

Patient Satisfaction Survey Results 2017-2018

Report for publication

Owner of Pharmacy: Moscow Flyer Limited

Address of Pharmacy: 2 Forster street, Tunstall, Stoke on Trent, ST65AQ

Date Patient survey 4th January 2018 to 28th February 2018

75 patients participated in the survey

Top areas of performance

Question		% of respondents satisfied with service
Q6 (d) the service you received from the pharmacy staff		100
Q6 (b) Providing general advice on leading a healthy life style		100
Q5 (c) The service you received from the pharmacist		100
Q3 How satisfied you were with the time it took to provide your prescription		100
Areas In greatest need of Improvement Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Q6 (c) Disposing of unwanted medicines	1	A note to collect will be written on the delivery sheet
Q4 (c) Having medication in stock	0	Although all patient questioned were satisfied they stated that we were good rather than very good, will increase the amounts of acute medication

Areas within control of pharmacy	Areas outside control of pharmacy
Phone is engaged allot,	

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
%: 100	%:	%:

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 4	%: 8	%: 5	%: 20	%: 35	%: 27	%: 8