

Report for publication

Owner of Pharmacy:

Tower Health and Pharmacy

Address of Pharmacy:

Unit 24, Wilford Ind. Est, Nottingham. NG11 7EP

Date Patient survey completed:

23/03/2018

Top areas of performance

Question	% of respondents satisfied with service
3 - How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?	98
4c - Having in stock the medicines/appliances you need?	100
5 - How would you rate the pharmacist and the other staff who work there?	92 (Overall)
9 - Taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?	97

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
<p>6 - Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?</p> <ul style="list-style-type: none"> • advice on a current health problem or a longer term health condition • advice on health services or information available elsewhere 	Service not used by our respondents	<ul style="list-style-type: none"> • Development of a dedicated pharmacy website that will provide signposting links to external sources • Website redevelopment will incorporate an easier to access 'Ask your Pharmacist' section and more visible 'contact us' <p><i>The above timescales for completion will be: June 2018 with Pharmabox launch.</i></p> <ul style="list-style-type: none"> • All patient orders will, where appropriate, receive an e-mail providing signposting advice to information regarding their presenting condition <p><i>This objective has already been implemented from the last audit.</i></p>
<p>7 - Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?</p> <ul style="list-style-type: none"> • Stopping smoking • Healthy eating • Physical exercise 	Service not used by our respondents	<ul style="list-style-type: none"> • Website redevelopment that will incorporate both signposting, RSS feeds and Q&A sessions <p><i>The above timescales for completion will be: June 2018 with Pharmabox launch.</i></p>

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
No Additional Comments Provided	Continued stock availability issues e.g. Lacri Lube, Azarga etc.

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
:%0	:%10	:%4	:%31	:%18	:%15	:%22

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
:%42	:%58	:%0