

Report for publication

Owner of Pharmacy: Now Pharmacy

Address of Pharmacy: 14 Wylam Road, Liverpool L13 4BF

Date Patient survey completed: February 2019

Top areas of performance

Question	% of respondents satisfied with service
Quality of packaging	97
Having the medicines in stock	95
The condition in which you received your prescription(s)	95
Being polite and taking the time to listen to what you want	95
Being able to speak to a Pharmacist	93

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
The time it took to provide your prescription	14	Additional chases to GPs for prescriptions that have not been signed off. Asking GPs to make more use of the NHS repeat dispensing service.
Providing an efficient service	13	Employing an operations manager to streamline processes.
Having someone available to deal with my prescription after it has been delivered	9	Allocate more of pharmacist's time to speak to customers.
The ease of contacting the pharmacy	8	Employing more customer service representatives + phone lines (immediate).

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
Investigate ways to automatically update patients repeat medicines within the app when a GP makes a change Review communications programme (automated and manual)	More proactive approach to ensuring GP sign-off – bringing in the Docman system and calling directly. Work with delivery partners (Royal Mail, DPD) to provide a better delivery service.

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
1%:	1%:	7%:	12%:	23%:	35%:	21%:

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 this time for the respondent
69%:	10%:	21%: