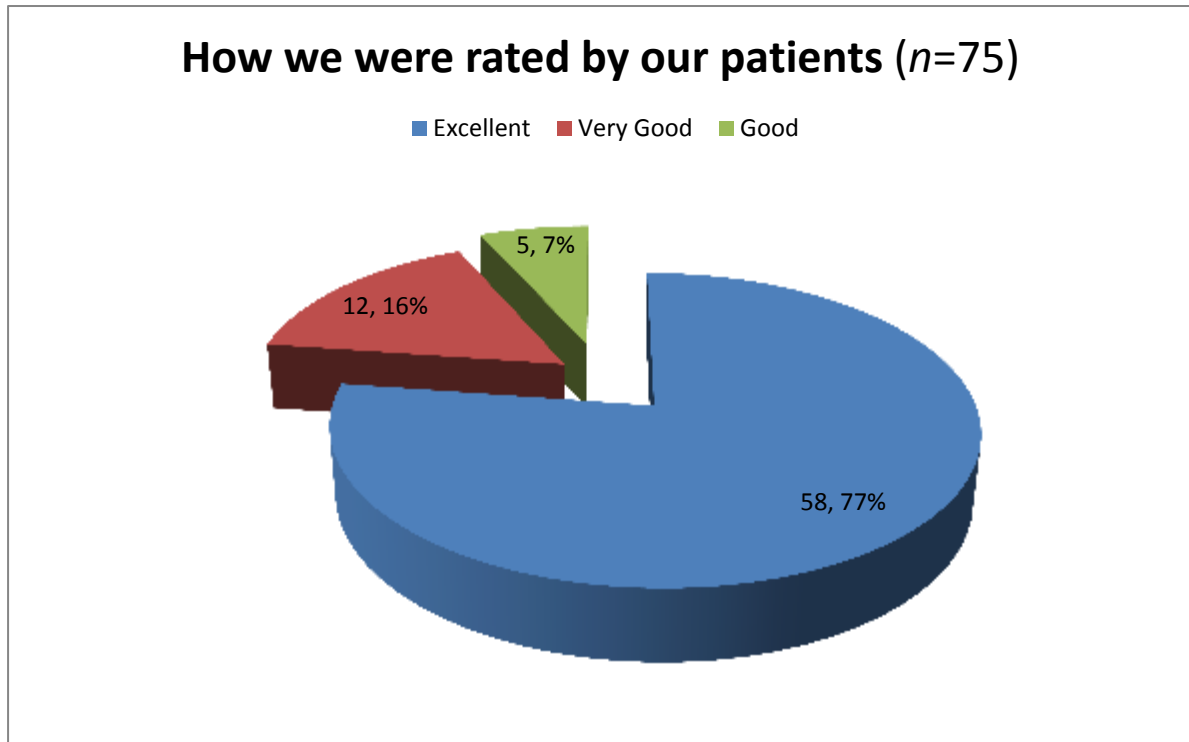


Pharmacy Survey Results

Community Pharmacy Survey conducted during April 2015-March 2016

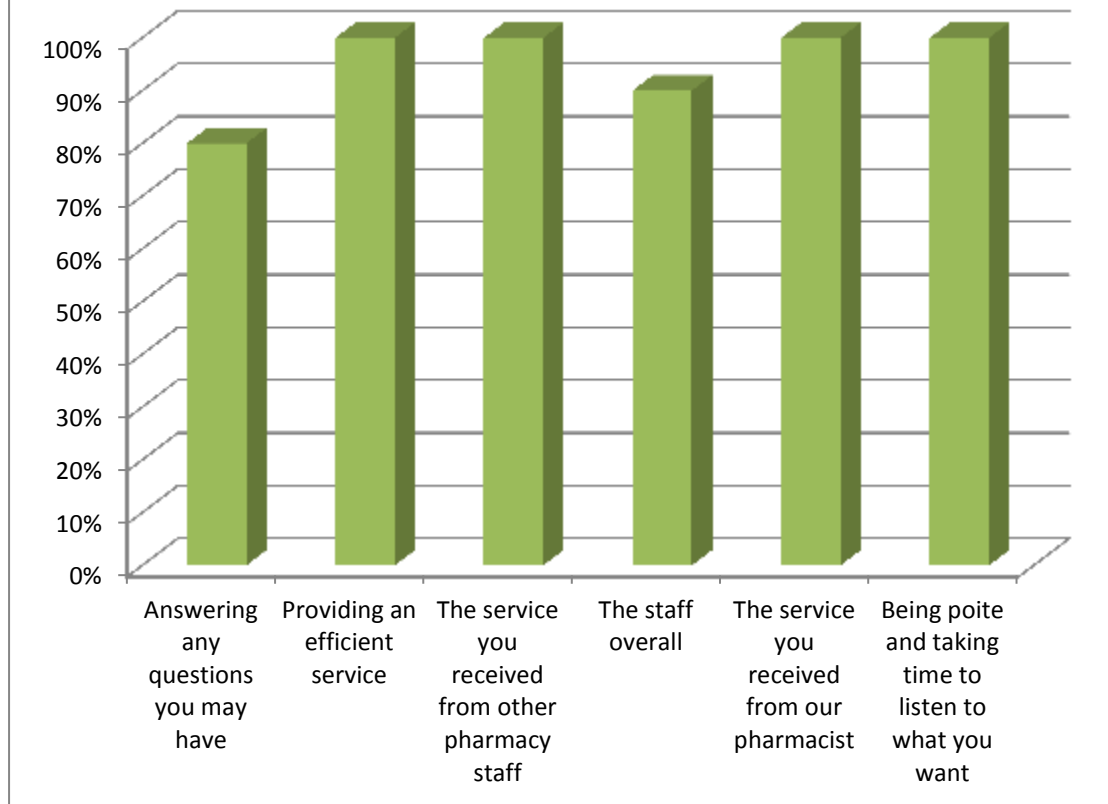
90% of patients rated this pharmacy as **very good or excellent**.



