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

Great Eccleston Health Centre Pharmacy

NHS Pharmacy Patient Survey Results

Contract Year: 2018-2019

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

Great Eccleston Health Centre Pharmacy
Raikes Road
Great Eccleston
Preston
Lancashire
PR3 0ZA
Tel: 01995 671054

Copyright © intelliPharm Ltd
**Top areas of performance**

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage of customers satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?</td>
<td>100%</td>
</tr>
<tr>
<td>How polite and did the staff take time to listen to what you wanted?</td>
<td>98%</td>
</tr>
<tr>
<td>How you rated the time it took to provide your prescription and/or any other NHS services you required?</td>
<td>97%</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>What you thought about being able to speak without being overheard, if you wanted to.</td>
<td>9%</td>
</tr>
</tbody>
</table>

**Action plan: Within a month**

Promote and better signage

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage of customers satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>How you rated the advice on a current health problem or longer term condition</td>
<td>1%</td>
</tr>
</tbody>
</table>

**Action plan: Within a month**

Healthy Living Pharmacy promotion

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentage of customers satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>How you rated the advice on health services or information available elsewhere</td>
<td>1%</td>
</tr>
</tbody>
</table>

**Action plan: Within a month**

Actively promote & revamp health promotion leaflet section

---

**Our reply to your additional comments**

**Areas within control of Pharmacy**

Overall excellent feedback from patients, very reassuring and positive. This is down to a very dedicated hard working team of staff who are always prepared to go the extra mile.

**Areas outside control of Pharmacy**

As we are situated within the health centre and work closely with the surgery our services are designed not to duplicate services.

**Age range of customers**

![Age range chart]

**Profile of customers choosing our Pharmacy**

![Profile chart]

Survey completed on: 26 March 2019               Number of responses: 125