

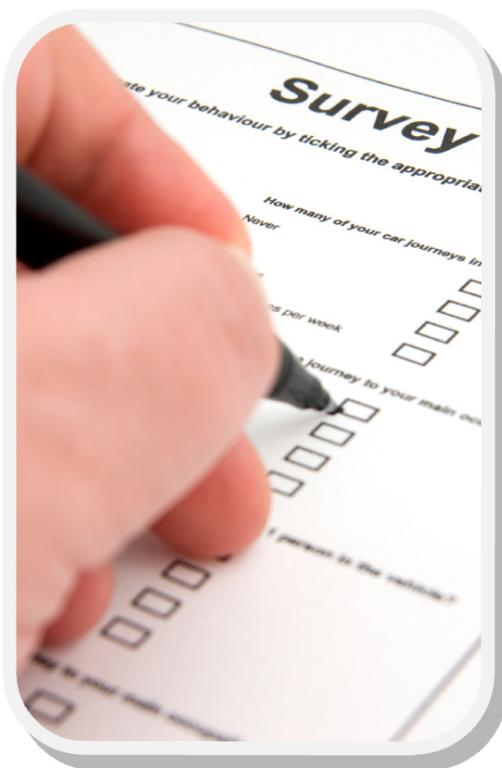
As a NHS Pharmacy we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the Pharmacy into consideration.

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

Crosspool Pharmacy



NHS Pharmacy Patient Survey Results

Contract Year: 2016-2017



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

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Crosspool
Sheffield
Yorkshire
S10 5NG
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Top areas of performance

Question	Percentage of customers satisfied
How you rated the time it took to provide your prescription and/or any other NHS services you required?	100%
What you thought about the staff overall	100%
How you rated the advice on a current health problem or longer term condition	100%

Areas in greatest need for improvement

Question	Percentage of customers dissatisfied
How you rated the comfort and convenience of the waiting areas, e.g. seating or standing room	1%
Action plan: No action can be taken until funding is improved.	
What you thought about being able to speak without being overheard, if you wanted to.	12%
Action plan: Within the year Better signage and make more use of the consultation room outside MUR, flu vaccines etc.	
How you rated the advice on healthy eating	94%
Action plan: Within the year Revitalise HLP activity with the new quality performance scheme for pharmacies.	

Survey completed on: 15 November 2016

Number of responses: 150

Our reply to your additional comments

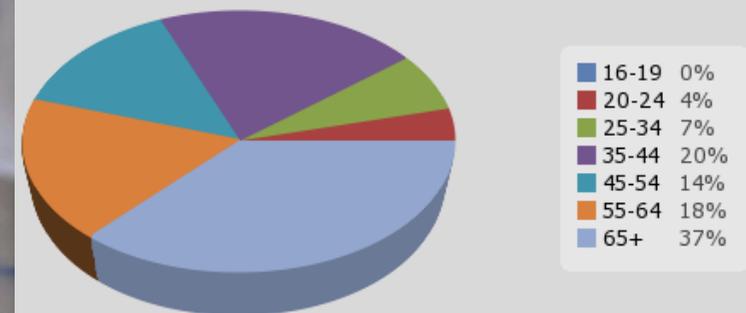
Areas within control of Pharmacy

It is gratifying to see that we have so many loyal patients, holding our pharmacy in high regard: "a first-class pharmacy"! Thank you for your loyalty, custom and appreciation. The staff work very hard here in an increasingly cash-strapped environment: motivation can sometimes be hard to find in the NHS: to receive so many glowing reports is a real treat. Thank you.

Areas outside control of Pharmacy

More space, more services, comfier chairs and improved flooring will all need the Government to look again at community pharmacy funding. We will receive around Â£15,000 less funding next year at this clearly well-loved and successful pharmacy. This makes it so difficult to maintain staff morale and improve services and the environment in the pharmacy. Thank you for your support.

Age range of customers



Profile of customers choosing our Pharmacy

