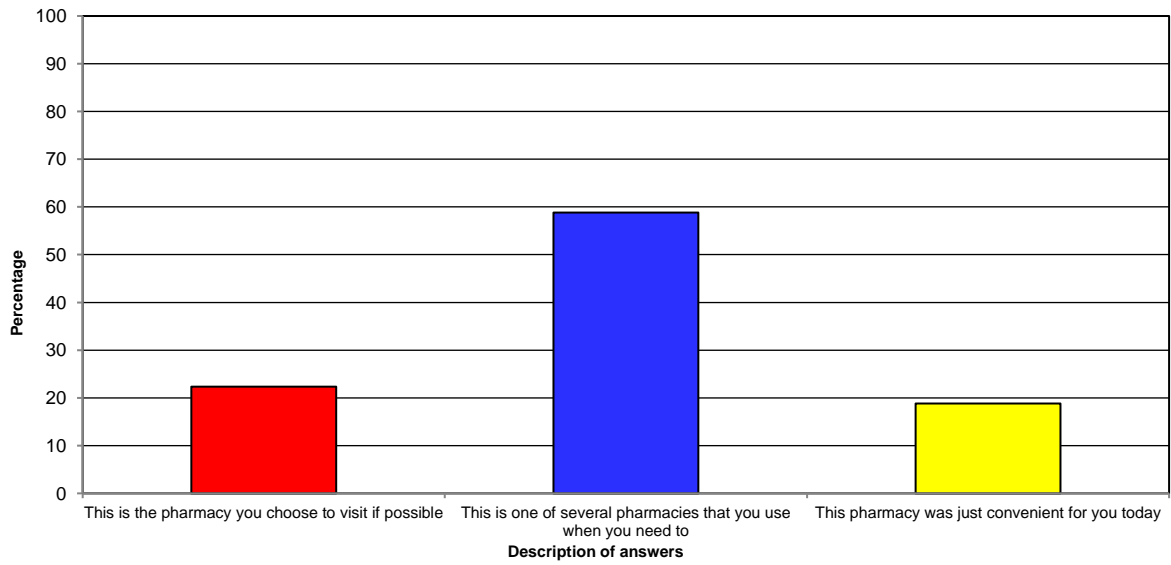
How well does the pharmacy provide the following services?



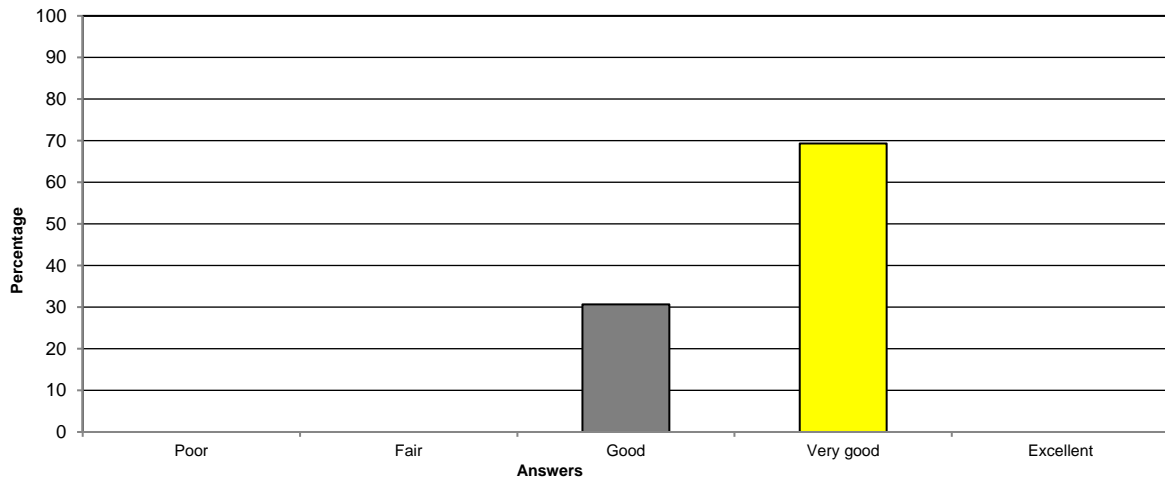
Have you ever been given advice on the following?



