

Report for publication

Owner of Pharmacy: PRACTICE PHARMACY DIRECT

Address of Pharmacy: Liverpool L3 7BL Date Patient survey completed: March 2019

Top areas of performance

Question	% of respondents satisfied with service
How satisfied were with the time it took to provide your prescription ?	88
The ease of contacting the pharmacy ?	72
How would you rate this pharmacy ?	90
Providing an efficient service ?	78
The condition in which you received your prescription ?	76

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Having in stock the medicines you need	16	Contacting the prescriber earlier for an alternative if there is a supply problem Communicate more frequently any issues with availability to the patient
Disposing of medicines you no longer need	12	Arrange collection of medication for disposal within 2 weeks of initial request from the patient

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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	%:2	%:12	%:10	%:18	%:22	%:36

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
%:	%:	%: