

As a NHS Pharmacy we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the Pharmacy into consideration.

This leaflet has been produced to provide you with the results of the survey where we performed well and areas where we will be looking to improve.

If you have any questions or comments about the results then please speak to a member of our team.

Many thanks

Aldergate Pharmacy



# NHS Pharmacy Patient Survey Results

Contract Year: 2022-2023



*Improving your Pharmacy and the service we provide to you and your family!*

Aldergate Pharmacy  
75 Upper Gungate  
Tamworth  
Staffordshire  
B79 8AX  
Tel: 01827 768129



## Top areas of performance

Question	Percentage of customers satisfied
Do you feel comfortable approaching pharmacy staff about your health problems?	90%

## Areas in greatest need for improvement

Question	Percentage of customers dissatisfied
Are there some services you think we should prioritise over others in the pharmacy?	69%

### Action plan: Within the year

We aim to give an expected timeline where they could expect their medication delivered which is within 5 working days (Rx request can take up to 3 working days to return from GP).

Survey completed on: 31 March 2023 Number of responses: 75

## Our reply to your additional comments

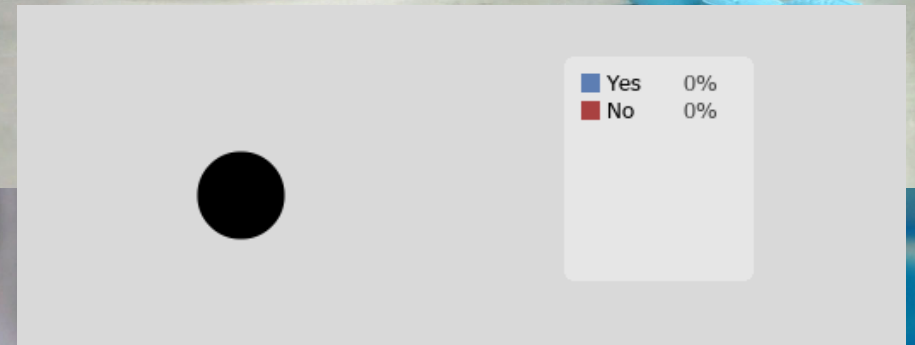
### Areas within control of Pharmacy

We can improve on our delivery schedule by increasing the number of delivery drivers or have a better logistics plan to deliver prescriptions within Tamworth.

### Areas outside control of Pharmacy

Prescription requests from GP can take up to 3 working days, medication shortages has also impaired our ability to get medications delivered on time (having to request alternatives from GP)

## prefer to receive healthy living advice



## feel comfortable approaching pharmacy staff

