

### APP3 – Patient Questionnaire Results (ES8.3)

Pharmacy – please complete ALL sections below and return to the PCT at least 14 days prior to your visit date – be sure to include a copy of the Patient Questionnaire.

Pharmacy Name	Direct Pharmacy Ltd	Completed by (Please PRINT)	Surabhi Kumar
Pharmacy Address	99 Spring Road Tyseley Birmingham B11 3DJ	Position	Superintendent Pharmacist
		Signature	surabhi kumar
		Date	11/2/2019

Number of questionnaires <b>distributed</b>	80
Total number of completed questionnaires <b>returned</b>	52
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Areas where the pharmacy is performing strongly	Brief comments
1. Being polite and taking time to listen to what you want .	To continue on the steps we have taken to meet patient needs , When patient ring in a busy period to take their number and call them back so more time can be spent with them . Staff to speak local languages ,
2. Providing an efficient service.	Must continue to read and follow all messages from communication diary . all reminders and important messages must go there . Messages and queries from driver must be acted upon on a timely basis
3. providing advice an a current health problem or long term condition .	Must continue to target patients for a monthly call and should also provide opportunistic advice as and when possible . Driver must reinforce the message to speak to pharmacist for any such advice .

Areas where the survey identified the greatest potential for improvement	Brief comments on action being taken to improve performance
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**Birmingham East and North**

<p>Providing advice on stop smoking , healthy eating and physical exercise .</p>	<p>Yet again this has been identified as a major area of improvement . When distributing questionnaires driver must remind patients to not leave this question blank . Must include patient information leaflets on these topics and must be handed to patients with a message that more information and support is available from pharmacist .</p>
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