

Report for publication

Owner of Pharmacy: 8PM Chemist First Floor

Address of Pharmacy: 61, Wolverhampton Street, Willenhall, WV13 2NF

Date Patient survey completed: 2nd April 2018

Top areas of performance

| Question | % of respondents satisfied with service |
|--|---|
| Including any previous visits to this pharmacy , how would you rate the pharmacist and the other staff who work there Being polite and taking the time to listen to what you want | 99 |
| Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire? | 99 |
| Having in stock the medicines/appliances you need | 98 |
| How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required? | 98 |
| Answering any queries you may have and providing efficient service | 98 |

Areas in greatest need for improvement

| Question | % of respondents dissatisfied with service | Action taken or planned (including timescale) |
|---|--|---|
| Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Having in stock the medicines/appliances you need | 2 | We will increase stock levels and try more wholesalers. |
| Providing advice on a current health problem or a longer term health condition | 2 | None |
| Providing general advice on leading a more healthy lifestyle | 2 | None |
| Providing advice on health services or information available elsewhere | 2 | None |
| Disposing of medicines you no longer need | 1 | None |

Pharmacy response to respondent's additional comments

| Areas within control of pharmacy | Areas outside control of pharmacy |
|--|--|
| <p>1: Excellent service by pharmacist, polite and very helpful Pharmacy Response: Thank you very much</p> <p>2: Staff are very friendly, extremely brilliant always helps and polite Pharmacy Response: Thank you very much</p> <p>3: Always use this chemist wouldn't go anywhere else Pharmacy Response: Thank you very much</p> | <p>1: If anything I would suggest is to open longer hours and Saturday. Pharmacy Response: Passed to senior management.</p> <p>2: Keeping more stock to reduce Owings: Pharmacy Response: Manufacturing Delay and wholesaler issues are beyond our control. We are suggesting alternative products to be prescribed by GP.</p> |

| Age range of respondents | | | | | | |
|---------------------------------|-------|-------|-------|-------|-------|-----|
| 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ |
| %: | %: 2 | %: 3 | %: 2 | %: 4 | %: 9 | 80 |

| 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 |
| %: 99 | %: 1 | %: 0 |