

Report for publication

Owner of Pharmacy: Jayesh Patel

Date Patient survey completed: 30/3/17

Top areas of performance

Address of Pharmacy: HR PHARM, Unit 27, Orbital 25 Business Park, Dwight Road, Watford, WD18 9DR

Question	% of respondents satisfied with service
Disposing of medication no longer needed	96
Providing advice on a current health problem or a longer term health condition	95
Ease of contacting the pharmacy	95
Being polite and taking the time to listen to what you want	94
How satisfied were you with the time it took to provide your prescription?	93

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Have you ever been given advice on stopping smoking?	90	As a distance selling pharmacy it is more difficult to provide these services. Inform patients that we can offer advice on these services. We are looking into providing online/telephone consultations.
Have you ever been given advice on healthy eating?	87	As a distance selling pharmacy it is more difficult to provide these services. Inform patients that we can offer advice on these services. We are looking into providing online/telephone consultations.
Have you ever been given advice on physical exercise?	83	As a distance selling pharmacy it is more difficult to provide these services. Inform patients that we can offer advice on these services. We are looking into providing online/telephone consultations.
Did the pharmacy have in stock the medicines/appliances you needed?	10	Keeping more medication in stock. Informing patients/homes of the cut-off times for ordering medication/appliances.
The quality of the packaging used for delivery of your prescriptions	10	Ensure all medication packed for delivery are well wrapped to ensure no damage of medication.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<ul style="list-style-type: none"> Keeping more medication in stock to reduce delivery times for medication Organisation of deliveries to ensure patients receive medication on time 	<ul style="list-style-type: none"> Medication being out of stock due to a manufacturing problem – will provide information on alternatives and assist with this problem

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%:0	%:0	%:11	%:22	%:22	%:14	%:31

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
%:66	%:32	%:2