



## The Community Pharmacy Patient Questionnaire 2018/2019 - Report for Publication

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

Date Report Completed: 19<sup>th</sup> March 2019

### Top Areas of Performance

Question	% of respondents satisfied with service
The quality of the packaging used for the delivery of your prescriptions	99%
The condition in which you received your prescriptions	97%
Providing an efficient service	97%
The service you received from the pharmacist	89%
Answering any queries you may have	89%

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 (healthy eating)?	44.6%	Improve the pharmacy service so that more patients can get advice on healthy eating
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff (physical exercise)	45.5%	Improve the pharmacy service so that more patients can get advice on physical exercise
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff (stopping smoking)?	49.5%	Improve the pharmacy service so that more patients can get advice on smoking cessation

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>Staff training – identifying suitable patients for healthcare advice and providing relevant and targeted advice (smoking cessation, weight loss, healthy diet etc)</p> <p>Accessing printed literature to distribute to patients with regards to self-care</p>	<p>Service uptake by patients</p>

<b>Age range of respondents</b>						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 0	%: 1	%: 5.9	%: 7.9	%: 19.8	%: 56.4	%: 8.9

<b>Profile of respondents</b>		
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
%: 87.1	%: 12.9	%: 0