

Report for publication

Owner of Pharmacy: ACE DIRECT LTD Address of Pharmacy: 245 ENTWISLE RD ROCHDALE OL16 2L Date Patient survey completed: 11/03/18

### Top areas of performance

Question	% of respondents satisfied with service
The ease of being able to speak to a pharmacist	100.00
The ease of contacting the pharmacy	98.00
The staff overall	98.00

### Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Having in stock the medicines/appliances you need	11.0	Audit owings and check frequently required items not in stock and adjust stock holding.
How satisfied were you with the time it took to provide your prescription	9.0	DSP – so explain to patient(s) the limitations (i.e geographical and stock availability) and manage expectations going forward.
Disposing of medicines you no longer need	7.0	Arrange speedy collections by own drivers or couriers.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy

<b>Age range of respondents</b>						
16-19	20-24	25-34	35-44	45-54	55-64	65+
3%:	7%:	13%:	14%:	23%:	18%:	22%:

<b>Profile of respondents</b>		
This is the pharmacy that the respondent chooses to use if possible	This is one of several pharmacies that the respondent uses	This pharmacy was just convenient on the day for the respondent
73%:	24%:	3%: