

Report for publication

Owner of Pharmacy: Now Pharmacy

Address of Pharmacy: 621 Prescot Road, Liverpool L13 5XA

Date Patient survey completed: February/ March 2018

Top areas of performance

Question	% of respondents satisfied with service
The service you received from the Pharmacist	95
Being polite and taking the time to listen to what you want	93
Answering any queries, you may have	91
The condition in which you received your prescription(s)	91
The service you received from the other pharmacy staff	90
The ease of contacting the pharmacy	89

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Have you ever been given advice about Stopping Smoking by the pharmacist or pharmacy staff	80	Continue to promote lifestyle advice on social media, using public health campaign material and opportunistic advice.
Have you ever been given advice about Physical Exercise by the pharmacist or pharmacy staff	65	Continue to promote lifestyle advice on social media, using public health campaign material and opportunistic advice.
Have you ever been given advice about Healthy Eating by the pharmacist or pharmacy staff	56	Continue to promote lifestyle advice on social media, using public health campaign material and opportunistic advice.
Having in stock the medication/appliances you need	5	In November we increased stock holding to 3 months stock in for all lines except for quota lines eg Lilly Products. Where the manufacturer is controlling supply to pharmacies and will not allow stock holding.
Providing an efficient service	4	We are hiring more staff, purchased a dispensing robot, continually updating Now Patient App. Continuous improvement through patient feedback.
The ease of contacting the pharmacy	3	Introduced an auto attended phone system. Ordered more phone lines. Updating chat function.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
Reviewing packaging to fit through letter box. Adding additional ways patients can contact the pharmacy, hiring more staff.	Continue with our service of notifying patient if a prescription has been received / not received (third party ordering service). Working with royal mail to provide a better delivery service

<b>Age range of respondents</b>						
16-19	20-24	25-34	35-44	45-54	55-64	65+
0%:	3%:	17%:	30%:	18%:	30%:	2%:

<b>Profile of respondents</b>		
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
94%:	6%:	0%: