



The Community Pharmacy Patient Questionnaire 2016/2017 - Report for Publication

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

Date Report Completed: 10th March 2017

Top Areas of Performance

Question	% of respondents satisfied with service
The ease of contacting the pharmacy	89%
If you used the pharmacy service for another NHS service, how satisfied were you with the time taken to provide this service	86%
The ease of being able to talk to the pharmacist	86%
The quality of the packaging used for your prescription	86%
The condition in which you received your prescription	86%
Disposing of medicines you no longer need	86%

Areas in Greatest Need for Improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Having someone available to deal with any problem with your prescription after it has been delivered	18%	Allocating a member of staff to deal with post delivery queries on a rota basis. Consider the option of delegating this task to the pharmacist if feasible (3 months).
The service you received from the other staff	17%	Review the skill mix of the staff, arrange any overdue staff appraisals, review training needs of current workforce, invite feedback on staff training desired (3 months)
Providing advice on health services or information available elsewhere	16%	Promote further health promotion on the pharmacy website, encourage staff to be further involved in signposting (6 months)

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
Staff training	Website development

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 0	%: 0	%: 2.3	%: 13.8	%: 31.0	%: 39.1	%: 13.8

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
%: 93.1	%: 5.7	%: 1.1