Report for publication

 Owner of Pharmacy:
 Practice Pharmacy Direct

 Address of Pharmacy:
 Liverpool L3 7BL

 Date Patient survey completed:
 March 2022

Top areas of performance

Question	% of respondents satisfied with service
How would you rate this pharmacy?	86
Being polite and taking the time to listen ?	72
The ease of contacting the pharmacy ?	78
Having someone to deal with any problem after it has been delivered ?	68
How satisfied were you with the time it took to provide your prescription ?	82

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Disposing of medicines you no longer need	18	For a long time we were unable to collect unused medication due to Covid precautions From now on the pharmacy will arrange collection within 2 weeks of request

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	%:10	%:12	%:8	%:12	%:18	%:38

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		
%:	%:	%:		