

Dudley Pharmacy

TOP AREAS OF PERFORMANCE SURVEY 2017

Question	% of respondents satisfied with service
How would you rate the pharmacy overall?	97%
Thinking about any previous visits as well as today's, how would you rate the pharmacy on the cleanliness of the pharmacy and the comfort and convenience of the waiting areas (e.g. seating or standing room)?	96%
Thinking about any previous visits as well as today's, how would you rate the pharmacy on offering a clear and well organised layout?	92%
Thinking about any previous visits as well as today's, how would you rate the pharmacy on how long you have to wait to be served?	94%
Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there on providing an efficient service?	92%
Again, including any previous visits to this pharmacy, how would you rate the staff overall?	96%

AREAS IN GREATEST NEED FOR IMPROVEMENT

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Have you ever been given any advice about any of the following by the pharmacist or pharmacy staff?	90% have not received advice	Introduction of a range of leaflets on healthy eating as well as linking in with national health promotions focussed on healthy eating by August 2014.
Healthy Eating?	80% have not received healthy eating advice	

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AGE RANGE OF RESPONDENTS

16 - 19	20 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
0%	8%	11%	16%	20%	22%	23%

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%	5%	10%