

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	iPharm UK Limited
Pharmacy Address	Unit 4a, 11 Jameson Road, Aston, Birmingham, B6 7SJ

Completed by (Please PRINT)	Nadim Tahir
Position	Pharmacy Manager
Signature	<i>Nadim Tahir</i>
Date	20/03/2017

Number of questionnaires distributed	500
Total number of completed questionnaires returned	122

Areas where the pharmacy is performing strongly	Brief comments
1. Access to the Pharmacist	By employing additional Pharmacists, and additional phone lines, the patient feedback shows that this has provided easier and quicker access to advice from the Pharmacist.
2. Accuracy	The feedback shows that patients are impressed by the fact that their medication is complete, and they do not have to phone up to say, for example, "My Paracetamol is missing". iPharm is dedicated to ensuring that if a surgery does not issue a prescription for an item which the patient has requested, iPharm take it upon themselves to chase the Surgery to discover whether the medication is due or whether the prescription has not been issued in error.
3. Website	More patients are now using the website, and the recent update has proved to have been successful in terms of speed and clarity. Further optimisation is scheduled for the coming year.

Areas where the survey identified the greatest potential for improvement	Brief comments on action being taken to improve performance
Some patients mentioned that they are constantly having to sign their exemption declarations and having to provide evidence every time their medication is delivered.	Unfortunately, due to the fact that people's exemptions (such as H - ESA and K - Job Seekers Allowance) can change frequently, evidence of these types of exemption do not carry an expiry date, such as a Tax Credit Certificate does. In the interests of the NHSBSA and the Patients themselves, we must continue to be vigilant in these areas.