



Owner Of Pharmacy: Day Lewis PLC

Address Of Pharmacy: 2 Peterwood Way

Date Patient Survey Completed: December 2016

Croydon, Surrey

CR0 4UQ

**Top areas of performance:**

Question	% of respondents satisfied with service
How satisfied were you with the time it took to provide your prescription or NHS service?	100%
The cleanliness of the pharmacy	100%
Having in stock the medicines/appliances you need	100%
Answering any queries you may have	100%
Providing an efficient service	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 on stopping smoking, healthy eating and/or physical exercise?	31%	Send out promotional healthy living leaflets and information when sending out medication.

**Pharmacy response to respondent's additional comments**

Areas within control of pharmacy	Areas outside control of pharmacy
<p>The pharmacy can send out promotional leaflets and material to educate patients.</p> <p>Include areas such as healthier lifestyles, physical exercise and a balanced diet.</p>	<p>As this is a distance selling pharmacy, organising outreach events are more difficult therefore communication with patients is usually written rather than face-to-face.</p>

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 0	%: 0	%: 8	%: 16	%: 36	%: 16	%: 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
%: 88	%: 12	%: 0