

Report for publication

Owner of Pharmacy: PWLP Ltd

Address of Pharmacy: Willow Parade, Meadfield Road, Langley, Slough, SL3 8HN

Date Patient survey completed: 27/3/17

Top areas of performance

Question	% of respondents satisfied with service
Q5a. Being polite	75%
Q5e. Providing efficient service	75%
Q5c. Service from pharmacist	74%
Q5f. Service received from other staff	73%
Q5f. The staff overall	72%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Q7 (a,b,c)	N/A	Whilst patients in this category showed no dissatisfaction with our service levels, it's clear that we need to do more to promote our healthy lifestyle services and advice capabilities. We will take this on board and try to engage more with our patients on a day to day basis.
Q6 (a,b,c,d)	N/A	Though most people seem to understand this elements of service level in the pahramcy there are multiple people who believe the service to only be "fairly good". We will try harder in future to actively improve the service byoffering more in depth advice and guidance when people come to the pharmacy for health problems, general lifestyle advice, disposing of medication and to be signposted

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>We're generally extremely pleased with the feedback from our patients, but we do wish more had been received.</p> <p>We will look into the "loose wires by the seating area"</p> <p>We are very disappointed with the 1 person who thought our staff were rude.</p>	<p>N/A – Limited feedback</p>

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 2.5	%: 10.83	%: 16.67	%: 25	%: 13.33	%: 16.67	%: 12.5

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
%: 56.67	%: 15.83	%: 15.00