

Owner of Pharmacy:

Address of Pharmacy

Date Patient survey completed:

Bobatm Ltd

T/A Bobat Pharmacy, 92 Tangier Road, Portsmouth, PO3 6HU

17 January 2019

Top areas of performance

Question	
Being polite and taking the time to listen to what you want	100.0%
The staff overall	100.0%
Answering any queries you may have	100.0%
The service you received from the pharmacist	100.0%
The service you received from the other pharmacy staff	100.0%

Areas in greatest need of improvement

Question	% respondents dissatisfied with service	Action taken or planned (including timescale)
Offering a clear and well organised layout	1.7%	Pharmacy will review pharmacy layout to see if improvements can be made within 28 days of the report
Comfort and convenience of the waiting areas	1.6%	Pharmacy will review waiting areas within 28 days of the report
Having somewhere available where you could speak without being overheard if you wanted to	0.9%	Pharmacy will brief all team on offering use of the consultation room for private conversations within 28 days of the report
Having in stock the medicines/appliances you need	0.8%	Pharmacy will review Stock Ordering process to reducing owings within 28 days of the report

Our response to customers' additional comments	
Areas within control of pharmacy	Areas outside control of pharmacy
Our customers didn't make additional comments this year	

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
0.0%	0.8%	2.5%	5.7%	19.7%	14.8%	56.6%

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
99.1%	0.0%	0.9%