

## Top areas of performance

Question	% of respondents satisfied with service
<b>The service you received from the pharmacist -</b>	97
<b>The staff overall</b>	96
<b>Answering any queries you may have -</b>	96
<b>Being polite and taking the time to listen to what you want -</b>	95
<b>How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?</b>	94
<b>Providing an efficient service</b>	94

## Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
<b>How long you have to wait to be served -</b>	15	We are online 40 hours contract online pharmacy, to avoid the patients' medication delivery on time, we normally will order the prescriptions about 5 days before patient run out of the medication
<b>Disposing of medicines you no longer need -</b>	11	Trained our driver bring the un wanted medications back to pharmacy to dispose.
<b>Providing general advice on leading a more healthy lifestyle -</b>	10	As the online pharmacy, we will try to call the patients for more healthy lifestyle
<b>Having in stock the medicines/appliances you need -</b>	10	From one-year operation this small online pharmacy, we have known most of our patients, and tried our best to keep the stock level. Patient reported this service is much better than last year, the dissatisfied drop from 26% to 10%

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
Will keep the stocks for the patients Order the patients' prescriptions 5 days before patient run out the medications	Working with the local GP to get the patients prescriptions on time For any of the new patient or new medication GP issued, we may not have the stock

<b>Age range of respondents</b>						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%:1	%:5	%:1	%:15	%:8	%:30	%:50

<b>Profile of respondents</b>		
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
%:90	%:10	%: