

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: 2017-2018



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

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Top areas of performance

Question	Percentage of customers satisfied
How you rated the advice on physical exercise	11%
How you rated the advice on healthy eating	10%
How you rated the stopping smoking service/advice	7%

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	5%
Action plan: Within the year We are hoping to relocate this pharmacy into new and much improved premises in the next 12mths, which will enable us to solve this problem.	
How you rated the cleanliness of the pharmacy	1%
Action plan: Within a month Whilst our overall standards of cleanliness are clearly very high, any fall in these is very disappointing. As funding for pharmacy continues to fall: resources here are an increasing problem.	
How you rated us in having in stock the medicines/appliances you need	1%
Action plan: Within the year The Government has a role to play here: many of the factors affecting medicine supply are beyond the control of individual pharmacies.	

Survey completed on: 21 November 2017

Number of responses: 152

Our reply to your additional comments

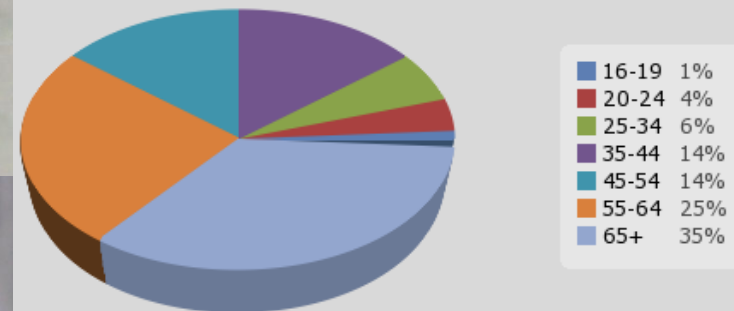
Areas within control of Pharmacy

The dispensary is rather small for a modern pharmacy and we are looking to address this issue if we are able to relocate in the next 12mths or so, as is our plan.

Areas outside control of Pharmacy

It is really pleasing to know that patients still feel able to recommend this pharmacy. Thank you! And thank you for the "it is perfect" comment!

Age range of customers



Profile of customers choosing our Pharmacy

