



As a NHS pharmacy, we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the pharmacy into consideration.

This leaflet provides you with the results of the survey. It gives details of where we have performed well and those areas where we will be looking to improve.

If you have any questions or comments about the results then please speak to a member of our team.

**Singlewell Pharmacy**  
**133 Singlewell Road**  
**Gravesend**  
**Kent**  
**DA11 7QA**  
**Tel: 01474 533674**



## Pharmacy Patient Survey Results



close to you

[www.alphega-pharmacy.co.uk](http://www.alphega-pharmacy.co.uk)

Providing NHS services



## Areas in which we have performed well

Area	Percentage of customers satisfied
The cleanliness of the pharmacy	100%
Being able to speak without being overheard, if you wanted to	100%
Help with disposing of medicines you no longer need	100%

## Areas where we will make improvements

Area	Percentage of customers dissatisfied
<b>Action plan: Within the year</b> <b>Ask about their smoking status when requesting cough medicine and also all COPD and asthmatic patients.</b>	
The stopping smoking service/advice	85%
<b>Action plan: Within the year</b> <b>At the next survey ask patients if they get any health related service elsewhere which we could provide in future</b>	
	0%
<b>Action plan: Within the year</b> <b>Look at the comments and improve</b>	
	0%

## Our reply to your additional comments

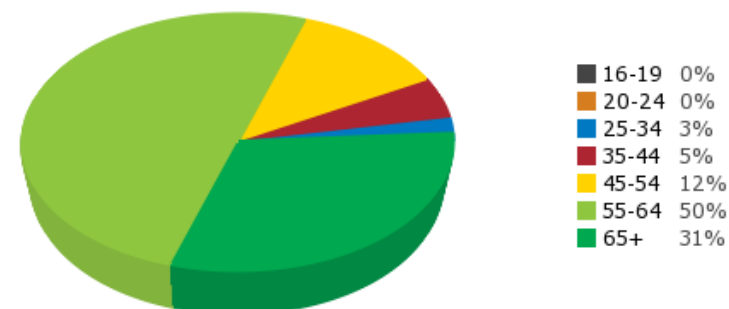
### Areas within control of pharmacy

**We will look to improve our seating arrangements.**

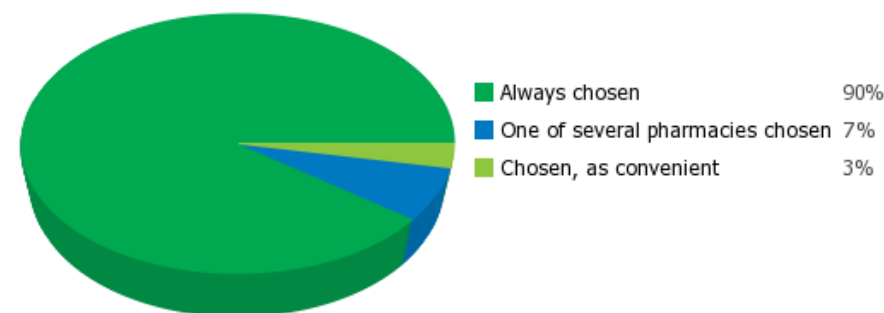
### Areas outside control of pharmacy

**We are restricted by the available floor space and Health and Safety so that the Pharmacy is not cluttered.**

## Age range of customers



## Reasons for choosing this pharmacy



Survey completed on: 14 February 2020 Number of responses: 129