

Section Three Report for publication 24 Nov 2108
 Owner of Pharmacy: Unicare Pharmacy Ltd
 Address of Pharmacy: 69 Smithybridge Road, Rochdale OL15 0DY
 Date Patient survey completed: Oct 2018

Top areas of performance

Question	% of respondents satisfied with service
3-How satisfied were you with the time it took to provide your prescription and/ or any other NHS services you required?	100%
4a) The cleanliness of the pharmacy -	100%
b) The comfort and convenience of the waiting areas	100%
e) How long you have to wait to be served -	100%
5c) The service you received from the pharmacist - d) The service you received from the other pharmacy staff e) Providing an efficient service	100%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
c) Disposing of medicines you no longer need -	35 %	Inform patients when handing out medicines. Display poster.
d) Providing advice on health services or information available elsewhere -	55 %	Inform patient when doing MUR & during health campaigns.
Stopping smoking -	60 %	Inform patient when doing MUR & during health campaigns
Physical exercise	55 %	Inform patient when doing MUR & during health campaigns
Healthy eating	65 %	Inform patient when doing MUR & during health campaigns

Pharmacy response to respondent's 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+
%:	%:	%:	%: 10	%: 55	%: 25	%: 10

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
%: 80	%: 15	%: 5