



The Community Pharmacy Patient Questionnaire 2017/2018 - Report for Publication

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

Date Report Completed: 20th March 2018

Top Areas of Performance

Question	% of respondents satisfied with service
The ease of contacting the pharmacy	99%
If you used the pharmacy service for another NHS service, how satisfied were you with the time taken to provide this service	100%
The ease of being able to talk to the pharmacist	94%
The quality of the packaging used for your prescription	99%
The condition in which you received your prescription	100%
Disposing of medicines you no longer need	88%

Areas in Greatest Need for Improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff	65%	Improve the health service so that more patients can get advice pharmacy (as soon as possible)

Pharmacy response to respondent's additional comments

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

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 0	%: 0	%: 3.8	%: 1	%: 12.4	%: 67.6	%: 15.2

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
%: 81	%: 15.2	%: 3.8