

RESULTS OF 2017/2018 PATIENT SATISFACTION SURVEY

WHAT DID WE DO WELL?

- **Fast efficient deliveries**
- **Being contactable and available**
- **The quality and innovation of our medication compliance packs**
- **Have an appropriate staff member always available to deal with queries and questions**
- **Disposing of unwanted medication**
- **Providing an emergency delivery services for Newhaven surgeries**
- **Providing Clear accurate Mar Charts**
- **Sign posting support for patients with long-term conditions e.g. Parkinson's disease**

WHAT WE WOULD LIKE TO IMPROVE.....

- **How to be more involved in providing Self Care**
- **How to encourage patients (as opposed to Carers/Nurses) to contact the Pharmacy for general advice**