

Report for publication

Owner of Pharmacy: Jose Osorio Rodriguez

Address of Pharmacy: 89 London Road, CO6 1EB, Marks Tey Pharmacy; Date patient survey completed: 30.03.2020

Top areas of performance



Question	% of respondents satisfied with service
How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?	100
Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Being polite and taking the time to listen to what you want	100
The service you received from the other pharmacy staff	100
Providing an efficient service	100
The staff overall	100
Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?	100
Answering any queries you may have	99.2
Offering a clear and well organised layout -	99.2
The cleanliness of the pharmacy	99.2

Areas in greatest need for improvement

Question	% of patients who do not require advise/haven't requested advise	Action taken or planned (including timescale)
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Stopping smoking	90.8	The majority of a customers do not smoke and I rarely get asked about this service at all.
Healthy eating	85	Patients receive advise during the MUR's service. (This service has been suspended due to Covid19)
Physical exercise	89.2	See above

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
We recently moved to new premises (Feb 2020) with a large retail area, extra two seats (a total of 4 seats) for customers in the waiting area. We have also improved the consultation room which is now much larger and modern. An additional clinical room has been created to offer private prescriptions and vaccination service (flu and travel vaccines).	We still have access to the same car park, 12 spaces to share with other businesses in the area. We have a couple of spaces in front of the pharmacy too. We have a portable ramp for disable customers if needed.

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%:0.83	%:0	%:2.5	%:4.2	%:13.3	%:20	%:59.2

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
%:83.3	%:10	%:6.6

GENERAL CUSTOMER COMMENTS:

- First class service – don't see how it could be improved. It has a very good reputation that people talk about.
- Staff always very nice, and dog treats for my furry one too.
- Really helpful when needed.
- Flu jab service excellent. Although not used of some services mentioned in questionnaire (stop smoking ...). I would have no hesitation in asking for them if needed in future.
- Always recommend this pharmacy.
- Would be nice a bit bigger, however parking is good.
- Longer opening hours on a Saturday.
- All the staff are friendly and always have a smile.
- Always a very helpful and happy environment. Very satisfied with the service for the last few years.
- Best pharmacy in Colchester area.
- I don't use any other chemist, this is the best by a long way.
- It's good like it is.
- Could be bigger.
- If I cannot get to the shop they will deliver medication to me.
- No improvement needed.
- Keep on doing what you are doing.
- Always very helpful staff and service.