

Owner of Pharmacy: Chemist.net

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

Date survey completed: Feb-Mar 2021

Top areas of performance

Question	% of respondents satisfied with service
Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? The ease of being able to speak to a pharmacist	100
Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? The quality of packaging used for the delivery of your prescription(s)	100
Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? The condition in which you received your prescription(s)	100
Again, including any previous use of this pharmacy, how would you rate the pharmacist and the other staff who work there? Answering any queries you may have	100
Again, including any previous use of this pharmacy, how would you rate the pharmacist and the other staff who work there? The service you received from the other pharmacy staff	100
Again, including any previous use of this pharmacy, how would you rate the pharmacist and the other staff who work there? The staff overall	100

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Stop smoking	42.3	Almost everything is done online, so we rarely speak to customers over the phone. A new website is in progress (delayed to late 2021) that will give clearer information and we are starting to blog and use social media more regularly.
Having in stock the medicines/appliances you need	34.62	Where there has been a delay in fulfilling prescriptions this has been due to nationwide shortages. We expect this situation to ease as the country recovers from the covid-19 pandemic.
Have you ever been given advice about any of the following by the pharmacist or pharmacy staff? Healthy eating	26.92	Almost everything is done online, so we rarely speak to customers over the phone. A new website is in progress (delayed to late 2021) 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? Physical exercise	23.07	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.
If you had a prescription delivered today, how satisfied were you with the time it took to provide your prescription?	15.38	During the covid-19 pandemic some prescriptions took longer to fulfil due to nationwide stock shortages and also the sudden increase in home shopping caused backlogs with the couriers. We expect this situation to ease as the country recovers gets back to normal
Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Providing an efficient service	11.54	We have been unable to provide as an effective service as we would have liked this year due to nationwide stock shortages. We also had a period at the start of the covid-19 pandemic where processing took longer due to a sudden doubling of the number of orders. This has now settled and we are employing an additional staff member within the team to help with the steady increase in number of orders.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
N/A	<p>There are nationwide shortages of medicines at the moment due to a number of factors including the covid-19 pandemic. As part of a pharmaceutical wholesaler we are one of the first to get stock when it becomes available again and do our best to keep customers notified about wait times and offer alternatives where possible.</p> <p>As we offer a nationwide service we are dependent on couriers to deliver our parcels. While the service we offer should be next working day, unfortunately in some areas the couriers are struggling to deliver on time due to a shortage of drivers caused by, amongst other things, the covid-19 pandemic. The parcels are fully tracked and we are in contact with the courier daily to resolve any issues.</p>

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 0	%: 7.69	%: 23.08	%: 19.23	%: 23.08	%: 19.23	%: 7.69

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
%: 57.69	%: 34.62	%: 7.69