

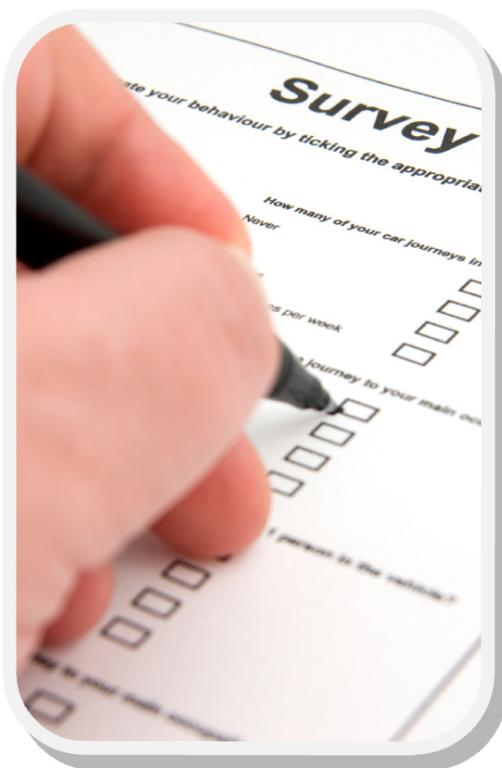
As a NHS Pharmacy we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the Pharmacy into consideration.

This leaflet has been produced to provide you with the results of the survey where we performed well and areas where we will be looking to improve.

If you have any questions or comments about the results then please speak to a member of our team.

Many thanks

Simply Pharmacy



# NHS Pharmacy Patient Survey Results

Contract Year: 2018-2019



*Improving your Pharmacy and the service we provide to you and your family!*

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## Top areas of performance

Question	Percentage of customers satisfied
What you thought about the staff overall	100%
Did you received an efficient service	100%
How you rated the cleanliness of the pharmacy	100%

## Areas in greatest need for improvement

Question	Percentage of customers dissatisfied
How you rated the time it took to provide your prescription and/or any other NHS services you required?	0%

### Action plan: Within the year

Hopefully stock shortages will ease once Brexit uncertainty resolves. Electronic prescriptions for Controlled Drugs Schedules 2 and 3, should help with delays in collection of paper prescriptions.

How you rated us in having in stock the medicines/appliances you need	0%
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### Action plan: Within six months

The pharmacy is hoping to open further UK wholesaler accounts to give a broader market base.

What you thought about being able to speak without being overheard, if you wanted to.	0%
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### Action plan: Within six months

Promote the availability of the pharmacist and staff to answer queries and provide advice.

Survey completed on: 30 March 2019

Number of responses: 127

## Our reply to your additional comments

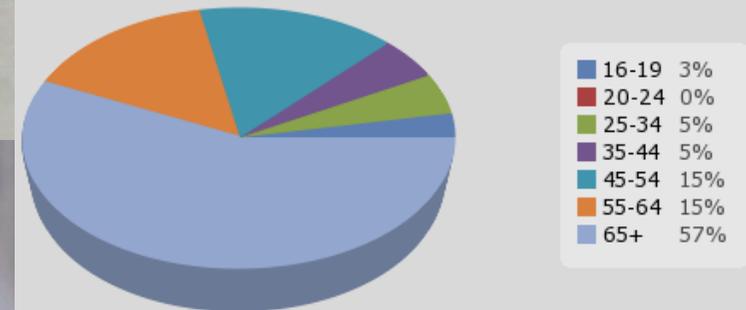
### Areas within control of Pharmacy

We may not be your traditional community pharmacy, but our aim is to be at the heart of our community and provide the best possible service. Thank you for showing your appreciation in completing our survey.

### Areas outside control of Pharmacy

Stock shortages, inflated prices and reduced funding, only make operating a pharmacy today extremely challenging, but we will still strive to provide the best possible service to our customers.

## Age range of customers



## Profile of customers choosing our Pharmacy

