

Section Three Report for publication Claygate Pharmacy

Owner of Pharmacy: KICo Ltd

Address of Pharmacy: 35 The Parade, Claygate KT10 0PD

Date Patient survey completed: Mar 2019

Top areas of performance

Question	% of respondents satisfied with service
How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?	100
How would you rate the pharmacist and staff at being polite and taking the time to listen to what you want?	100
How would you rate the pharmacist and staff at providing an efficient service?	100
How would you rate the staff overall?	100
How would you rate how long you have to wait to be served?	100

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Thinking about previous visits as well as today's, how would you rate the pharmacy in offering a clear and well-organised layout?	5	Consider increasing signage on the retail shop floor

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
	Door too heavy – will look into getting a doorbell and costing of automatic door

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%:	%:	%:	%:1	%:7	%:47	%:45

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
%:98	%:2	%:0