



Medicine
DROP

How Patients Feel About Our Service

Results from the Community Pharmacy Patient Questionnaire

Top areas of performance (75)

Question	% of respondents satisfied with service
The ease of being able to speak to a pharmacist	100
Having someone available to deal with any problem with your prescription after it has been delivered	100
Being polite and taking the time to listen to what you want	100

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Items in stock	4%	Item issues but is out of our hands as it a problem with manufacturing /brexit.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
We were pleased to receive all the number of positive comments about our Pharmacy Team and the service they provide. We aim to provide the best service that is available, and not to let any of our patients down.	Stoke issues manufacturing problems

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%:0	%:0	%:5	%:5	%:10	%:20	%:60