

Owner of Pharmacy: Chemist.net

Address of Pharmacy: 18 Oxleasow Road, East Moons Moat, Redditch, B98 0RE

Date survey completed: Feb 2020

Top areas of performance

Question	% of respondents satisfied with service
If you had a prescription delivered today, how satisfied were you with the time it took to provide your prescription?	100
The quality of packaging used for the delivery of your prescription(s)	100
The condition in which you received your prescription(s)	100
Providing an efficient service	100
The service you received from the other pharmacy staff	100
The service you received from the pharmacist	100

Areas in greatest need for improvement

Question	% of respondents satisfied with service	Action taken or planned (including timescale)
Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? Disposing of medicines you no longer need	20.38	As a distance selling pharmacy we offer the service but it is often easier for patients to take to their local pharmacy. Clearer advertising planned on the new website (delayed to late 2020).
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Healthy eating	24.14	Almost everything is done online, so we rarely speak to customers over the phone. A new website is in progress (delayed to late 2020) that will give clearer information and we are starting to blog and use social media more regularly.
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Stop Smoking	27.6	Almost everything is done online, so we rarely speak to customers over the phone. A new website is in progress (delayed to late 2020) that will give clearer information and we are starting to blog and use social media more regularly. We regularly support campaigns such as Stoptober, No Smoking Day.
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Physical exercise	27.6	Almost everything is done online, so we rarely speak to customers over the phone. A new website is in progress (delayed to late 2020) that will give clearer information and we are starting to blog and use social media more regularly.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
N/A	N/A

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 0	%: 6.9	%: 13.79	%: 17.44	%: 20.69	%: 24.14	%: 17.24

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
%: 48.3	%: 48.3	%: 3.4