

Report for publication

Pharmacy Name: Live Well Nationwide  
Date Patient survey completed: May 2023

Address of Pharmacy: 95 Trentham Road, Stoke on Trent, ST3 4EG

Top areas of performance

Question	% of respondents satisfied with service
How satisfied were you with the time it took to provide your prescription?	100
The service you received from the pharmacist	100
Providing an efficient service	100
Providing an efficient service	100
Overall feedback for staff, pharmacist, & pharmacy	100
Providing advice on a current health problem or a longer term health condition	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 about any of the following by the pharmacist or pharmacy staff? Stopping smoking	12	We will aim to start a blog and some links on the website about healthy eating and physical exercise as well as offering a stop smoking service in near future
Healthy eating	12	We will aim to start a blog and some links on the website about healthy eating and physical exercise as well as offering a stop smoking service in near future
Physical exercise	12	We will aim to start a blog and some links on the website about healthy eating and physical exercise as well as offering a stop smoking service in near future

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>Call patient before delivery was attempted</p> <p>Offer flu jabs for next year</p> <p>Offer more over the counter products</p>	N/A

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
0%	2%	13%	12%	16%	28%	29%

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
100%	0%	0%