

## Top areas of performance

| Question  | % of respondents satisfied with service |
|---|---|
| The service you received from the pharmacist  | 95.2%                                   |
| Answering any queries you may have  | 92.1%                                   |
| Being polite and taking the time to listen to what you want?  | 95.3%                                   |
| How happy you are with Stock availability and range of medication/appliances you need                                 | 87.9%                                   |
| How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required? | 90.2%                                   |
| Providing advice on health services or information available elsewhere  | 99.4%                                   |

## Areas in greatest need for improvement

| Question  | % of respondents dissatisfied with service | Action taken or planned (including timescale)  |
|---|--|--|
| <p><b>Q5. Thinking about all the time you have used this pharmacy, how well do you think it provides each of the following service?</b></p> <p>Providing advice on current health problems or a longer term health condition?</p> | 96.2% Say they have never used             | We participate in health promotions through varied media, social email and printed. Due to the nature of business carers do not seek this advice from this site. We don't tend to have direct contact with patients/residents. |
| <p><b>Q6. Have you ever used any of the following services?</b></p> <p>NUMSAS ( emergency supply)</p>   | 98.9% Say they have never used             | Newsletter has been sent out to create awareness   |

|   |      |   |
|---|------|---|
| <p><b>Q4. Again, including any previous visits, how would you rate the pharmacist and the other staff that work there?</b></p> <ul style="list-style-type: none"> <li>-Being polite and taking the time to listen</li> <li>-The service you received from the pharmacist</li> <li>- The service you receive from the other pharmacy staff</li> <li>- The staff overall</li> </ul> | 1.2% | <p>On-going training is now a part of our weekly program. We now close on Thursday afternoons to allow time for one to one staff training.<br/>Our Out of Hours service is still available.</p> |
|   |      |   |

Pharmacy response to respondent's additional comments

| Areas within control of pharmacy  | Areas outside control of pharmacy  |
|---|--|
| <p><b>“Constantly on hold waiting for my call to be answered”</b></p> <p>-We are currently working on introducing more lines of communication and understand at busy times it can take a long time to answer your call. We thank you for your patience. We have also introduced a filtering phone system and call waiting menus.</p> <p><b>“Needs to be passing on information to all staff about medication”.</b></p> <ul style="list-style-type: none"> <li>- We have reviewed processes regarding documentation of calls and also the care of individual service users are now under the care of a account manager.</li> </ul> | <p><b>“I don't always get same day deliveries”.</b></p> <p>We try our up most to deliver medication as soon as it is delivered from the supplier and dispensed which can take time (inc. manufacturer stock shortages)</p> <p><b>“The GP says they will send the prescription over after morning visits and the chemist doesn't get it until later that day...Why does it take so long?”.</b></p> <p>EPS/ETP is not instant. The prescription can be issued but not signed and sent by the GP. We can track but unless the GP has sent it we cannot access it</p> <p>-</p> |

| Age range of respondents |         |         |        |         |         |       |
|--------------------------|---------|---------|--------|---------|---------|-------|
| 16-19                    | 20-24   | 25-34   | 35-44  | 45-54   | 55-64   | 65+   |
| 0.0%:                    | 11.3 %: | 16.5 %: | 30.9%: | 26.4 %: | 13.3 %: | 1.6%: |

| Profile of respondents   |  |   |
|--|--|---|
| This is the pharmacy that the respondent chose and has a current SLA in place. | This is one of several pharmacies that the respondent uses | This pharmacy was just convenient on the day for the respondent |
| 92.3 %   | 7.3 %:   | 0%:   |