

Report for publication

Owner of Pharmacy: iPharm UK Ltd

Top areas of performance

| Question | % of respondents satisfied with service |
|---|---|
| If you used the pharmacy service for another NHS service, how satisfied were you with the time it took to provide this service? | 100% |
| The condition in which you received your prescription(s) | 100% |
| The service you received from the pharmacist | 100% |

Areas in greatest need for improvement

| Question | % of respondents dissatisfied with service | Action taken or planned (including timescale) |
|---|--|---|
| Advice given for Smoking Cessation/Healthy Eating/Physical Exercise | 20% | Difficult to provide 100% of these services as a Distance Selling Pharmacy. We will increase Healthy LifeStyle Leaflets within Medication Bags to Help within 1 month |

Pharmacy response to respondent's additional comments

| Areas within control of pharmacy | Areas outside control of pharmacy |
|---|--|
| Family Members should receive medication together – This is currently being reviewed – will require collaboration and cooperation between the Pharmacy and GP Surgery to Synchronise Family Members | Patients would like timed delivery slots – This is not possible due to the erratic nature of traffic, distance between patients, and acute vs. monthly medication. |

| Age range of respondents | | | | | | |
|--------------------------|-------|-------|-------|-------|-------|-----|
| 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ |
| 0% | 0% | 2% | 12% | 32% | 21% | 33% |

| Profile of respondents | | |
|---|--|---|
| 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 |
| 79% | 16% | 5% |