

**Top areas of performance**

Question	% of respondents satisfied with service
<b>The service you received from the Pharmacist</b>	90%
<b>Providing an efficient service</b>	95%
<b>The Pharmacist and staff at being polite and taking time to listen to what you want?</b>	100%

**Areas in greatest need for improvement**

Question	% of respondents dissatisfied with service	Action taken or planned (within a three month time scale)
How well do you think this pharmacy provides for disposing of medicines you no longer need?	30%	We plan to improve our medications returns policy in three ways. 1: Staff will provide more information to patients on how to dispose of their unwanted medicines. 2: We will further highlight the information regarding unwanted medications on the pharmacyhaus.com website. 3: NHS leaflets about the disposal of unwanted medications will be sent to patients alongside their regular repeat prescriptions to provide further information about this service.
Have you ever been given advice about help with stopping smoking?	10%	Through the use of lifestyle questionnaires, leafleting and opportunistic advice, we plan to be more proactive in identifying smokers and promoting smoking cessation.
How well do you think this pharmacy provides advice on health services or information available elsewhere?	20%	We will update our healthy lifestyle and signposting procedures to better inform our patients by providing more information about other local health services available. We shall plan our responses around lifestyle questionnaires and also engage opportunistically during everyday patient exchanges.

**Pharmacy response to respondent's additional comments**

Areas within control of pharmacy	Areas outside control of pharmacy
We are pleased to receive the positive comments in the responses; we shall try our utmost to continue providing the same high level of service and standards.	With regard to comments about drug shortages. Unfortunately factors beyond our control are causing medication shortages where some medicines may be completely out of stock and others may be discontinued altogether.  We will always try our best to keep patients informed at every stage. We will try and identify another provider that will be able to supply medication and we will also liaise with your GP in order to provide a suitable alternative.

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%:0	%:0	%:4	%:20	%:20	%:10	%:46

Profile of respondents		
This is the pharmacy that the respondent chooses to visit if possible	This is one of several pharmacies that the respondent uses	This pharmacy was just convenient on the day for the respondent
%:95	%:5	%:0