

Report for publication - MARKS TEY PHARMACY

Owner of Pharmacy: Jose Osorio Rodriguez

Address of Pharmacy: 86 London Road, CO6 1ED, Marks Tey

Date Patient survey completed:26/03/2017



Top areas of performance

Question	% of respondents satisfied with service
Having in stock the medicines/appliances you need	100
The service you received from the pharmacist	100
Being polite and taking the time to listen to what you want	100
Disposing of medicines you no longer need	100
Answering any queries you may have	100
Offering a clear and well organised layout	100

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service (or haven't been given advice)	Action taken or planned (including timescale)
How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required	2	It normally takes a couple of minutes to provide the medication to customers who hand the prescription to us and want to wait. We always inform the customer if the medication is in stock - therefore customers can decide immediately to stay or use another pharmacy. We always try to be as quick as possible.
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Healthy eating	79	We are currently taking part in the Health Living Course (provided by the NPA) and will be able to provide a better service in our pharmacy. We always give advice when asked about a topic, but the majority of customers (79%) do not require assistance.
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Stopping smoking	89	See above. The topic is normally discussed with our patients during a MUR service. The majority of our customers does not smoke. Customers who do were offered help or information about it.
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Physical exercise	19	See above. In our MUR's service we do always recommend exercise and most of our customers are taking long walks, doing sports or walking the dog. We will keep encouraging them to do so.
The comfort and convenience of the waiting areas	1	We had a 3% negative response last year about this matter. We decided to update the chairs in the waiting area to create a more modern and fresh atmosphere. The space is very limited, but so is the waiting time.

Q10 Respondent's additional comments:

- Going back to the previous prescription service. I know it's out of their control
- No improvement needed. It is an excellent pharmacy in all ways. All staff helpful and very friendly. The pharmacist is knowledgeable and discreet and I trust him.
- Would not use any other pharmacy. Excellent service always.
- Wonderful, happy, polite staff always
- No need! (for improvements)
- Was very upset that pharmacy cannot accept repeat prescription forms now. It is not always convenient to drive to doctors to put them in. Hoping this will be reinstated soon.
- None - as very good
- Hard to improve on excellence. With size and facilities available, remarkable service.
- Always happy and sociable, good medication advice.
- Could not be improved. When items are missed from my prescription the staff/pharmacist chase the surgery and ring me once is all ok.
- Could not be improved.
- Pharmacy is good at all times.
- Opening times much better since new owner

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>Waiting area: It is a small shop and our customers know that. We make sure that the waiting time for prescriptions is no longer than 5 minutes.</p>	<p>We strive to improve the relationship with surgeries and their staff in order to make things easier and our customers benefit from it.</p> <p>We do feel that the repeat prescription service does benefit the elderly and we would be happy to forward the prescriptions to the surgeries again if the NHS reinstates the service.</p>

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%:0	%:0	%:3	%:8	%:7	%:18	%:61

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
%:100	%:0	%:0