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
Oakley Pharmacy
**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 you rated the stopping smoking service/advice</td>
<td>53%</td>
</tr>
<tr>
<td>How you rated the comfort and convenience of the waiting areas, e.g. seating or standing room</td>
<td>100%</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 us in having in stock the medicines/appliances you need</td>
<td>0%</td>
</tr>
<tr>
<td>How well the pharmacy helps with disposing of medicines you no longer need</td>
<td>0%</td>
</tr>
<tr>
<td>How you rated the advice on physical exercise</td>
<td>55%</td>
</tr>
</tbody>
</table>

**Action plan:**
- **For having in stock the medicines/appliances you need:** We will endeavour to work alongside the prescriber to ensure that patients receive medication for their appropriate ailments, hence patient care is continued.
- **For disposing of medicines you no longer need:** We will ensure that patients are alerted to the medicine disposal service.
- **For advice on physical exercise:** We will ensure that patients are given the opportunity for advice.

**Survey completed on:** 31 March 2019   **Number of responses:** 100

**Our reply to your additional comments**

**Areas within control of Pharmacy**

We are happy that the services are appreciated.

**Areas outside control of Pharmacy**

We will continue to work with prescribers to ensure patient care.

**Age range of customers**

- 16-19: 0%
- 20-24: 0%
- 25-34: 4%
- 35-44: 17%
- 45-54: 20%
- 55-64: 30%
- 65+: 21%

**Profile of customers choosing our Pharmacy**

- Probably chosen: 49%
- One of several pharmacies: 26%
- Just for Convenience: 25%