

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:

12/02/2021

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?	97
4c - Having in stock the medicines/appliances you need?	92
5 - How would you rate the pharmacist and the other staff who work there?	95 (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?	96

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 	<p>Service not used by our respondents</p>	<ul style="list-style-type: none"> • Development of a dedicated pharmacy website that will provide signposting links to external sources – Ongoing • Website redevelopment will incorporate an easier to access 'Ask your Pharmacist' section and more visible 'contact us' – ongoing • Each patient to receive 'Script Information Letter' for both NHS and Private
<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 	<p>Service not used by our respondents</p>	<ul style="list-style-type: none"> • Website redevelopment that will incorporate both signposting, RSS feeds and Q&A sessions • New Pharmacist needs to ensure that the required people have completed the HLP programme (3 *staff; level 2) and the HLP Leader programme (1*staff) is to be completed by the new pharmacist by end of March 2021. Ensure completion of action plan will to improve 'health outcome' for identified population e.g. retirement homes, Self Help groups

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
No Additional Comments Provided	<p>Continued stock availability issues from all wholesalers – Review number of Wholesale Contracts to reflect both economics and supply to service patient needs.</p> <p>COVID factors have affected out of stock levels and supply problems.</p>

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
:%0	:%6	:%8	:%32	:%12	:%22	:%20

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
:%51	:%49	:%0