

Report for publication

Owner of Pharmacy: RB Healthcare Ltd

Address of Pharmacy: Clear Chemist, Unit 20 Brookfield Trade Centre, Aintree L9 7AS

Date Patient survey completed: 23/3/2019



Top areas of performance

Question	% of respondents satisfied with service
Q2 If you had a prescription delivered today, how satisfied were you with the time it took to provide your prescription.	100%
Q4a the ease of contacting the pharmacy?	100%
Q4b The ease of being able to speak to a pharmacist	100%
Q4d The quality of the packaging used for delivery of your prescription	100%
Q4e The condition in which you received your prescriptions	100%
Q9 Finally, taking everything into account - the staff and the service provided - how would you rate the pharmacy?	100%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
None		

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
No further comments	No further comments

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 0	%: 3	%: 4	%: 4	%: 17	%: 18	%: 54

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
%: 91	%: 9	%: 0