Comments:

The satisfaction levels were higher since the last year's performance in 2014-15. The service feedback reflects the staff commitment towards the personal care offered at the pharmacy. Everyone goes extra mile to help patients and carers in the local community at all times.

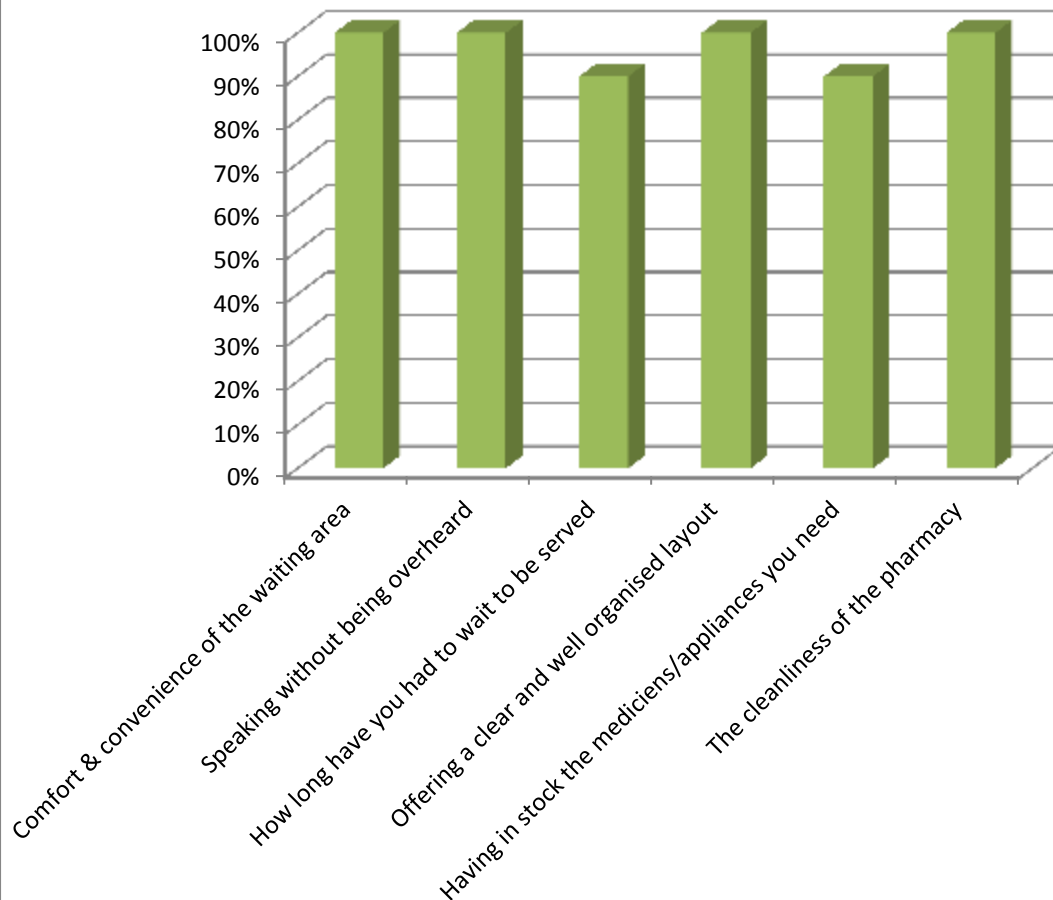
Patients rated our services as follows:
(n= 75, mean score)



