

Marks Tey Pharmacy

Owner of Pharmacy: Jose Osorio Rodriguez

Address of Pharmacy: 86 London Road, CO6 1ED

Date Patient survey completed: 25.03.2019



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?	97%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service/not been offered advice	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	77	Advice is provided during MURs. Health checks stopped by the NHS.
- Physical exercise	77	Advice is provided during MUR's. Part of Healthy Living Pharmacy programme.

Q10 Respondent's additional comments:

Excellent pharmacy

Friendly, caring, helpful and prepared to go to the extra mile

Best pharmacy ever used.

Very good service, credit to the community

Everyone always helpful and attentive.

This is an essential service to this area.

All perfect, not problem at all.

A lovely local pharmacy.

Always polite and helpful.

The pharmacy is lovely. Staff are great, kind and helpful. I have a long term condition and the pharmacist is very good in keeping the correct medication in stock. And goes out of his own way to help the whole family.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy

Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
1	2	6	9	10	27	45

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
96.8	3	0.2