

Owner of Pharmacy: Dr Rani Ltd t/a Evercaring Pharmacy

Address of Pharmacy: Unit 4 Acorn House, Longshot Lane, Bracknell, Berkshire, RG12 1RL

Start Date: 11th January 2018

Date Patient survey completed: 26^h March 2018 (9 patients)

Top areas of performance

Question	% of respondents satisfied with service
including any previous use of this pharmacy, how would you rate the pharmacist(s) and the other staff who work there? <ul style="list-style-type: none"> a) Being polite and taking the time to listen to what you want b) Answering any queries, you may have c) The service you received from the pharmacist d) The service you received from the other pharmacy staff e) Providing an efficient service f) The staff overall 	100 100 100 100 100 100
Thinking about any previous use of the pharmacy, as well as today's, how would you rate the pharmacy on the following factors? <ul style="list-style-type: none"> a) The ease of contacting the pharmacy b) The ease of being able to speak to a pharmacist c) Having in stock the medicines/appliances you need d) The quality of the packaging used for the delivery of your prescription(s) e) The condition in which you received your prescription(s) f) Having someone available to deal with any problem with your prescription after it has been delivered 	100 100 100 100 100 100
If you used the pharmacy service for another NHS service, how satisfied were you with the time it took to provide this service? <ul style="list-style-type: none"> a) Providing advice on a current health problem or a longer term health condition b) Providing general advice on leading a more healthy lifestyle c) Disposing of medicines you no longer need d) Providing advice on health services or information available elsewhere 	100 100 100 100

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? Healthy eating -	44%	Providing opportunistic advice to patients who are overweight and refer to website or NHS choices for written advice. (Immediately)
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Stopping smoking -	23%	Providing opportunistic advice to patients who are smokers and refer to website or NHS choices for written advice. (Immediately)

Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Physical exercise -	44%	Providing opportunistic advice to patients who are overweight and refer to website or NHS choices for written advice. (Immediately)
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Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
We will look into implementing an easy to use app.	No Comments

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 0	%: 0	%: 11	%: 33	%: 11	%: 11	%: 33

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
%: 100	%: 0	%: 0