

# NHS Pharmacy Patient Survey Results

As an NHS pharmacy we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the Pharmacy into consideration.

This leaflet has been produced to provide you with the results of the survey where we performed well and areas where we will be looking to improve.

Telephone: 0330 111 0440

Web: [www.signaturepharmacy.co.uk](http://www.signaturepharmacy.co.uk)

Published: Jan 2019



## Top areas of performance

Question	Percentage of customers satisfied
If you had your prescription delivered today, how satisfied were you with the time it took to provide your prescription?	98%
Having someone available to deal with any problem with your prescription after it has been delivered	100%
Providing an efficient service	100%

## Areas in greatest need for improvement

Question	Percentage of customers satisfied
Having in stock the medicines/appliances you need	94%
Action plan: Within the year, we will work with more wholesalers and look to improve the range of medication we keep in stock	
Disposing of medicines you no longer need	92%
Action plan: Within the year we will work with more couriers to provide more choice of collection time for unwanted medicines	

## Our reply to your additional comments

### Areas within control of pharmacy

We would like to keep ensuring that we maintain the high level of service

### Areas outside control of pharmacy

Recent stock shortages have meant it has been difficult for us to source certain medication. We will continue to work with the patient and prescribers to ensure that they do not miss any doses.

## Age range of customers