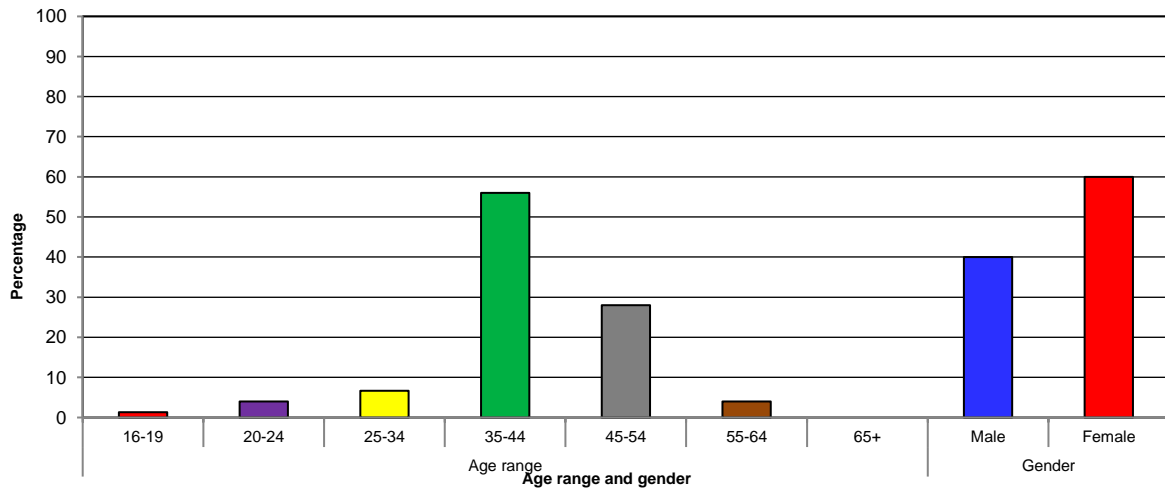
Which best describes how you use the pharmacy



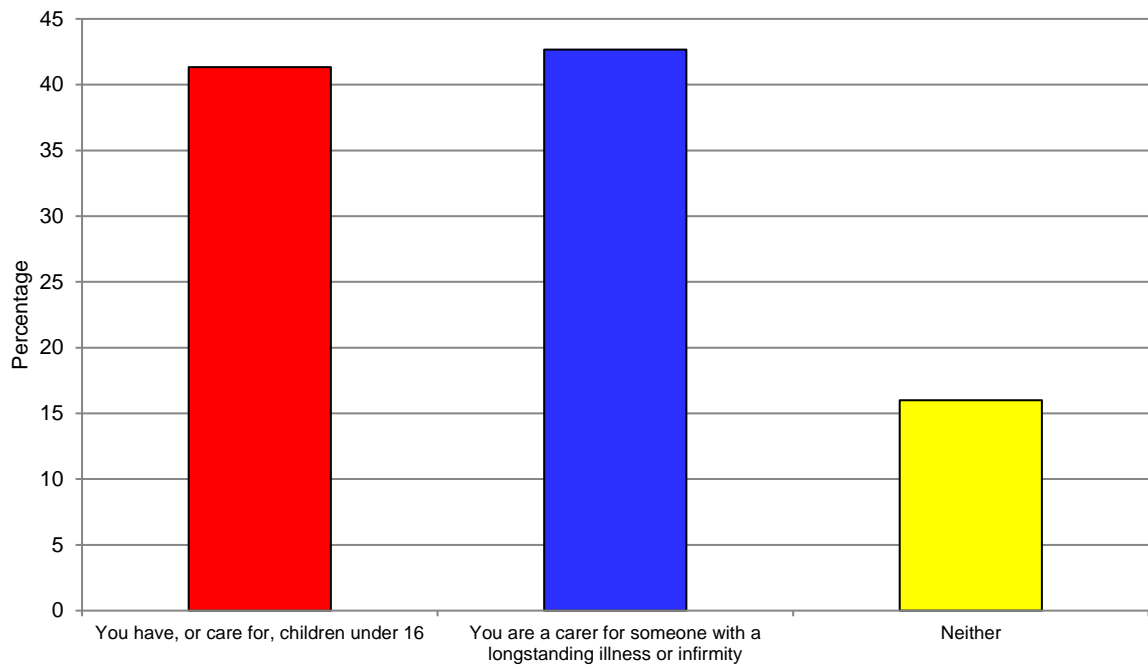
Taking everything into account, how would you rate everything?



Age range and gender



Which applies to you?



ANALYSIS:

Top areas of performance:

Question	% of respondents satisfied with service
The staff overall	100%
How long you have to wait to be served	100%
The cleanliness of the pharmacy	100%
Providing an efficient service	100%
Answering any queries you may have	100%

Areas in greatest need for improvement:

Question	% of respondents dissatisfied with service	Action Taken or planned (including timescale)
Have you ever been given advice on stopping smoking?	27%	Train teams on how to give stop smoking advice with the use of our Day Lewis Academy training. Adequately stock retail and dispensary area with stop smoking medicine to help. Signpost patients to nearby

		stop smoking services. Immediately/ongoing
Have you ever been given advice on healthy eating?	25%	Use our local healthy living campaigns to target patients that require support on healthy eating, as well as linking in healthy eating to other healthy lifestyle advice. Immediately/ongoing.
Have you ever been given advice on physical exercise?	33%	Use Physical exercise as one of our local healthy living campaigns. Encourage our teams to discuss physical health during our daily conversations. Update signposting sheet. Discuss during our monthly meeting. Immediately/ongoing

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>To continue conforming to the standards of the Royal Society of Public Health (RSPH) in order to adhere to contributing to remaining a healthy living pharmacy level 1. Continue promoting healthy living campaigns both locally and nationally, in order to improve the health and wellbeing of the local community.</p>	

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 1	%: 4	%: 7	%: 56	%: 28	%: 4	%: 0

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

%: 22	%: 59	%: 19
-------	-------	-------