

Report for publication

Owner of Pharmacy: Churchills Pharmacy Address of Pharmacy: 207 Kenton Road, Harrow, HA3 0HD

Date Patient survey completed: 21/03/2018

Top areas of performance

Question	% of respondents satisfied with service
How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?	100%
How satisfied were you with having answered any queries you may have?	100%
How satisfied were you with service you received from the pharmacist and other pharmacy staff?	100%
How satisfied were you with the efficacy of the service?	100%
How satisfied were you with the advice provided on a current health problem or a longer term health condition?	100%
How satisfied were you with this pharmacy overall – taking into account the staff, the shop and the service provided?	100%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
How satisfied were you with the pharmacy having in stock the medicines/appliances you need?	3%	We will conduct an audit looking at out of stock items and owings, and see what items should be kept in stock and in larger quantities. Will be completed by March 2019 to allow us time to review any changes.
How satisfied were you with having somewhere available where you could speak without being overheard, if you wanted to?	4%	A new consultation room was built at the front of the pharmacy in October 2016.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>Would be good if a photocopier was installed – we are currently looking into whether this will be a viable option.</p> <p>Room for privacy where one can ask questions in private – a new consultation room has now been built.</p>	<p>N/A</p>

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
4%:	%:	7%:	15%:	11%:	37%:	26%:

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
85%:	11%:	4%: