

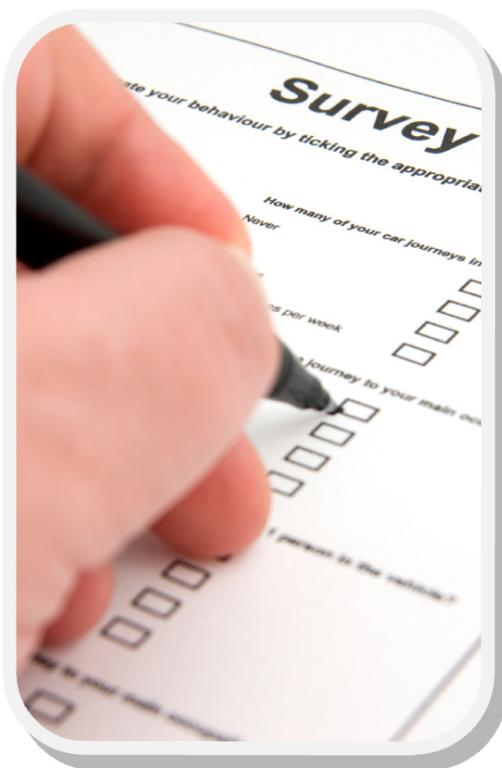
As a NHS Pharmacy we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the Pharmacy into consideration.

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

Greenhill 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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206 Bocking Lane
Greenhill
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Yorkshire
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Top areas of performance

Question	Percentage of customers satisfied
Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?	99%
How you rated us in having in stock the medicines/appliances you need	99%
How you rated us in offering a clear and well organised layout	99%

Areas in greatest need for improvement

Question	Percentage of customers dissatisfied
How you rated the advice on leading a more healthy lifestyle	4%
Action plan: Within six months	
How you rated the cleanliness of the pharmacy	1%
Action plan: Within a month	
What you thought about the staff overall	1%
Action plan: Within the year	

Survey completed on: 8 February 2017

Number of responses: 197

Our reply to your additional comments

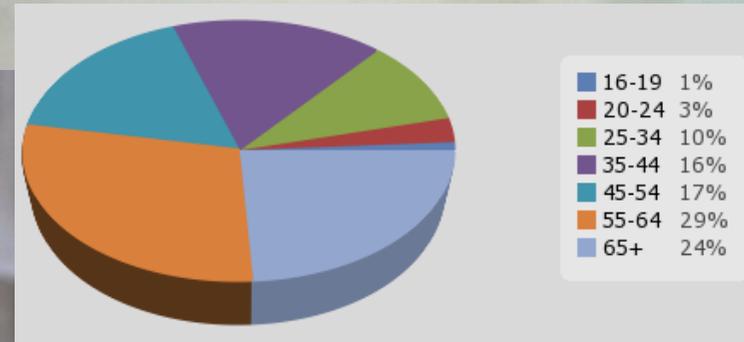
Areas within control of Pharmacy

We have had to amend our previous "open" w/c access policy due to abuse and damage. We were also experiencing difficulties as the w/c was often occupied when required by our treatment room patients. We are happy for any disabled patients to use the facilities. We are delighted that so many of the comments praise the staff: they all work very hard, sometimes in difficult circumstances. I am delighted that their efforts are appreciated by so many!

Areas outside control of Pharmacy

It is a shame that public/council w/c facilities are not available locally.

Age range of customers



Profile of customers choosing our Pharmacy

