

Report for publication

Owner of Pharmacy: Martin Roskell

Address of Pharmacy: Roskells Pharmacy, 175 Allesley Old Road, Chapelfield, Coventry

Date Patient survey completed: 28.11.17

Top areas of performance

Question	% of respondents satisfied with service
Q5 Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there?	
a. Being polite and taking time to listen	100%
b. Answering any queries you may have	100%
c. The service you received from the pharmacist	100%
d. The service you received from the other pharmacy staff	100%
e. Providing an efficient service	100%
Q9 Finally, taking everything into account – the staff, the shop and the service provided – how would you rate the pharmacy where you received this questionnaire?	100%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Q3 How satisfied were you with the time it took to provide your prescription and/or and other NHS services you required?	1%	Only 1 person identified this and provided the following comment: "Usually very satisfied. Today's not in stock though". As this appears an isolated incident, no action is required.
Q4 How would you rate the pharmacy on b) The comfort and convenience of the waiting areas (e.g, seating or standing room)	1%	Again, only 1 person identified this as fairly poor. The vast majority (82) identified it as very good. This suggests that no action is required.
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff: Stopping smoking?	93% did not receive	Whilst no responses indicated dissatisfaction, the responses indicated that more could have been done to promote public health messages. This will be addressed by staff training and encouragement to engage (by July 2018).
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff: Healthy eating?	87% did not receive	As above
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff: Physical exercise?	87% did not receive	As above

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>Many comments (20) were offered that were extremely positive about the pharmacy e.g. <i>"I can't see any improvement is needed"</i> <i>"Staff are always very helpful, go over and above"</i> <i>"Overall impressive, customer-friendly pharmacy"</i></p> <p>However 2 comments, suggesting improvement were offered, one within the control of the pharmacy and one outside of the control of the pharmacy: <i>"Can sometimes be a bit crowded when there is a big queue for the post office"</i></p> <p>Staff will continue to work as efficiently as possible to limit waiting times.</p>	<p><i>"Now that this business is dual purpose (pharmacy and post office), it would be nice to have a post box outside opening hours. Currently, the nearest post box is about 1 mile away. Far too far to walk"</i></p>

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 0	%: 0	%: 3	%: 11	%: 21	%: 25	%: 40

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
%: 87	%: 10	%: 3

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