

## Top areas of performance

Question	% of respondents satisfied with service
<b>Q3 How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?</b>	100%
<b>Q4. Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors?</b>	100%
<b>a) The cleanliness of the pharmacy</b>	
<b>d) Offering a clear and well organised layout</b>	100%
<b>Q9 Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?</b>	100%
<b>e) How long you have to wait to be served</b>	99%
<b>Q5 Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there?</b>	99%
<b>a) Being polite and taking the time to listen to what you want (99%)</b>	
<b>b) Answering any queries you may have (99%)</b>	
<b>c) The service you received from the pharmacist (99%)</b>	
<b>d) The service you received from the other pharmacy staff (99%)</b>	
<b>e) Providing an efficient service (99%)</b>	
<b>f) The staff overall (99%)</b>	

## Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
<b>Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?</b>	19 %	We will encourage our staff to actively give advice on the topic and promote a healthy lifestyle including healthy eating/physical exercise and to stop smoking.
<b>Healthy eating</b>		
<b>Physical exercise</b>	18 %	
<b>Stop smoking</b>	15 %	
<b>Q4. Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors?</b>		The percentage of occasions when we do not have the medication is very low even though the shop is very small. We do encourage our customers to let us know which medication they require on a monthly basis and we have opened accounts with even more suppliers.
<b>c) Having in stock the medicines/appliances you need</b>	3 %	
<b>b) The comfort and convenience of the waiting areas (e.g. seating or standing room)</b>	1 %	The shop offers only a small waiting area with 2 seats due to the limited space. We can exchange the chairs with new ones to offer a more modern and inviting look. It is very rare that customers have to wait longer than a couple of minutes though.

**Q10** Respondent's additional comments:

- A great community service provider. Efficient, friendly, caring and always available. Helpful. Goes that extra mile. Wish more businesses were like it (ie BT, Electric/water companies)
- This is a very good pharmacy in all of the aspects you can think of & will go the extra mile to help!
- No improvements (necessary), very friendly, efficient staff, polite and always smiling
- Totally satisfied.
- Very helpful
- Lovely, always friendly + helpful
- It would be helpful to have advice on the procedure required to dispose of medicines no longer required
- They have limited space. Improvement would be difficult.
- I don't think it can be improved given the limited space they have.
- Great staff.
- Not sure if pet treats belong on display here.
- Service and politeness are always very good. The pharmacy is always very ready to explain and advise
- If only all pharmacies were this efficiently run!
- Always excellent.
- It's first class - couldn't improve.
- It's as good as it gets!
- Only the doctor's surgery with repeat prescriptions. Not the fault of the pharmacy.
- You can't fix perfection.
- You cannot improve on excellence
- The service here has always been excellent, well informed and refreshing.
- Always helpful. Great customer service.
- Best pharmacy. Wouldn't go anywhere else.
- Best local provider around.
- In the time I have used this pharmacy and it could be 10 years everything that I have needed has been excellent from all the staff. It is the individuals that count and cannot be guaranteed in some of the larger pharmacies.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
Waiting area - Due to the limited space in the pharmacy it is quite difficult to improve the waiting area.	We will continue to work closely with the surgeries to provide an efficient service.

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
0%	1.98%	4.95%	8.91%	12.87%	18.81%	52.47%

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
96%	4%	0%