

Report for publication

Owner of Pharmacy: PRACTICE PHARMACY DIRECT

Address of Pharmacy: Liverpool

Date Patient survey completed: March 2018

Top areas of performance

Question	% of respondents satisfied with service
Q2 How satisfied were with the time it took to provide your prescription ?	92
Q4 The ease of contacting the pharmacy ?	72
Q4 The ease of speaking to a pharmacist ?	64
Q5 Being polite and taking the time to listen ?	70
Q9 The staff and service provided, how would you rate this pharmacy ?	91

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Q6 Disposing of medicines no longer needed	28	Provide better information to patients about timescale to remove medication Follow up phone call to patients who have disposed of medication Timescale for immediate action

--	--	--

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%:0	%: 14	%:2	%:4	%:21	%:38	%: 21

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
%: n/a	%: n/a	%: n/a