

NHS Pharmacy Patient Survey Results

99% of our customers rate our service as very good or excellent

We are required to carry out an annual patient survey as part of our NHS contract. Patients are asked to give their views on a number of different areas of the pharmacy.

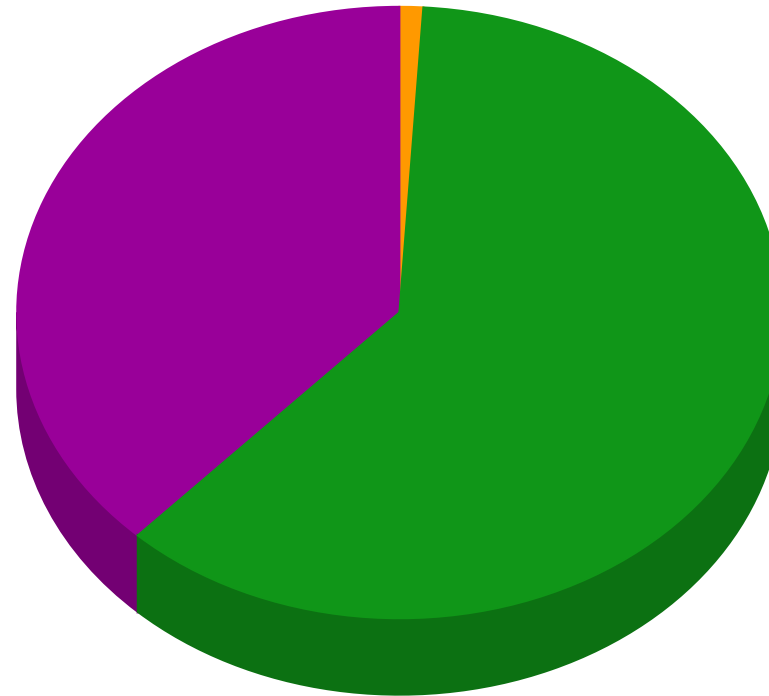
This leaflet gives you a summary of our results and lists the areas where we performed well and also areas where we want to improve.

If you have any suggestions or comments, please speak to a member of staff.

Many thanks

Orrell Park Pharmacy

- Good (1.3%)
- Very Good (60.7%)
- Excellent (38.0%)



We are always striving to improve our services to you

Full report for the Patient Survey is available to customers upon request

Results for Survey 2019-20 Community Pharmacy Patient Questionnaire with 150 patients surveyed. The survey was conducted and processed through SurveyFocus a product of Digital Health Group Ltd. © 2020

Orrell Park Pharmacy
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Top areas of performance

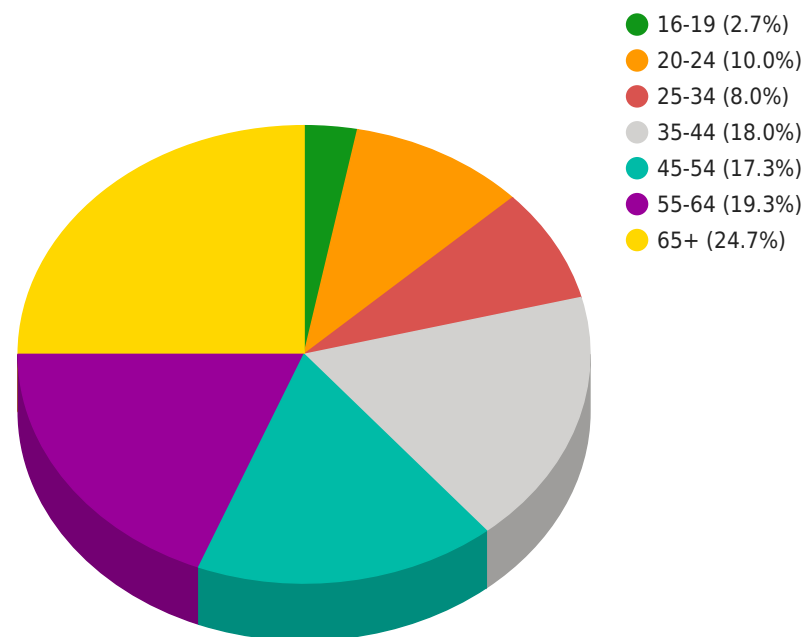
Questions	Satisfied customers
Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is: (The cleanliness of the pharmacy)	99%
Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is: (Having in stock the medicines/appliances you need)	96%
Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is: (How long you have to wait to be served)	99%

Areas in greatest need of improvement

Questions	Dissatisfied customers
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? (Healthy eating)	77%
Action Plan: Obesity is increasing every year , so make sure leaflets are on display and any posters from Public heal England	
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? (Physical exercise)	77%
Action Plan: In the next 12 months we need to display and advertise on social media ways to increase physical exercise . Promote gyms , park walks etc now that lockdown restrictions have been lifted. Display Public Health England posters on the media screen in the pharmacy	
Finally, taking everything into account - the staff, the shop and the service provided -	0%
Action Plan: In the next 12 months we will try and improve this score	

Demographic Data

Age range of customers



Male respondents (40.67%), Female (59.33%)

55.33% of patients accessing the pharmacy for themselves

The dates between which the survey was undertaken	Number of survey responses received
22/01/2020 - 31/03/2020	150