

NHS Pharmacy Patient Survey Results

99% of our customers rate our service as very good or excellent

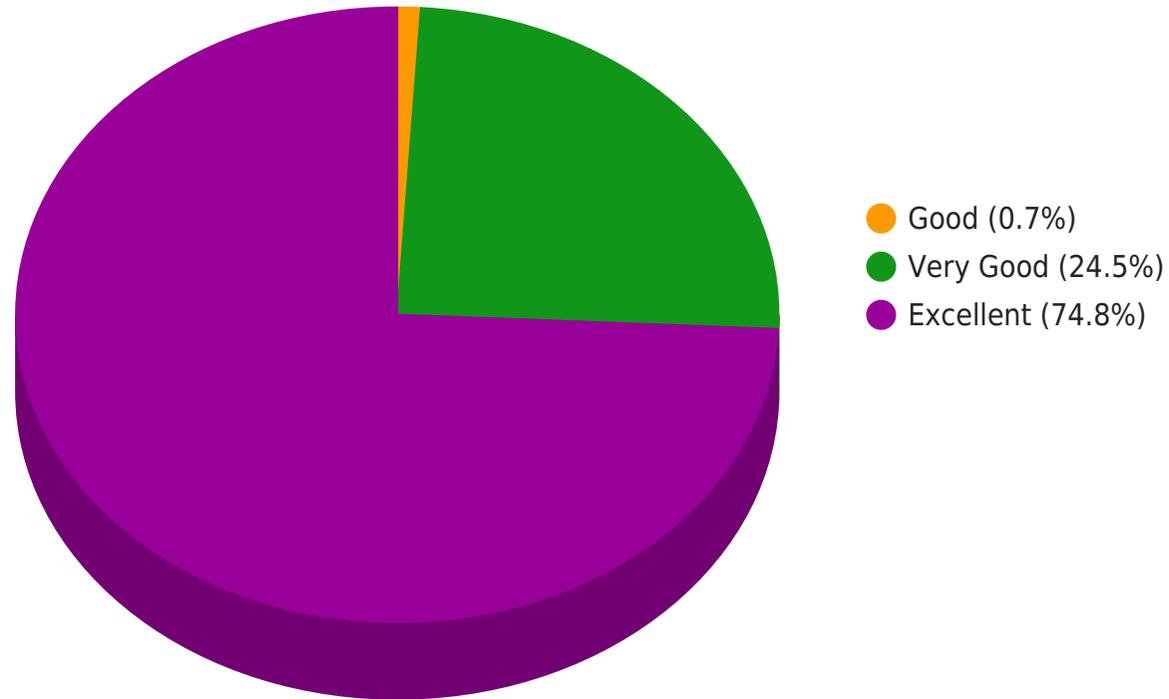
We are required to carry out an annual patient survey as part of our NHS contract. Patients are asked to give their views on a number of different areas of the pharmacy.

This leaflet gives you a summary of our results and lists the areas where we performed well and also areas where we want to improve.

If you have any suggestions or comments, please speak to a member of staff.

Many thanks

Market Chemist



We are always striving to improve our services to you

Full report for the Patient Survey is available to customers upon request

Results for Survey 2017-18 Community Pharmacy Patient Questionnaire with 151 patients surveyed. The survey was conducted and processed through SurveyFocus a product of Digital Health Group Ltd. © 2018

Market Chemist
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Top areas of performance

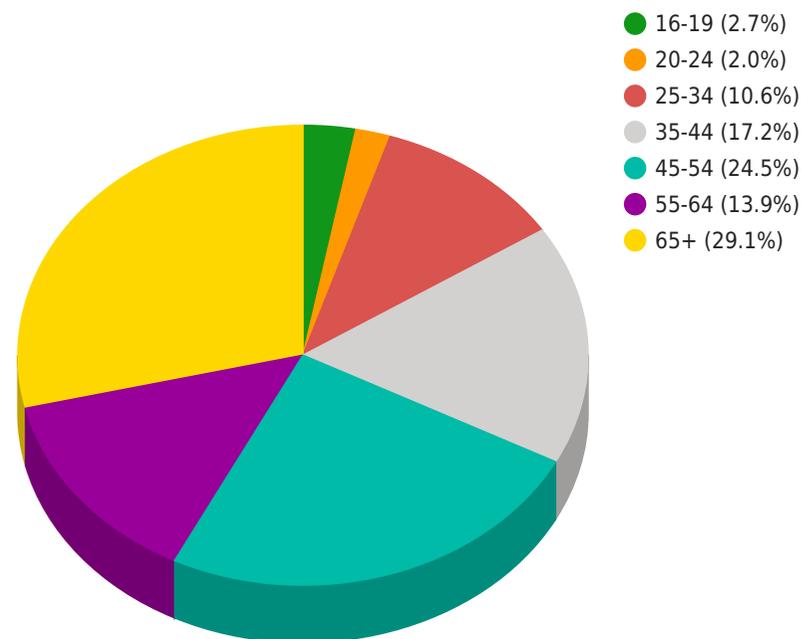
Questions	Satisfied customers
Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is: (The service you received from the pharmacist)	100%
Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is: (Answering any queries you may have)	99%
Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is: (Having in stock the medicines/appliances you need)	99%

Areas in greatest need of improvement

Questions	Dissatisfied customers
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? (Healthy eating)	52%
Action Plan: staff will have to be more interactive to promote healthy eating	
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? (Stopping smoking)	54%
Action Plan: staff will have to actively promote stop smoking service .	
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? (Physical exercise)	52%
Action Plan: staff will have engage with customers to promote physical exercise and its importance	

Demographic Data

Age range of customers



Male respondents (34.44%), Female (65.56%)

58.94% of patients accessing the pharmacy for themselves

The dates between which the survey was undertaken	Number of survey responses received
18/01/2018 - 31/03/2018	151