

Report for publication

Owner of Pharmacy: My Pharmacy

Address of Pharmacy: 58a Queen ST, Great Harwood, Lancs, BB67AL

Date Patient survey completed: Dec 2018

Top areas of performance

Question	% of respondents satisfied with service
Q4) e) How long you have to wait for your medication to be delivered -	90
d) Offering a clear and well organised layout on the website	96
Q5) f) The staff overall	90

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Q7) – Stopping smoking Healthy eating – Physical exercise -	94%	The patients were satisfied with the service however the questions were worded 'have you been asked about ' and as a DSP we do not always get such opportunity.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
n/a	n/a

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 0	%: 0	%: 4	%: 5	%: 16	%: 19	%: 56

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
%: 96	%: 3	%: 1