

Owner of Pharmacy:

Bobatm Ltd

Address of Pharmacy

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

Date Patient survey completed:

03 March 2020

Top areas of performance

Question	
Disposing of medicines you no longer need	100.0%
The staff overall	100.0%
The service you received from the pharmacist	100.0%
The service you received from the other pharmacy staff	100.0%
Providing an efficient service	100.0%

Areas in greatest need of improvement

Question	% respondents dissatisfied with service	Action taken or planned (including timescale)
Comfort and convenience of the waiting areas	3.2%	Pharmacy will review waiting areas within 28 days of the report
Offering a clear and well organised layout	2.4%	Pharmacy will review pharmacy layout to see if improvements can be made within 28 days of the report
Having somewhere available where you could speak without being overheard if you wanted to	1.7%	Pharmacy will brief all team on offering use of the consultation room for private conversations within 28 days of the report

Our response to customers' additional comments**Areas within control of pharmacy**

Our customers didn't make additional comments this year

Areas outside control of pharmacy**Age range of respondents**

16-19	20-24	25-34	35-44	45-54	55-64	65+
0.8%	7.2%	12.8%	17.6%	12.8%	15.2%	33.6%

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
93.4%	3.3%	3.3%