

Owner of Pharmacy:

Asda Pharmacy

Address of Pharmacy

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

Date Patient survey completed:

08 February 2019

Top areas of performance

Question

Being polite and taking the time to listen to what you want	100.0%
Answering any queries you may have	100.0%
Providing an efficient service	100.0%
Providing advice on a current health problem or a longer term health condition	100.0%
The service you received from the pharmacist	100.0%

Areas in greatest need of improvement

Question	% respondents dissatisfied with service	Action taken or planned (including timescale)
The service you received from the other pharmacy staff	17.4%	Manager will review customer service within 28 days of the report
How long you have to wait to be served	5.0%	Pharmacy will review busy periods and staff rota within 28 days of the report
The staff overall	3.8%	Manager will review customer service within 28 days of the report
Comfort and convenience of the waiting areas	1.9%	Pharmacy will review waiting areas within 28 days of the report
Disposing of medicines you no longer need	1.1%	Pharmacy to review their signposting materials and advice on disposing medicines within 28 days of the report

Our response to customers' additional comments	
Areas within control of pharmacy	Areas outside control of pharmacy
Our customers didn't make additional comments this year	

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
0.0%	2.0%	13.3%	11.2%	20.4%	15.3%	37.8%

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
97.6%	2.4%	0.0%