

Owner of Pharmacy: Shafqat Ali
 Address of Pharmacy: 2 Airlie Avenue, Leeds,
 LS8 4JL

Date Patient survey completed: 14/03/18

Top areas of performance

Question	% of respondents satisfied with service
If you used the pharmacy service for another NHS service, how satisfied were you with the time it took to provide this service?	100
The ease of contacting the pharmacy	100
Having someone available to deal with any problem with your prescription after it has been delivered	100
The service you received from the other pharmacy staff	100
Providing advice on a current health problem or a longer term health condition	100
Taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?	100

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff in regards to stopping smoking?	71.69	Pharmacy Corner will actively take part in 2018 Stoptober campaign, we will promote this by using social media to help reach out and communicate with patients. We will also insert patient information leaflets regarding how to help quit smoking. We have implemented this start of March 2018 in line with National No-Smoking Day 2018 and will continue throughout the year.
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff in regards to physical exercise?	69.81	Staff will promote an active lifestyle to patients, this may come in the form of basic exercises patients can do at home to help have a more active lifestyle. We will also add informational leaflets to help promote physical exercise. We will promote campaigns such as National Walking Day and Rheumatoid Arthritis Week. Pharmacy Corner has actively started doing this action by talking to patients about quick 10 minute exercises they can do at home. We promote physical exercise throughout the year.

<p>Have you ever been given advice about any of the following by the pharmacist or pharmacy staff in regards to healthy eating?</p>	<p>66.03</p>	<p>We at Pharmacy Corner will use our social media and website to help promote healthy eating. We will use campaigns such as Nutrition and Hydration Week, Healthy Eating Week and World Diabetes Day. We will add patient information leaflets in our delivery bags to help promote healthy eating. Our pharmacists will actively speak to patients in regards to healthy eating and other lifestyles. This has been implemented immediately by staff members speaking to patients with conditions that may be helped by recommending healthier alternatives to patient's diets. We will continue to promote this throughout the year in line with ongoing campaigns.</p>
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Areas within control of pharmacy	Areas outside control of pharmacy
<p>Some of our patients have enquired as to whether we can conduct travel vaccinations. We are currently seeking approval from the local governing body. Once this application has been approved and the relevant training required has been completed this is a service we can provide.</p>	<p>Feedback we received from our patient satisfaction survey shows that patients would like to speak to the pharmacist in person. Unfortunately, we are not able to fulfil this request. This is due to the nature of the pharmacy; we are an internet pharmacy therefore we are not able to accommodate patients in the premise (unless it is for an advanced service) However our pharmacists are available at all times for patients to directly consult them. The pharmacist is also available outside of operating times for patients to contact in case of emergency, this can be done using the pharmacy contact number.</p> <p>Patients have asked if we are able to do minor ailments scheme, unfortunately at this moment in we cannot. We asked the CCG if we are able to provide this service, this something currently in discussion and has not had a definite decision passed.</p>

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%:0	%:9.43	%:32.07	%:32.07	%:16.98	%:9.43	%:0

Profile of respondents		
<p>This is the pharmacy that the respondent chooses to visit if possible</p>	<p>This is one of several pharmacies that the respondent uses</p>	<p>This pharmacy was just convenient on the day for the respondent</p>
%:100	%:0	%:0