

Report for publication

Owner of Pharmacy:

Alamaz Limited t/a West Bank Pharmacy

Address of Pharmacy: 8A Mersey Road, West Bank, Widnes, WA8 0DG

Date Patient survey completed: 15/03/2018

Top areas of performance

Question	% of respondents satisfied with service
Providing advice on a current health problem or a longer term health issue	98%
Disposing of medicines you no longer need	97%
Providing general advice on leading a more healthy lifestyle	97%
The staff overall	92%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
How long you have to wait to be served	2.1%	We are introducing new processes that will help manage workload and be more reactive to waiting times
How we deal with your confidential information	1.2%	We ensure that all our colleagues are trained to deal with confidential information

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<div>We are introducing new processes that will help manage workload and be more reactive to waiting times</div> <div>We ensure all colleagues offer consultation room to customers where appropriate to respect confidentiality</div>	

Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
6 %	18 %	10 %	17 %	16%	15%	18 %

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
?:75.2	?:15.2	?:9.6