



Community Pharmacy Patient Questionnaire

This is to certify that:

Pharmacy First

Has undertaken and completed a community
pharmacy patient questionnaire

The survey was completed on: 28/12/17

Report for publication

Owner of Pharmacy: Newbridge Healthcare Ltd

Address of Pharmacy: Unit 5 Crown Point South Ind Park, King St M34 6PF

Date Patient survey completed: 28/12/17

Top areas of performance

Question	% of respondents satisfied with service
Offering an Organised Website Layout	96%
Being Polite and Taking the time to listen to what you want	94%
Providing an efficient service	94%
Answering any queries you might have	98%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
How long you have to wait for your order	8%	Audit our delivery methods and make our shipping guidelines clearer on the website.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>A number of patients have asked about a next day express delivery service which we will explore further and examine if we can provide this in a cost effective manner.</p> <p>There have been several comments regarding additional product ranges that customers would like to see, we are currently trying to source a number of these.</p>	<p>There has been a desire expressed by our local customers to collect their medication in person. It has been explained that this is not a service we are able to provide.</p>

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 4	%: 14	%: 22	%: 28	%: 20	%: 10	%: 2

Profile of respondents

This is the pharmacy that the respondent chooses to visit if possible	%: 24	This is one of several pharmacies that the respondent uses	%: 32	This pharmacy was just convenient on the day for the respondent	%: 44
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