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?

- Stopping smoking
- Healthy eating
- Physical exercise

Which best describes how you use the pharmacy?

- This is the pharmacy you choose to visit if possible
- This is one of several pharmacies that you use when you need to
- This pharmacy was just convenient for you today
Taking everything into account, how would you rate everything?

- Answers:
  - Poor
  - Fair
  - Good
  - Very good
  - Excellent

Age range and gender:

- Age range:
  - 16-19
  - 20-24
  - 25-34
  - 35-44
  - 45-54
  - 55-64
  - 65+

- Gender:
  - Male
  - Female
Which applies to you?

- You have, or care for, children under 16
- You are a carer for someone with a longstanding illness or infirmity
- Neither

Percentage:
- You have, or care for, children under 16: 10%
- You are a carer for someone with a longstanding illness or infirmity: 60%
- Neither: 30%
## ANALYSIS:

### Top areas of performance:

<table>
<thead>
<tr>
<th>Question</th>
<th>% of respondents satisfied with service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Having in stock the medicines/appliances you need</td>
<td>92%</td>
</tr>
<tr>
<td>The cleanliness of the pharmacy</td>
<td>89%</td>
</tr>
<tr>
<td>How satisfied were you with the time it took to provide your prescription or NHS service</td>
<td>81%</td>
</tr>
<tr>
<td>The service you received from the pharmacist</td>
<td>78%</td>
</tr>
<tr>
<td>Being polite and taking the time to listen to what you want</td>
<td>77%</td>
</tr>
</tbody>
</table>

### Areas in greatest need for improvement:

<table>
<thead>
<tr>
<th>Question</th>
<th>% of respondents dissatisfied with service</th>
<th>Action Taken or planned (including timescale)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you ever been given advice on stopping smoking?</td>
<td>73%</td>
<td>Continue to promote stop smoking within our pharmacy. All staff are trained using our Day Lewis Academy Plus modules.</td>
</tr>
<tr>
<td>Have you ever been given advice on healthy eating?</td>
<td>72%</td>
<td>Continue to give advice on healthy eating within our pharmacy. All staff are</td>
</tr>
</tbody>
</table>
Have you ever been given advice on physical exercise?  59%

Continue to give advice on physical exercise within our pharmacy. All staff are trained using our Day Lewis Academy Plus modules.

**Pharmacy response to respondent’s additional comments**

<table>
<thead>
<tr>
<th>Areas within control of pharmacy</th>
<th>Areas outside control of pharmacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>
### Age range of respondents

<table>
<thead>
<tr>
<th></th>
<th>16-19</th>
<th>20-24</th>
<th>25-34</th>
<th>35-44</th>
<th>45-54</th>
<th>55-64</th>
<th>65+</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>5</td>
<td>8</td>
<td>13</td>
<td>12</td>
<td>15</td>
<td>19</td>
<td>28</td>
</tr>
</tbody>
</table>

### Profile of respondents

<table>
<thead>
<tr>
<th></th>
<th>This is the pharmacy that the respondent chooses to visit if possible</th>
<th>This is one of several pharmacies that the respondent uses</th>
<th>This pharmacy was just convenient on the day for the respondent</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>25</td>
<td>26</td>
<td>49</td>
</tr>
</tbody>
</table>