

Report for publication

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

Date Patient survey completed: 03/04/19

Top areas of performance

Question	% of respondents satisfied with service
Providing and efficient service?	99%
The Overall Staff?	99%
Time it took to provide your prescription/any other NHS service?	99%
Comfort & Convenient Waiting Areas	99%
Being polite and taking the time to listen to what you want?	99%
Having in stock of medicines/appliances you need?	98%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you happy with our procedures?	89%	We undertake regular training with all our staff to make sure patient's personal data is maintained safely and securely. This applies to both paper and digital information. Action – Poster outlining policy & procedures to patients
Having somewhere available where you could speak without being overheard, if you wanted to?	95%	We have two consultation rooms & a shielded area for consultations. Action – Clear Signage & Highlighting to Patients
The service you received from the pharmacist?	98%	We always strive to offer the best service. My apologies to the patients that feel we have not met these standards.
Being polite and taking the time to listen to what you want?	99%	We always strive to offer the best service. My apologies to the patients that feel we have not met these standards.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<ul style="list-style-type: none"> We all appreciate the positive feedback from our customers. We will continue to invest in training to make sure our staff are knowledgeable about the products we sell and are focused on our Patients and Customers. We will be improving the signage of our consultation rooms and shielded area to make patients and customers more aware we have areas to discuss things in private We will continue to work with our local GP colleagues to deliver the best healthcare for all our patients. We will continue to utilise IT to help make life easier for patients e.g. Electronic Prescription Service (EPS) and Text notification when a prescription is ready. 	<ul style="list-style-type: none"> This year has been incredibly difficult. <ul style="list-style-type: none"> Severe stock shortages which the NHS have not managed well, has impacted on patients with delays in supply or alternatives where necessary. This has also left us either struggling to find stock or significantly out of pocket supplying it. Further cuts in our funding as the NHS strives to close 3000 local community pharmacies. This has impacted our ability to offer services that patients would like.

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
0	0	5	2	11	19	77

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
113	3	0

Number of Respondents – 116 (one excluded by SmartSurvey.com due to being incomplete).