

Community Pharmacy Patient Questionnaire 2018/19

Owner of Pharmacy: The Bath Pharmacy Company Limited 32 Burnett Business Park, Gypsy Lane, Keynsham, Bristol, BS31 2ED

Date Patient survey completed:16th January 2019

Top areas of performance

Question	% of respondents satisfied with service
Overall patient experience rating (staff/service provided)	100
Providing advice on a current health problem or a longer term health condition	100
Signposting(providing advice on health service or information available elsewhere)	100
Satisfaction with time delivery took/packageing provided in/condition in which received	99.5
Ease of contacting pharmacy/ speaking personally to pharmacist/ having medicines and appliances in stock	99.5

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Stopping smoking	94	Very difficult to improve due to the pharmacy being a distance selling pharmacy. We always attempt to make recommendations where appropriate and possible.
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Healthy eating	91	Very difficult to improve due to the pharmacy being a distance selling pharmacy. We always attempt to make recommendations where appropriate and possible.
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Physical exercise	91	Very difficult to improve due to the pharmacy being a distance selling pharmacy. We always attempt to make recommendations where appropriate and possible.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>General availability of some medicines over the last year. The pharmacy has no control over the supply chain but we work diligently to ensure people receive their medicines in a timely manner and are informed of any issues. Wherever necessary, prescribers are contacted to arrange alternatives.</p>	<p>General comments on medicines availability.</p>

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
<p>%: 1.4</p>	<p>%: 2.1</p>	<p>%: 4.2</p>	<p>%: 8.7</p>	<p>%: 28.7</p>	<p>%: 33.2</p>	<p>%: 21.7</p>

Profile of respondents		
<p>This is the pharmacy that the respondent chooses to visit if possible</p>	<p>This is one of several pharmacies that the respondent uses</p>	<p>This pharmacy was just convenient on the day for the respondent</p>
<p>%: 91</p>	<p>%: 6</p>	<p>%: 3</p>