

Top areas of performance

Question	% of respondents satisfied with service
Q4. Thinking about any previous use of the pharmacy, as well as today's, how would you rate the pharmacy on the following factors? The ease of contacting the pharmacy -	100
e) Providing an efficient service	100
Q5 Again, including any previous use to this pharmacy, how would you rate the pharmacist and the other staff who work there?	100
a) Being polite and taking the time to listen to what you want -	
d) The quality of the packaging used for the delivery of your prescription(s) -	100

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?	70	Have started to speak to more patients about smoking cessation, where appropriate.
Stopping smoking -		
Healthy eating	40	Advise more patients on healthy eating
Physical exercise -	45	Advise more patients on the importance of exercise.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
	<p>We have been in touch with NHS England and have explained that we can offer the service remotely by filtering the patients that need to be signposted beforehand over the phone, but unfortunately they are not offering the Minor Ailments scheme to Distance Selling Pharmacies.</p>

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%:5	%:7	%:8	%:32	%:20	%:15	%:13

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
%:94	%:6	%