

2019/2020 CPPQ Review Sheet - Murton

Owner of Pharmacy : Whitworth Chemists Ltd	Address:	13-15 Woods Terrace East, Murton, Seaham, County Durham, SR7 9AD
Date patient survey completed: 30/4/2020		

Top areas of performance	% of respondents satisfied with service
The staff overall (Q5f)	100.00%
How would you rate the pharmacy (Q14)	99.48%
Being polite and taking the time to listen to what you want (Q5a)	99.42%
Answering any queries you may have (Q5b)	99.29%
Cleanliness of pharmacy (Q4a)	99.12%

Areas in greatest need for improvement	% of respondents dissatisfied with service	Action taken or planned (including timescale)
Disposing medicines you no longer need (Q11c)	75.25%	Offer the disposal of medicines in accordance with the relevant Standard Operating Procedure(s).
Providing advice on health services or information available (Q11d)	81.15%	The pharmacy team members must provide advice on health services or information available from the pharmacy, display the practice leaflet and make these leaflets available to patients.
Providing general advice on leading a more healthy lifestyle (Q11b)	81.59%	The pharmacy team members must act within their own competence and refer to the pharmacist or other suitable healthcare workers when appropriate when providing general advice on leading a more healthy lifestyle.
Providing advice on current health problem or a longer term health condition (Q11a)	86.19%	The pharmacy team members must act within their own competence and refer to the pharmacist or other suitable healthcare workers when appropriate when providing advice on current health problems and/or long term health conditions.
Having somewhere available where you could speak without being overheard (Q4f)	92.49%	Ensure that the consultation area is highlighted in appropriate circumstances in accordance with the Sales of Medicines Protocol.

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Murton Pharmacy response to respondent's additional comments	
Areas within control of the pharmacy	Areas outside the control of the pharmacy

Age range of respondents - Murton					
16-24	25-34	35-44	45-54	55-64	65+
7.19%	5.88%	15.03%	9.80%	16.99%	13.73%

Profile of respondents - Murton		
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
98.05%	0.65%	1.30%