

Sarum Pharmacy Community Pharmacy Patient Questionnaire 2018

Question	% satisfied 2018	% satisfied 2017	% satisfied 2016	% satisfied 2015
2 home delivery service	97.7	100	100	100
3 An NHS service OTHER than prescription	100	100	90	92.9
4 The Pharmacy overall	99.1	98.8	99.8	99
5 The Pharmacy staff	99.8	98.8	100	98.5
6 various (essential) services	99.7	98.3	98.8	100

Age Range	16-19	20-24	25-34	35-44	45-54	55-64	65+
Total	0	0	2	0	2	14	61
Percentage	0	0	2.5	0	2.5	17.7	77.2
	A	B	C	A = This is the pharmacy that you choose to use if possible. B = This is one of several pharmacies you use when you need to. C = This pharmacy was just convenient for you this time.			
Total	66	7	5				
Percentage	84.6	9	6.4				

2018 All free text comments	Most comments were anonymous		Sarum Pharmacy staff responses
The call back service is a bit slow. After an hour I would expect a reply			Apologies if we were slow but we may not ring back immediately. If you just want to order you could leave your details and the medicines you want and say there is no need to ring back. Or e mail us
Delivery to Endless St Surgery in 24 hours rather than 48 hours plus			There is an increasing number of medicines that are hard to obtain and require ringing multiple suppliers or if that fails asking your GP for an alternative. This means it can take longer to dispense your medicines. We can only start this process when we receive your prescription from your GP. Most surgeries (including Three Chequers) ask for two (full, working) days to process a routine repeat prescription request. If you have regular routine monthly repeat prescriptions it would help us give you a better service if you requested medicines earlier than 24-48 hrs before running out especially if we deliver your medicines. It would be safer to order your medicines in the third week ie a week before you run out. Please allow two days for your GP to provide a prescription, us two days to dispense it (three is safer especially for home deliveries). We will always try to provide your medicines more quickly where there is a genuine need for priority, and will advise you if your prescriptions are likely to take longer (eg items not on your repeat list, items on the list when your review date is overdue, items that your GP feels is being requested too soon, foodstuffs, drinks, appliances, dressings, patches, fridge lines). You may request prescriptions by email to customer@sarum-pharmacy.co.uk or by phone 01722 442786 (out of hours you may leave a message). Give your name and address clearly
I only use their online repeat ordering service at present			There are TWO on line systems. Most GPs including Three Chequers offer on line prescription ordering and you can use our website
The pharmacy is very busy. The staff and its location are too busy to dispense advice on these services			The area with medicines on the shelves where you collect the medicines is the Three Chequers Dispensary Our pharmacy is roomier but a couple of miles away. For advice when you are collecting medicines we have a (free) phone near the waiting room, you may ask our pharmacist using that
Keep up the good work			Thank you

(Be) friendlier and smile more				We hope we're friendly all the time but smiling all the time may be too much to ask. However you don't see our staff, they are at the pharmacy. Three Chequers staff host our collection point at Endless Street
a very efficient and pleasant experience with this pharmacy				Thank you
Endless St staff always helpful. Frustrations arise from inability to supply prescribed medication when it is available elsewhere and failure to respond to e mail and voice messages				Supply shortages may indeed mean one pharmacy has some stock and another doesn't. If we really cannot supply an item do ask for your prescription back. We apologise if we haven't returned a phone call. Occasionally callers don't state their name clearly but we can't explain or excuse not replying to your email
Ms Lauren pharmacy manager, assistance faultless and cannot be improved				Yes, thanks but her principal role is as Three Chequers Dispensaries Manager. As such she oversees her staff who hand out our medicines. She doesn't work at our pharmacy
The staff are very caring and want to provide a high standard of service				Thank you
They are great and when I have left things late a couple of times they have helped ♥				Thank you and especially for the ♥
This year medicines not ready after two working days. I'm given 7 days at a time consequently keep running out				The duration of your prescription is at your GPs discretion. Perhaps request half way through the week or ask your GP or us about the Repeat Batch Dispensing system that may suit you
Very pleased with the staff and service				Thank you
I am well satisfied with all the service				Thank you
The surgery obviously need more room around the pharmacy area				Our Pharmacy is not at the surgery, that is the Three Chequers dispensary. We have much roomier premises
This is the first time having my prescription from Sarum Pharmacy, so much better than (another local pharmacy named) is now. Thank you so much				Thank you