

Report for publication

Owner of Pharmacy: Ramin Healthcare Limited

Date Patient survey completed: December 2018

Address of Pharmacy: Unit 89, Shelton Enterprise Centre, Bedford Street, Stoke on Trent, ST1 4PZ

Top areas of performance

Question	% of respondents satisfied with service
Q2 If you had a prescription delivered today, how satisfied were you with the time it took to provide your prescription?	100
Q5a) Being polite and taking the time to listen to what you want	100
5c) The service you received from the pharmacist	100
e) Providing an efficient service	100
f) The staff overall	100
6a) Providing advice on a current health problem or a longer term health condition	100

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Stopping smoking	75	We will ensure that healthy living advice is provided to all customers during phone conversations and we will send out healthy lifestyle leaflets with delivered medications too.
Healthy eating	60	We will ensure that healthy living advice is provided to all customers during phone conversations and we will send out healthy lifestyle leaflets with delivered medications too.
Physical exercise	65	We will ensure that healthy living advice is provided to all customers during phone conversations and we will send out healthy lifestyle leaflets with delivered medications too.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
To introduce a text reminder service To call the patient before delivery is made Offer a greater range of over the counter medication	N/A

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
2%	2%	12%	22%	28%	22%	12%

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
74%	24%	2%