

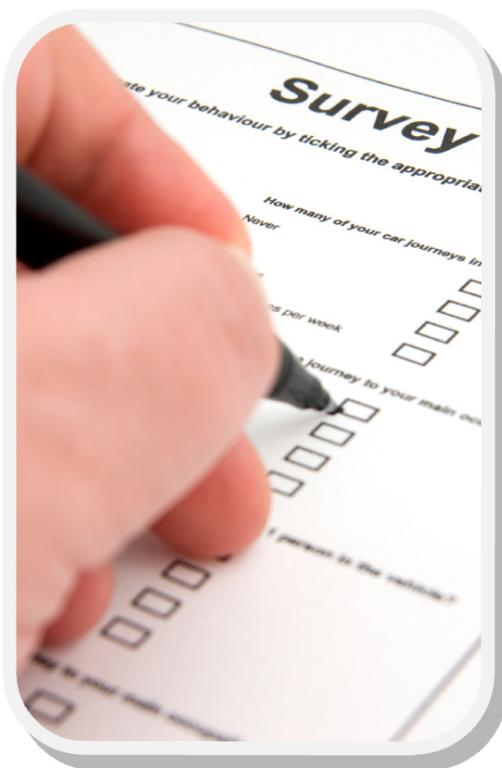
As a NHS Pharmacy we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the Pharmacy into consideration.

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: 2014-2015



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

Greenhill Pharmacy
206 Bocking Lane
Greenhill
Sheffield
Yorkshire
S8 7BP
Tel: 0114 2377599



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?	100%
How polite and did the staff take time to listen to what you wanted?	99%
How you rated us in offering a clear and well organised layout	97%

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	26%
Action plan: Within six months Extend and refit the pharmacy.	
How you rated the cleanliness of the pharmacy	6%
Action plan: Within six months Improve cleaning generally. Use cleaning rotas and ensure the work is carried out to a good standard.	
How you rated the time it took to provide your prescription and/or any other NHS services you required?	2%
Action plan: Within the year Need to improve our speed of dispensing and move more patients to repeat dispensing systems which will reduce their waiting time. The refit should help with this.	

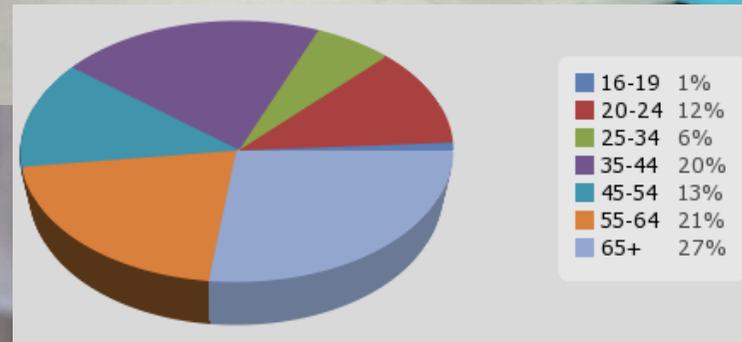
Our reply to your additional comments

Areas within control of Pharmacy

Many patients have noted that we are overdue a refit at this pharmacy. We would have liked to do this earlier, but we have had problems acquiring the rights to extend and we did not feel that refitting without extending was the right option. Work is now underway, which will need patience I am afraid, but the end result should be spectacular!

Areas outside control of Pharmacy

Age range of customers



Profile of customers choosing our Pharmacy

