Report for publication Owner of Pharmacy: PRACTICE PHARMACY DIRECT Address of Pharmacy: Liverpool L3 7BL Date Patient survey completed: March 2020

Top areas of performance

Question	% of respondents satisfied with service
How satisfied were you with the time it took to provide your prescription ?	86
Answering any queries you may have ?	82
The staff overall ?	76
Being polite and taking the time to listen ?	70
The ease of contacting the pharmacy ?	74

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Having someone available to deal with any problem after it has been delivered	4	Check all patients who phone with a query about their medication have been responded to

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+
%:2	%:4	%:22	%:16	%:12	%:14	%:30

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		
%:	%:	%:		