

Report for publication

Owner of Pharmacy: Pharmadose Ltd

Address of Pharmacy: 14 Dodson Way, Peterborough, PE1 5XJ

Date Patient survey completed: MARCH 2018

Top areas of performance

Question	% of respondents satisfied with service
Providing an efficient service	100%
Being polite and taking the time to listen to what you want	100%
The service you received from the other pharmacy staff	100%
Answering any queries you may have	100%
The staff overall	100%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Having in stock the medicines/appliances you need	3.7%	Pharmacy currently does the following: <ul style="list-style-type: none"><li>- Analysing the market situation and continued communications with suppliers regarding shortages.</li><li>- Running drug usage reports to decide amount of stock to keep.</li><li>- Communicating with patients/carers and prescribers when stock is unavailable.</li></ul>

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
	<p>Stock unavailability: Pharmacy staff to inform patients at the earliest opportunity if their medicine is not available from the suppliers due to current market shortages. Pharmacy to refer to local pharmacies that may have stock or liaise with GPs/prescribers for a suitable alternative to be prescribed, in a timely manner so the patient's care continuity is not interrupted.</p>

<b>Age range of respondents</b>						
16-19	20-24	25-34	35-44	45-54	55-64	65+
0%	0%	1.8%	4.6%	8.4%	7.4%	77.5%

<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
94.4	5.6	0%