



**Killamarsh Pharmacy**

**Customer Satisfaction Survey 2017-2018**

**Pharmacy Report**

*Overall rating*

*99.16% Excellent or Very good*

What was great this time	What could we do better?
The service you received from the Pharmacist and staff members,staff take genuine interest in solving queries and problems	Providing NHS FLU service
Always receive warm welcome,Cleanliness of pharmacy, and good layout of stock	Provide stop-smoking service
Being polite and taking time to understand, Still very quick service and do not have to wait long at all	Have a bigger consultation room
Disposing the medicines you no longer need	Better availability of stopsmoking service
EHC service ,long opening hours	Having the medicines in stock you need everytime

Questions	Score	
Overall rating	% Excellent and very good	
Taking everything into account, how would you rate the pharmacy?	<b>99.16</b>	
Taking everything into account how would you rate the pharmacy?	69.4% Excellent	
Satisfaction with time:	98 % very satisfied	
Satisfaction with the time it took to provide a prescription	100%	
Pharmacy factors	% very good	
The cleanliness of pharmacy	100.00%	
The comfort and convenience of waiting areas	90	
Having in stock the medicines/appliances you need	94	
Offering a clear and well organised layout	96	
How long you have to wait to be served	99.2	
Having somewhere available where you could speak without being heard	98.5	

<b>How we deal with your confidential information</b>		
Pharmacy staff	% Very good	
Being polite and taking time to listen to what you want	100	
Answering any queries you may have	100	
The service you received from the Pharmacist	100	
The service you received from the Pharmacy staff	99.6	
Providing an efficient service	98.2	
The staff overall	99.8	
Pharmacy services	% very well	
Providing advice on a current health problem or a longer term health issue	99	
Providing general advice on leading a more healthy life style (patients want us to start stop smoking service)	97.36	
Disposing of medicines you no longer need	100	
Providing advice on health services or information available elsewhere	93%	

Consent for sharing	% yes	
Asked for consent for sharing your information with other healthcare professional	100	
Advice Given	% yes	
Stopping smoking	26.02	
Healthy eating	63	
Physical exercise	82	
Pharmacy Usage	% Very good	
This is the pharmacy that you choose to visit if possible	88	
This is one of several pharmacies that you need to use when you need to	5	
The pharmacy was just convenient for you today	7	
Collection of prescription	% Very good	
Straight away	86	
Waited in the pharmacy	8	
Came back later	6	

Suggestion	Count	
Excellent/efficient service	9	
Staff friendly/ polite	48	
Some medications are always out of stock	12	
Have to come back for medications	4	

Your customer's demographic:Gender	%
Male	35
Female	65

Customer's demographic:Age	%
16-24	14.5
25-44	12.5
45-64	48
65	23

**Action planned:**

1. We have already started the process to provide Emergency contraception service but will do more to make more customer aware about the free service.
2. We will be arranging more frequent visits with next door GP surgery to inform about out of stock medicines
3. Take time to explain and inform patients about options and reasons if known for non availability.
4. Layout of shop is meeting patient's expectations, new shelves and display units will be installed. We are already looking into the possibilities to have larger display area.
5. Advertise the availability of consultation room and took greater interest/role in promoting local health campaigns.
6. We have recently gained the status of "Healthy living Pharmacy" and will be using every single opportunity to promote good health and self care.