

As a NHS Pharmacy we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the Pharmacy into consideration.

This leaflet has been produced to provide you with the results of the survey where we performed well and areas where we will be looking to improve.

If you have any questions or comments about the results then please speak to a member of our team.

Many thanks

North Tawton Pharmacy



# NHS Pharmacy Patient Survey Results

Contract Year: 2016-2017



*Improving your Pharmacy and the service we provide to you and your family!*

North Tawton Pharmacy  
1 Exeter Street  
North Tawton  
Devon  
EX20 2HB  
Tel: 01837 82824



## Top areas of performance

Question	Percentage of customers satisfied
What you thought about the services you received from the pharmacist	100%
Did you received an efficient service	100%
How you thought the staff answered any queries you had.	100%

## Areas in greatest need for improvement

Question	Percentage of customers dissatisfied
How you rated the advice on healthy eating	91%
<b>Action plan: Within the year</b> We will provide advice as and when requested to by our customers.	
How you rated the advice on physical exercise	88%
<b>Action plan: Within the year</b> The staff and pharmacist at North Tawton Pharmacy will provide advice as and when requested to by our customers.	
How you rated the stopping smoking service/advice	86%
<b>Action plan: Within the year</b> The pharmacist and other staff at North Tawton Pharmacy will provide advice on stopping smoking as and when requested to by our customers.	

Survey completed on: 21 October 2016

Number of responses: 130

## Our reply to your additional comments

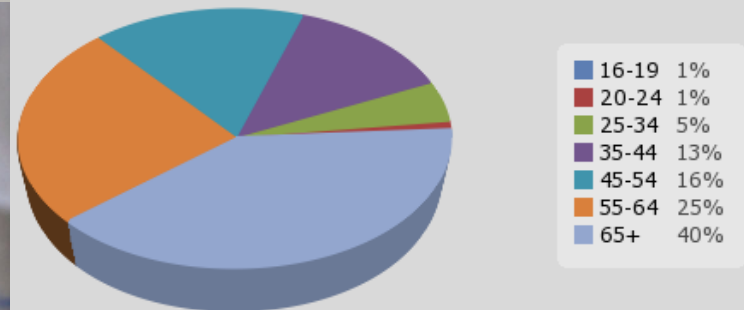
### Areas within control of Pharmacy

We would like to thank all our customers at North Tawton Pharmacy whose feedback is invaluable. When we move into the new premises it will have a much larger dispensary, will have a better seating area and there will be no step so access will be much easier. The retail area of the shop will be slightly smaller but we can always order many items that can be delivered to us for your collection the next day.

### Areas outside control of Pharmacy

We have recently opened on Wednesday afternoons so we are now open for longer hours. Given the recent government cuts to pharmacy funding we are unlikely to be opening any later than 5.30pm on week days or 1pm on a Saturday.

## Age range of customers



## Profile of customers choosing our Pharmacy

