



The Community Pharmacy Patient Questionnaire 2015/2016 - Report for Publication

Address of Pharmacy: Unit 26, The Delph Industrial Estate, Delph Road, Brierley Hill, West Midlands DY5 2UA

Date Report Completed: 31st May 2016

Top Areas of Performance

| Question | % of respondents satisfied with service |
|---|---|
| The ease of being able to speak to a pharmacist | 92% |
| Being polite and taking the time to listen to what you want | 94% |
| The service you received from the pharmacist | 99% |
| The service you received from the other pharmacy staff | 90% |
| Providing an efficient service | 99% |
| If you had a prescription delivered today, how satisfied were you with the time it took to provide your prescription? | 89% |

Areas in Greatest Need for Improvement

| Question | % of respondents dissatisfied with service | Action taken or planned (including timescale) |
|--|--|--|
| The ease of contacting the pharmacy | 13% | We currently have one landline telephone number. If this is engaged, then other patients won't be able to get through. Consider a business mobile telephone number. Explore BT telephone services like Call Waiting to assist in informing patients of their position in any queue. Also, promote other forms of contacting the pharmacy e.g. staff specific email addresses (3 months). |
| If you used the pharmacy service for another NHS service, how satisfied were you with the time it took to provide the service? | 12% | Unable to verify what other services were referred to in the survey – adjust the questions on the survey to capture further information (immediate) |
| Answering any queries you may have | 10% | Ensure staff are trained so that they can competently refer the query made to the relevant and best suited staff member, give patients the opportunity to contact us by means other than telephone e.g. email (immediate) |
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Pharmacy response to respondent's additional comments

| Areas within control of pharmacy | Areas outside control of pharmacy |
|---|--|
| Staff training Additional telephone line | Unable to allow patients to collect medicines onsite as we are a Distance Selling Pharmacy |

| Age range of respondents | | | | | | |
|---------------------------------|---------|----------|----------|----------|----------|---------|
| 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ |
| %: 27.3 | %: 1.3% | %: 13.0% | %: 19.5% | %: 29.9% | %: 27.3% | %: 5.2% |

| 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 |
| %: 53.2% | %: 37.7% | %: 9.1% |