Section Three Report for publication

Owner of Pharmacy: Jayesh Patel Address of Pharmacy: 49-51 The Broadway, London, N8 8DT Date Patient survey completed: 30/03/18

Top areas of performance

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| Question | % of respondents satisfied with service |
| Service received from pharmacy staff and pharmacist | 99-100 |
| Providing an efficient service | 97 |
| Cleanliness of the pharmacy | 95 |
| Having medicines in stock | 97 |
| Comfort and convenience of waiting areas | 94 |
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Areas in greatest need for improvement

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| --- | --- | --- |
| Question | % of respondents dissatisfied with service | Action taken or planned (including timescale) |
| Have you been given advice about:-  Stopping Smoking  Physical Exercise, Healthy Eating | 82-86 | Patients not particularly dissatisfied with advice however out of 120+ surveys, very few given any sort of advice. New counter assistant staff will undergo training by myself on each of the 3 areas concluding with Smoking Cessation training by the end of September |
| How long you have to wait to be served | 9 | Giving clear and concise waiting times to people.  Making sure communication is clear between counter staff and dispensary team when prescriptions come in.  Staff to be re-trained on SOPs to understand the prescription handling and dispensing process. (by July 18) |

Pharmacy response to respondent’s additional comments

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| Areas within control of pharmacy | Areas outside control of pharmacy |
| * Appointment system for prescription collection * Leaflet regarding after care for ear-piercing service * Patient waiting for over an hour * Range of men’s products – we are looking at bringing in 2-3 luxury ranges in! * Clear labelling of products, not very clear – We have introduced a barcoded ticketed system on the shopfloor. * Smiling faces to greet customers. We are doing this but can always improve! |  |

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| **Age range of respondents** | | | | | | |
| 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ |
| %: 0 | %: 7 | %: 36 | %: 13 | %: 23 | %: 11 | %: 10 |

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| **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 |
| %: 58 | %: 25 | %: 17 |