

Report for publication

Owner of Pharmacy: Paydens Ltd

Address of Pharmacy: The Hub, Wallis Ave, Maidstone

Date Patient survey completed: 2018/19

Top areas of performance

Question	% of respondents satisfied with service
Being polite and taking the time to listen	97.33%
Providing an efficient service	94.67%
The service received from the pharmacy staff	97.33%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Providing advice on a current health problem or longer term health condition	1.33%	We will continue to look at ways to increase awareness of the services we offer.
Ease of speaking to a pharmacist	1.33%	We aim to give outstanding customer service and will continue to work towards this.
The time it took to provide a prescription	2.67%	We aim to give the best customer service. Over the next six month procedures and processes will be considered to see where improvements can be made.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
No relevant comments made	No relevant comments made

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
0%:	0%:	9.33%:	56%:	32%:	2.67%:	0%:

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
N/A %:	85.33%:	14.67%: