



James Cubbin & Sons
DISPENSING CHEMISTS

The James Cubbin & Sons Group has recently conducted the CPPQ for the year 2015/16, as required by the terms of the NHS community pharmacy contractual framework.

As a matter of good practice we would like to share with you the areas where the survey identified the greatest potential for improvement and the action being taken to improve performance, along with the areas in which the pharmacy is performing strongly:

Victoria Pharmacy (100-102 Victoria Road, New Brighton, CH45 2JF)

Areas where the pharmacy is performing strongly	Brief commentary
Providing an efficient service	Ensure all staff continue to use their time efficiently.
The staff overall	Ensure staff continue to provide an excellent service to all customers.
Advice on health services or information available elsewhere	Signposting – ensuring all staff keep current on this.

Area where the survey identified the greatest potential for improvement	Brief commentary and action being taken to improve performance
The comfort and convenience of the waiting areas	The pharmacy is currently undergoing a scheme of refurbishment

Deeside Pharmacy (Mellock Lane, Little Neston, CH64 4BN)

Areas where the pharmacy is performing strongly	Brief commentary
Provision of advice on current health problems or long term conditions	Ensuring pharmacists avail themselves to patients at all times
Disposal of waste medicines	Ensure service is promoted all year round.
The staff overall	Ensure staff continue to provide an excellent service to all pharmacy customers.

Area where the survey identified the greatest potential for improvement	Brief commentary and action being taken to improve performance
Somewhere for patients to speak without being overheard.	Highlight availability of private consultation room to customers. (Satisfaction rate was 85%)

Galen Pharmacy (10-12 Liverpool Road, Neston, CH64 3RA)

Areas where the pharmacy is performing strongly	Brief commentary
Providing advice on a current health problem or a longer term health condition	Ensuring pharmacists avail themselves to patients at all times
Disposing of medicines you no longer need	Promotion of this service year round.
Providing general advice on leading a more healthy lifestyle	Ensure literature is kept up-to-date

Area where the survey identified the greatest potential for improvement	Brief commentary and action being taken to improve performance
How long you have to wait to be served	Ensure customers are served as efficiently as possible (However satisfaction rate was 98%)

Heswall Hills Pharmacy (119 Brimstage Road, Heswall, CH60 1XF)

Areas where the pharmacy is performing strongly	Brief commentary
How satisfied were you with the time it took to provide your prescription and or any other NHS services	Ensure all staff continue to use their time efficiently.
Disposing of medicines you no longer need	Ensure service is promoted all year round.
Providing advice on health services or information available elsewhere	Signposting – ensure staff utilise up-to-date information.

Area where the survey identified the greatest potential for improvement	Brief commentary and action being taken to improve performance
Somewhere for patients to speak without being overheard.	Highlight consulting room more as an option for people to talk.(However satisfaction rate was 98%)