

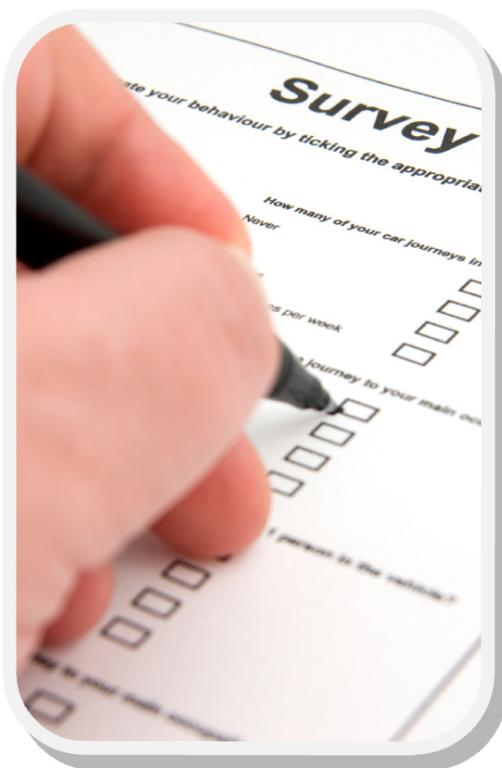
As a NHS Pharmacy we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the Pharmacy into consideration.

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: 2015-2016



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

Crosspool Pharmacy
23 Sandygate Road
Crosspool
Sheffield
Yorkshire
S10 5NG
Tel: 0114 2661744



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 rated the advice on health services or information available elsewhere	97%

Areas in greatest need for improvement

Question	Percentage of customers dissatisfied
How you rated the time it took to provide your prescription and/or any other NHS services you required?	1%
Action plan: Within the year Keep working on systems improvements to try to minimise waiting times whenever possible. We must try to limit the effects of falling pharmacy remuneration on our patients wherever we can.	
How you rated the cleanliness of the pharmacy	1%
Action plan: Within the year Pay more attention to cleaning rotas and keep these standards high. This is harder with less money in our NHS remuneration.	
How you rated the comfort and convenience of the waiting areas, e.g. seating or standing room	3%
Action plan: Within the year We are still hoping to relocate to new premises where we will be able to properly address this issue. Until then, we appreciate our patients' forbearance. Planned Government reductions in pharmacy remuneration mean our ability to address the relocation costs has been significantly compromised.	

Our reply to your additional comments

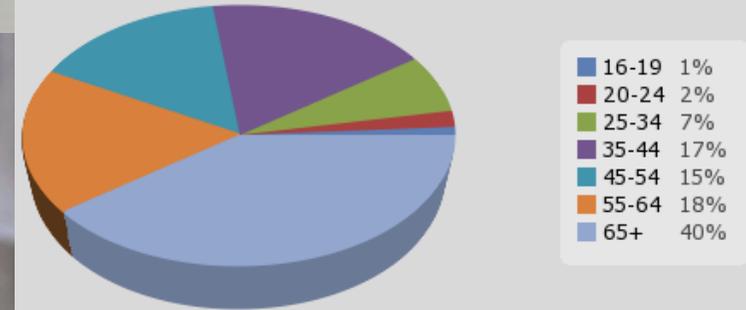
Areas within control of Pharmacy

The size of the pharmacy limits our ability to reduce crowding. Our planned relocation will help enormously here. Until then, we are grateful for all the very positive observations, the clear local support we enjoy and the lovely comments and thanks we receive. Please note that we do have a consultation room where private conversations can easily be had.

Areas outside control of Pharmacy

Reducing Government remuneration for community pharmacy makes our work harder and harder each year. Our staff strive diligently to meet your high expectations and mostly succeed. We are lucky to have such loyal patients. Thank you.

Age range of customers



Profile of customers choosing our Pharmacy

