

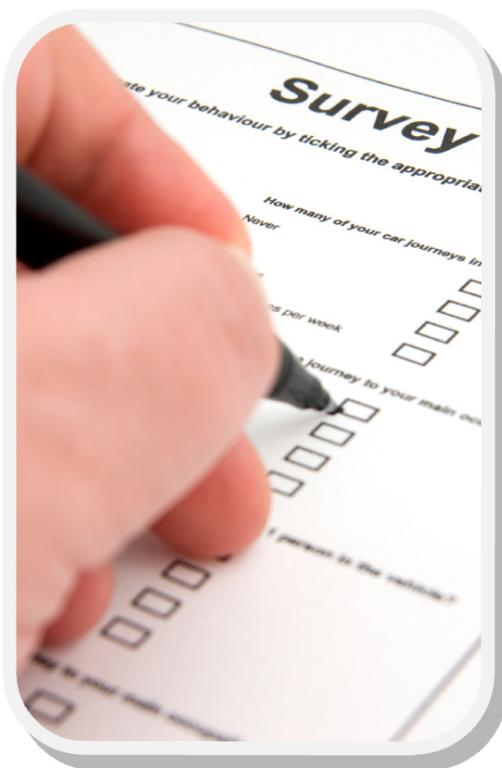
As a NHS Pharmacy we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the Pharmacy into consideration.

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: 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 time it took to provide your prescription and/or any other NHS services you required?	99%
How you rated the cleanliness of the pharmacy	99%
What you thought about the services you received from the pharmacist	100%

## Areas in greatest need for improvement

Question	Percentage of customers dissatisfied
How satisfied you were with how long you had to wait to be served	1%
<b>Action plan: Within the year</b> Get back to previous highs.	
What you thought about the services you received from the other pharmacy staff	0%
<b>Action plan: Within the year</b> Get back to previous highs!	
How you rated the advice on a current health problem or longer term condition	1%
<b>Action plan: Within the year</b> Get to well above 50% by next year.	

## Our reply to your additional comments

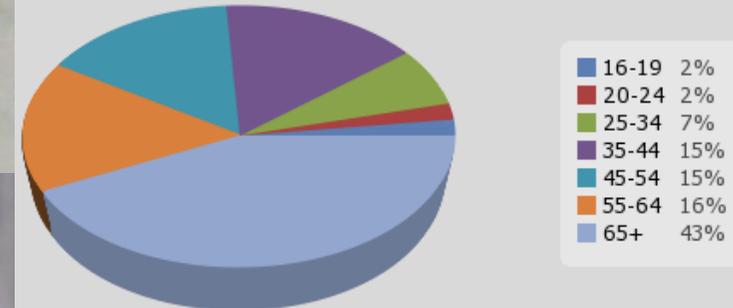
### Areas within control of Pharmacy

Many of you have noticed the new staff additions and it is especially pleasing that Tina and Max have both had such a warm welcome: well done them.

### Areas outside control of Pharmacy

There don't appear to be any problems outside the control of the pharmacy at the moment, which is great. As one kind patient said: "You can't improve on perfection!" Thank you.

## Age range of customers



## Profile of customers choosing our Pharmacy

