

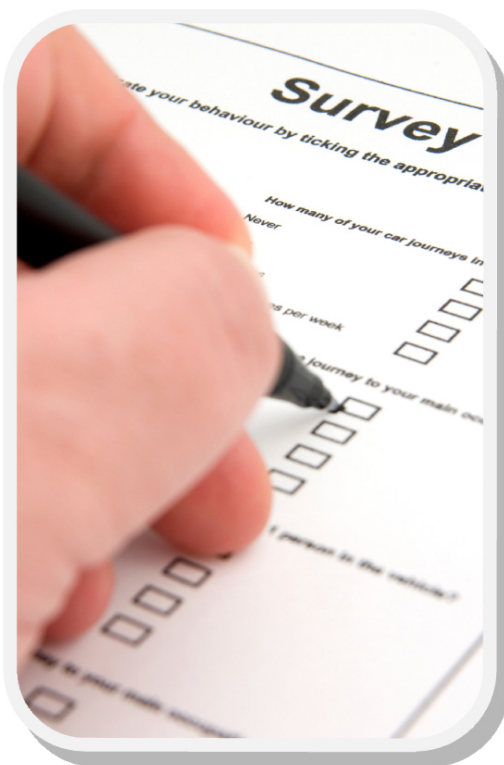
As a NHS Pharmacy we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the Pharmacy into consideration.

This leaflet has been produced to provide you with the results of the survey where we performed well and areas where we will be looking to improve.

If you have any questions or comments about the results then please speak to a member of our team.

Many thanks

Strand Pharmacy



NHS Pharmacy Patient Survey Results

Contract Year: 2019-2020



Improving your Pharmacy and the service we provide to you and your family!

Strand Pharmacy
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Kirkholt
Rochdale
Lancashire
OL11 2JG
Tel: 01706 649874



Top areas of performance

Question	Percentage of customers satisfied
How polite and did the staff take time to listen to what you wanted?	99%
How you rated the advice on a current health problem or longer term condition	100%
Which of the following best describes how you use this pharmacy	100%

Areas in greatest need for improvement

Question	Percentage of customers dissatisfied
How you rated the stopping smoking service/advice	58%
Action plan: Within six months We have been commissioned to take part in an NHS stop smoking service, the start date for which has not been determined yet (as at 2.4.20)	
How you rated the advice on physical exercise	65%
Action plan: Within six months There is a health campaign due on this subject which has been postponed due to the Covid crisis. However the staff will all receive additional training on this subject in the above time frame	
How you rated the advice on healthy eating	60%
Action plan: Within six months Staff will undertake extra training	

Survey completed on: 31 March 2020 Number of responses: 125

Our reply to your additional comments

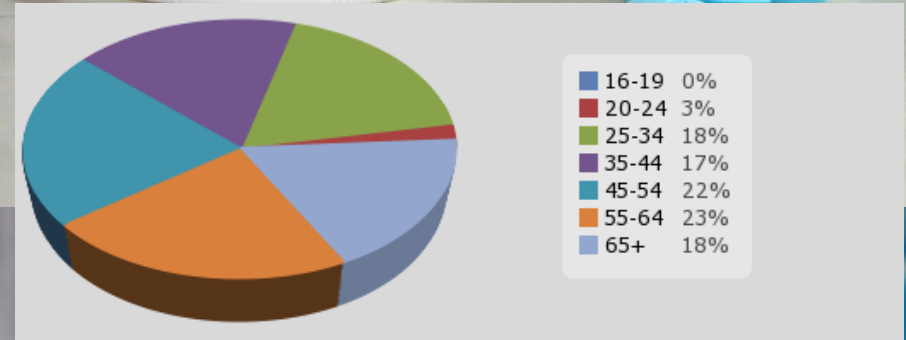
Areas within control of Pharmacy

The comments here are testament to the good quality and consistency of quality provided by our staff. Thank you to all our patients and customers for their feedback. It means a lot to us.

Areas outside control of Pharmacy

All the comments are very very positive so there is nothing here outside the control of our pharmacy

Age range of customers



Profile of customers choosing our Pharmacy

