

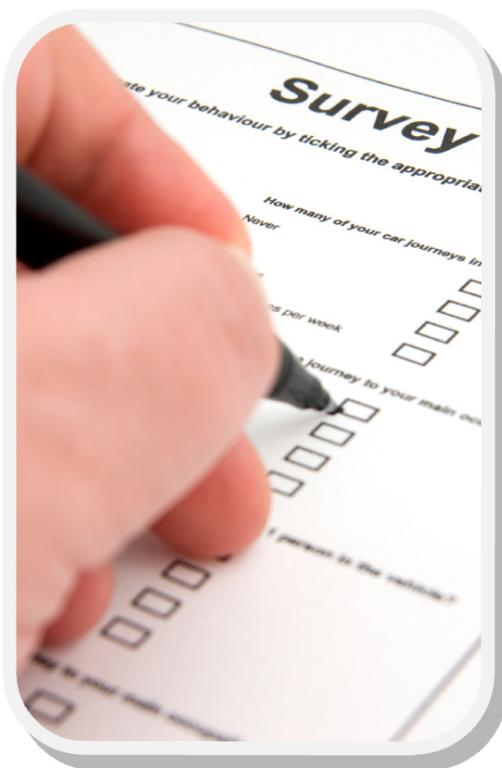
As a NHS Pharmacy we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the Pharmacy into consideration.

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

Oakbrook Pharmacy



# NHS Pharmacy Patient Survey Results

Contract Year: 2015-2016



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

Oakbrook Pharmacy  
237 Oakbrook Road  
Sheffield  
S11 7EB  
Tel: 0114 230 8560



## Top areas of performance

Question	Percentage of customers satisfied
How you rated the advice on a current health problem or longer term condition	100%
How you rated the advice on leading a more healthy lifestyle	100%
How you thought the staff answered any queries you had.	100%

## Areas in greatest need for improvement

Question	Percentage of customers dissatisfied
How you rated the cleanliness of the pharmacy	0%
<b>Action plan: Within the year</b> Ensure cleaning rotas are in place and effectively operated.	
How you rated us in having in stock the medicines/appliances you need	1%
<b>Action plan: Within the year</b> Ensure all out of stocks are efficiently chased down and agreed alternatives to be sourced if the supply problem cannot be solved.	
How you rated the time it took to provide your prescription and/or any other NHS services you required?	2%
<b>Action plan: Within the year</b> Let's get back to the previous year's highs!	

Survey completed on: 31 March 2016

Number of responses: 130

## Our reply to your additional comments

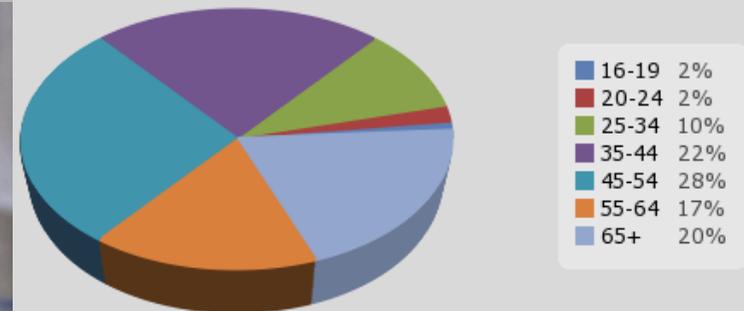
### Areas within control of Pharmacy

Friendliness in a local pharmacy is vital and I am glad to see that our patients recognise and value this. We have many positive comments and enjoy great support amongst our loyal clientele. Thank you!

### Areas outside control of Pharmacy

Product sourcing in the UK pharmaceutical supply chain is difficult nowadays, but we must try harder to try to ensure that regular patients' medication is always to hand or suitable, agreed alternatives have been sourced. Local people depend on their local pharmacies, just like local pharmacies depend on the loyal support of their local patients. This is set to be a difficult few years for local pharmacies and we appreciate all your good wishes and great support: thank you.

## Age range of customers



## Profile of customers choosing our Pharmacy

