

Marks Tey Pharmacy

Owner of Pharmacy: Jose Osorio Rodriguez

Address of Pharmacy: 86 London Road, CO6 1ED

Date Patient survey completed: 10.03.2018



Top areas of performance

Question	% of respondents satisfied with service
Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors?	100%
The cleanliness of the pharmacy	100%
Offering a clear and well organised layout	100%
Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?	100%
How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?	99%
How long you have to wait to be served?	99%
Having in stock the medicines/appliances you need?	98%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service/not been offered advise	Action taken or planned (including timescale)
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?	85	We are not providing the stop smoking service, but we are offering advice when doing a MUR.
- Stopping smoking		
- Healthy eating	81	Advice is provided during MUR's. We have recently become a healthy living pharmacy and we are now providing Health Checks.
- Physical exercise	78	Advice is provided during MUR's. Part of Healthy Living Pharmacy programme which we will start promoting properly in 2018.

Q10 Respondent's additional comments:

Excellent service and staff. Parking is sometimes a problem.
 Very good service.
 Would not go anywhere else.
 Always helpful, polite and great advice when needed.
 Bigger car park. First class, this pharmacy is run very well.
 Just very very good!
 Very helpful.
 Parking an issue since Food Company closed.
 Overall outstanding service.
 Excellent staff and lovely pharmacist.
 Extremely helpful, friendly, nothing is too much trouble. It's lovely to use an independent pharmacy.
 Provides and excellent professional pleasant service.
 Very good service.
 Thank you lot. You are doing a marvellous job.
 We are wholly pleased and very satisfied with the service provided at this pharmacy. Rated: Excellent.
 Can't improve on perfection.
 The service and staff are brilliant. Very helpful, I choose it because the brilliant attitude of all staff . I have been going there over 10 years.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
-	The pharmacy has no control about the parking issue. The Food Company closed their doors last August and owns the land. We have been limited to the use of 11 car parking spaces. We can only apologise for this matter and hope that a new business will open its doors soon.

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%:0	%:1	%:4	%:9	%:10	%:34	%:42

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
%:95	%:4	%:1