

Owner of Pharmacy:

Asda Pharmacy

Address of Pharmacy

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

Date Patient survey completed:

19 February 2020

Top areas of performance

Question	
Disposing of medicines you no longer need	100.0%
Providing advice on health services or information available elsewhere	100.0%
Providing general advice on leading a more healthy lifestyle	100.0%
The service you received from the pharmacist	99.2%
Providing advice on a current health problem or a longer term health condition	99.0%

Areas in greatest need of improvement

Question	% respondents dissatisfied with service	Action taken or planned (including timescale)
How long you have to wait to be served	9.9%	Pharmacy will review busy periods and staff rota within 28 days of the report
The service you received from the other pharmacy staff	9.8%	Manager will review customer service within 28 days of the report
The staff overall	7.8%	Manager will review customer service within 28 days of the report
Comfort and convenience of the waiting areas	7.8%	Pharmacy will review waiting areas within 28 days of the report
Cleanliness of the pharmacy	7.5%	Pharmacy will review cleaning schedule in the pharmacy within 28 days of the report

Our response to customers' additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
Consider improvements to areas for confidential discussion	

Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
1.4%	3.6%	10.0%	10.7%	12.1%	20.0%	42.1%

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
75.9%	15.3%	8.8%