

Patient Survey Result 2018-19

First Floor, 219 Mansel Road, Small Heath, Birmingham, B10 9NW

❖ **TOP AREA OF PERFORMANCE:** The service received from the Pharmacist

✓ Q3: Have in stock the medicines you need

100% Very good or fairly good

✓ Q5: Being polite and taking time to listen to what you want

100% Very or fairly satisfied

✓ Q9: Finally taking everything into account – How would you rate this pharmacy

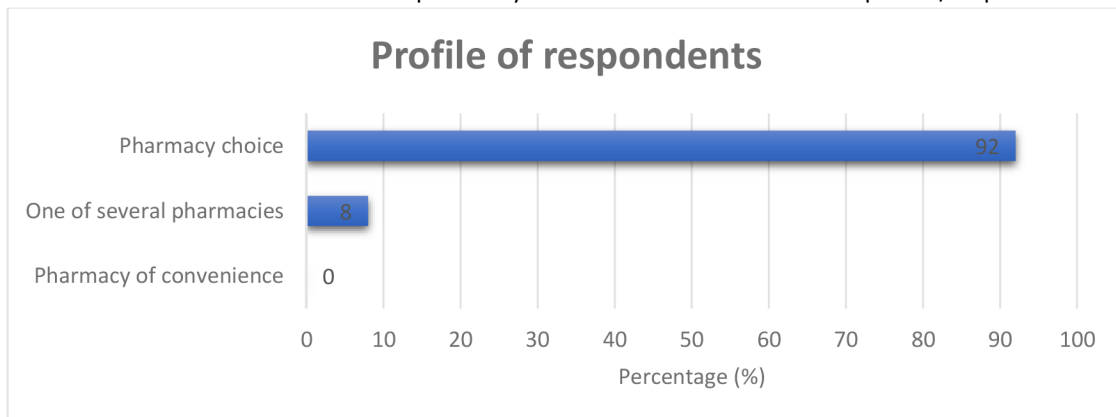
100% Excellent or Very Good

❖ **AREA FOR IMPROVEMENT:** No place to wait for your prescription.

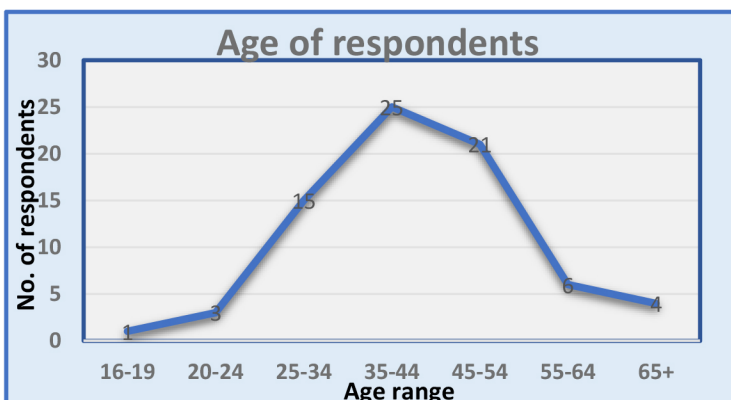
❖ **ACTION TAKEN:** Due to terms of our contract all NHS prescriptions are to be delivered and not dispensed on premises, however we cater to deliveries across the country.

Additional comments:

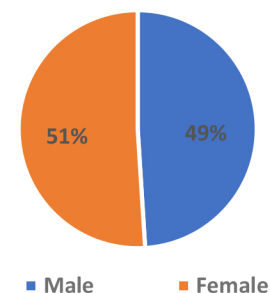
1. Areas within control of pharmacy – Difficult to find as no signage present
2. Areas outside control of pharmacy – Cannot collect medication in person/on premises



Demographic Information:



Gender of respondents



The Supernet Pharmacy team would like to thank everyone who participated in the questionnaire.