Comments:

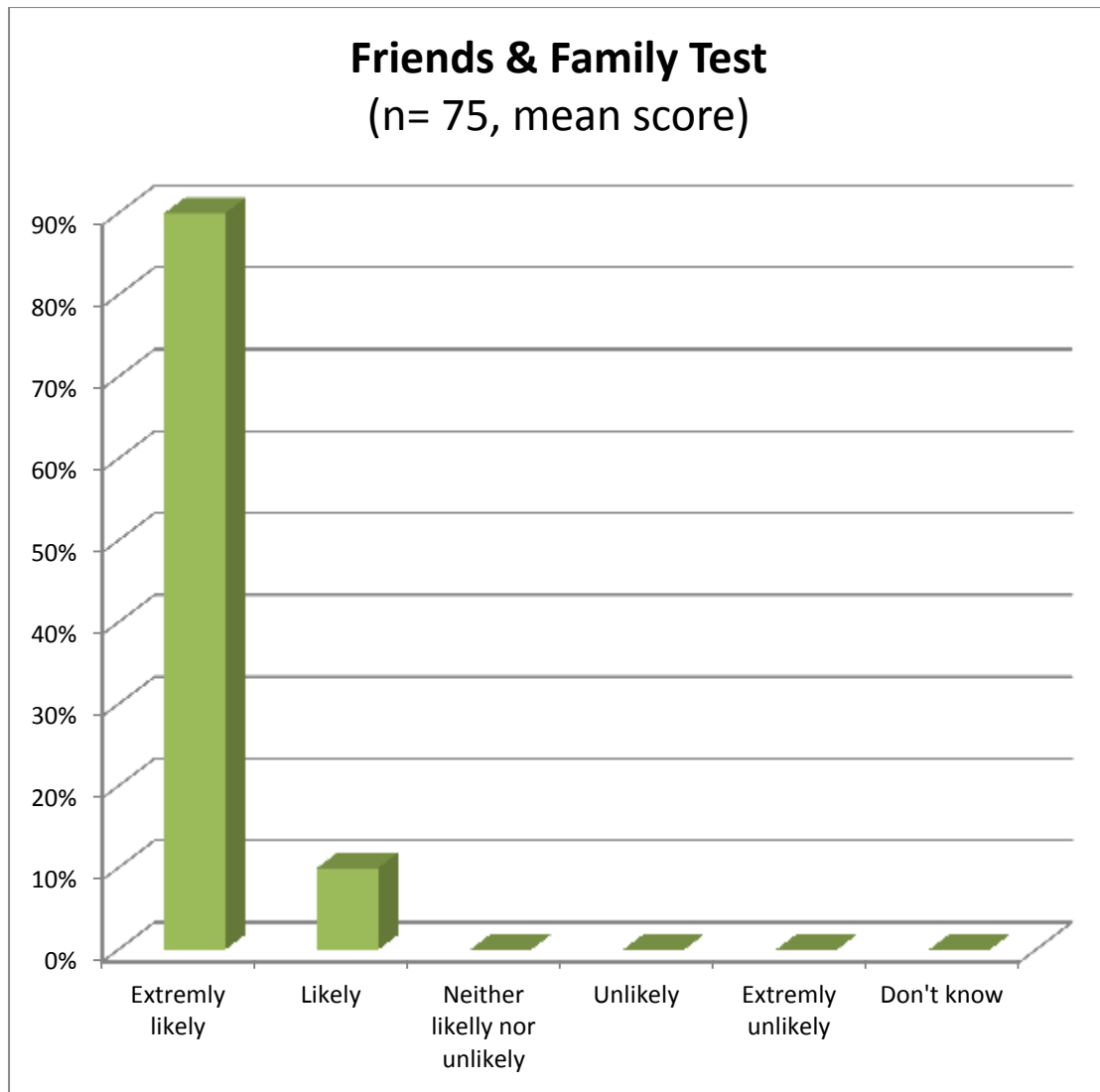
The customer service, staff and pharmacists have been rated highly in the patients' feedback. A key part of the service provision is our efforts to maintain continuity in our staff, services and products.

Patients rated our services as follows:
(n= 75, mean score)



Comments:

The overall results show a high level of satisfaction across the full range of questions in the survey. This also means that the pharmacy must maintain this level of service due to a higher expectation from our patients. Well done staff.... yet again. Our growth over the last 5 years since inception in 2011 demonstrates our ability to provide high level of care in our community. This has been possible only by our collaborative approach working with our community, other health professionals and organisations.



Comments:

Our main recommendations for business growth come from our customers and this feedback reflects the efforts we have put in our service delivery, premises, methods and facilities.

For further information on any aspect of this survey or our services please contact our team or speak to the duty pharmacist.

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