

Owner of Pharmacy:

Rajlila Limited

Address of Pharmacy

10 Regent Square, Northampton, NN1 2NQ

Date Patient survey completed:

22 March 2017

Top areas of performance

Question	
Providing an efficient service	100.0%
The staff overall	100.0%
The service you received from the pharmacist	100.0%
Being polite and taking the time to listen to what you want	100.0%
Answering any queries you may have	100.0%

Areas in greatest need of improvement

Question	% respondents dissatisfied with service	Action taken or planned (including timescale)
Comfort and convenience of the waiting areas	1.9%	Pharmacy will review waiting areas within 28 days of the report
Having somewhere available where you could speak without being overheard if you wanted to	1.3%	Pharmacy will brief all team on offering use of the consultation room for private conversations within 28 days of the report
Providing general advice on leading a more healthy lifestyle	0.7%	Pharmacy to review their signposting materials and training on Healthy Lifestyle advice within 28 days of the report
How long you have to wait to be served	0.6%	Pharmacy will review busy periods and staff rota within 28 days of the report
Cleanliness of the pharmacy	0.6%	Pharmacy will review cleaning schedule in the pharmacy within 28 days of the report

Our response to customers' additional comments	
Areas within control of pharmacy	Areas outside control of pharmacy

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
2.5%	13.8%	27.0%	28.9%	15.7%	9.4%	2.5%

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
98.0%	2.0%	0.0%