

Report for publication

**Owner of Pharmacy:** Nicholas Smith **Address of Pharmacy:** Clare Pharmacy, 31 High Street, Clare, Suffolk. CO10 8NY

**Date Patient survey completed:** 31/3/18

Top areas of performance

Question	% of respondents satisfied with service
Providing and efficient service?	100%
The Overall Staff?	98%
Time it took to provide your prescription/any other NHS service?	99%
Offering a clear and well organised layout?	99%
Being polite and taking the time to listen to what you want?	99%
Having in stock of medicines/appliances you need?	99%

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 the following by the pharmacist or pharmacy staff – Physical Exercise	24.82%	We are Healthy Living Pharmacy qualified. We have a continual improvement process to make sure our staff are always improving their knowledge and skills. We will continue with this as well as reviewing every member of staffs needs and communication skills.
Have you ever been given advice about the following by the pharmacist or pharmacy staff – Physical Exercise	25.53%	
How satisfied were you with the time it took to provide your prescription and/or NHS service?	1.42%	We endeavour to meet everyone's needs and expectations. We continually review our staff profile to meet the workload.
The comfort and convenience of the waiting areas?	1.42%	We continually review the layout of the shop. We are happy to review any suggestions on how it could be improved.
How long did you have to wait to be served?	0.71%	We endeavour to meet everyone's needs and expectations. We continually review our staff profile to meet the workload.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<ul style="list-style-type: none"> <li>• Thank you to everyone who gave us positive comments. The Clare Pharmacy team always try to give the best possible service all the time.</li> <li>• Staffing – We are always reviewing our staff levels and the skill mix of the staff. As a small independent pharmacy any holiday/sickness combination means we don't have full contingency to replace staff. We do however have clear guidance for our staff on what to do in this event.</li> <li>• Waiting Area – Unfortunately we are unable to put a bar into the pharmacy, although it is a nice idea! We have limited space in the pharmacy but if patients have positive ideas on how it could be improved (e.g. a Bar) we are happy to discuss them.</li> </ul>	<ul style="list-style-type: none"> <li>• NHS Funding – The NHS is always under constraints with respect to funding. Pharmacy has over the last year had a significant funding cut. At the time of writing this (4/4/18), we still don't know what we are due to be paid for the 2018-19 financial year. This makes it very difficult to plan for the future and certainly where or if we can invest in the pharmacy. This funding uncertainty affects every aspect of our business, from infrastructure, staffing levels, skill mix, stock and services.</li> <li>• We will do our best to make sure our service levels are maintained as a matter of pride! But this will be despite the Government and not because of the Government.</li> </ul>

<b>Age range of respondents</b>						
16-19	20-24	25-34	35-44	45-54	55-64	65+
0%	1.42%	0	5.67%	12.06%	15.60%	65.25%

<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
92.20%	3.55%	4.26%