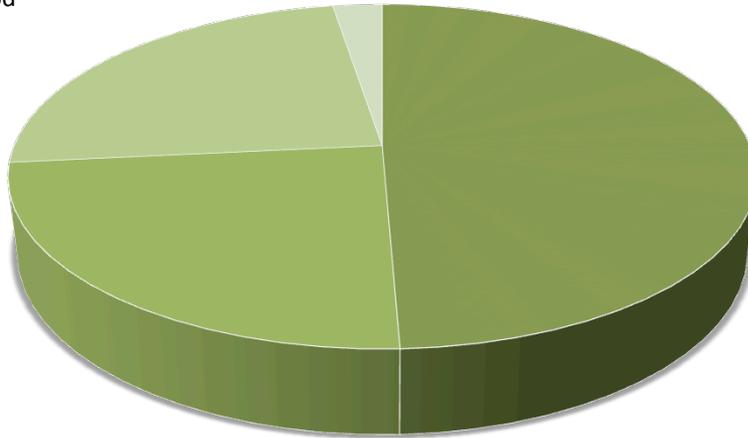


Pharmacy-Xpress Patient Satisfaction Survey

- Excellent
- Very Good
- Good
- Fair



98% of our
customers rate our
service as good, very
good or excellent

Where did we do best?

- The Pharmacist and Staff are polite and always have time for our Patients.
- We are good at providing advice on local health services.
- Patients commented that we offered an efficient service.

Where can we improve?

- Improving phone access.
- Providing additional training for MDS medication administrations.
- Improving how quickly we collect medication for disposal.

Our action Plan:

- Additional training sessions will be held for Medication Administration in care homes.
- We will be ensuring that all medication that is not required will be collected from Patients within 24 hours.
- We have recently added a multiple line phone system to improve access by telephone for Patients.