

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
Pharmacy Address	99 SPRING ROAD TYSELEY BIRMINGHAM B11 3DJ

Completed by (Please PRINT)	SURABHI
Position	PHARMACIST
Signature	<i>[Signature]</i>
Date	22/3/18

Number of questionnaires distributed	110
Total number of completed questionnaires returned	76

Areas where the pharmacy is performing strongly	Brief comments
1 Service you receive from pharmacist and other pharmacy staff	Other than Standard services we must focus on further counselling patient to reduce medication wastage, in line with our clinical audit
2 Time it took for us to deliver prescription.	eventhough there is still room for improvement, positive answers for this parameter has improved since last year. we still have to follow our SOP for setting reminders for next due date
3 Answering any queries you may have.	Listening carefully. giving enough time to each patient. Writing messages in communication diary will further help us improve on this.

Areas where the survey identified the greatest potential for improvement	Brief comments on action being taken to improve performance
providing advice on current health problem or a long term condition Being given advice on stop smoking	will have to set weekly targets to improve on this. will call patients with long term condition to have a friendly chat on their condition It could be because lot of patients especially females left it blank & smoking in females not very common in this Area.