

Section Three Report for publication

Owner of Pharmacy: Jayesh Patel

Address of Pharmacy: Unit 27, Orbital 25 Business Park, Dwight Road, WD18 9DA

Date Patient survey completed: 30/03/18

Top areas of performance

Question	% of respondents satisfied with service
Having in stock the medication and appliances you need	95
Providing an efficient service	95
How long you waited to be served	94
How satisfied were you with the time it took to provide your prescription	93
The service you received from pharmacy staff	91

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Have you been given advice about:- Stopping Smoking	34%	As a distance selling pharmacy it is harder to provide these services. So where as patients/customers are not dissatisfied it is just the opportunity does not always present itself. We are taking action to inform patients of the help we can provide and we plan to inform all patients of the advice that is available by July 2018.
Healthy Eating	33%	As above
	50%	As above

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<ul style="list-style-type: none"> - Organisation of deliveries - Timely deliveries - Monthly medication query organisation. 	<ul style="list-style-type: none"> - Medication manufacturing issues.

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 0	%: 7	%: 15	%: 20	%: 25	%: 3	%: 30

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
%: 56	%: 33	%: 11