

McDonnell's Pharmacy
101 Broad Lane, Liverpool L11 1AD

TOP AREAS OF PERFORMANCE SURVEY 2018

Question	% of respondents satisfied with service
How would you rate the pharmacy overall?	98%
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)?	95%
Thinking about any previous visits as well as today's, how would you rate the pharmacy on offering a clear and well organised layout?	91%
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?	95%
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?	95%
Again, including any previous visits to this pharmacy, how would you rate the staff overall?	95%

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? Stopping Smoking Weight Control	60% of relevant respondents have not received advice on stopping smoking 88% of relevant respondents have not received advice of weight control	Staff will be encouraged to take a more proactive approach towards advising patients about stopping smoking and physical exercise. We will provide staff with the resources to enable them to utilise their expertise in this area.

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AGE RANGE OF RESPONDENTS

16 - 19	20 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+
2%	12	11%	14	21	17	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
83%	6%	11%