

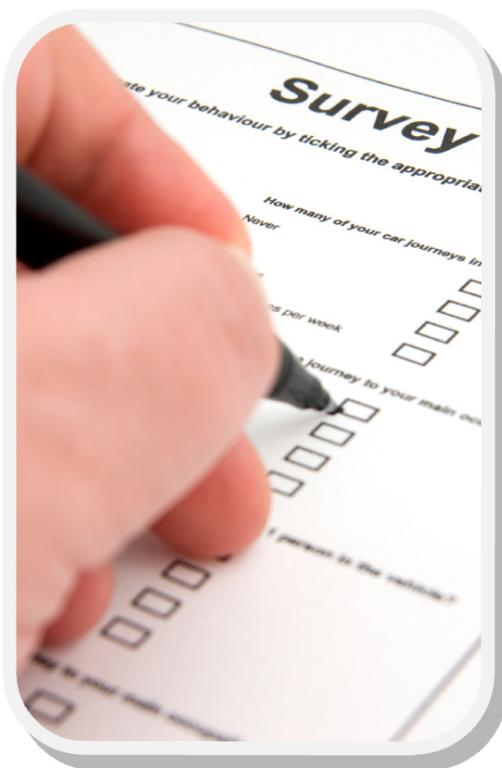
As a NHS Pharmacy we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the Pharmacy into consideration.

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

Bradway Pharmacy



NHS Pharmacy Patient Survey Results

Contract Year: 2016-2017



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

Bradway Pharmacy
298 Twentywell Lane
Bradway
Sheffield
S17 4QH
Tel: 0114 2360675



Top areas of performance

| Question | Percentage of customers satisfied |
|---|-----------------------------------|
| What you thought about the staff overall | 100% |
| How you rated us in having in stock the medicines/appliances you need | 100% |
| What you thought about being able to speak without being overheard, if you wanted to. | 97% |

Areas in greatest need for improvement

| Question | Percentage of customers dissatisfied |
|---|--------------------------------------|
| How you rated the cleanliness of the pharmacy | 0% |
| Action plan: Within a month | |
| How you rated us in offering a clear and well organised layout | 0% |
| Action plan: Within six months | |
| How you rated the advice on a current health problem or longer term condition | 0% |
| Action plan: Within the year | |

Survey completed on: 31 March 2017

Number of responses: 126

Our reply to your additional comments

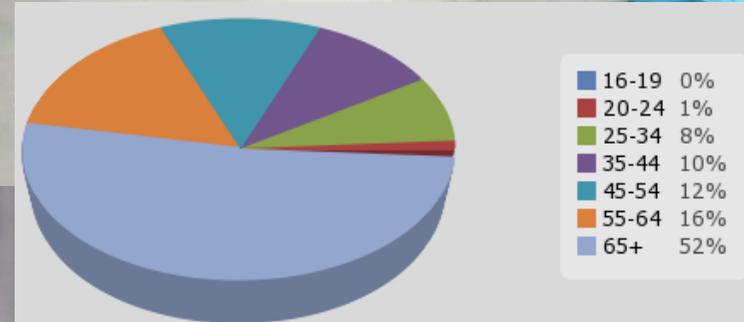
Areas within control of Pharmacy

We do try to provide regular staff here. They do change from day to day during the week, but over a period, the same staff are here regularly. We hope you find this reassuring!

Areas outside control of Pharmacy

I am afraid that longer opening hours are simply not possible under the current Draconian remunerative cuts that pharmacy is enduring. Thank you for your loyalty and your support in these difficult times!

Age range of customers



Profile of customers choosing our Pharmacy

