



## Approved particulars – community pharmacy patient satisfaction survey

Each financial year (1 April to 31 March), pharmacy contractors must undertake a patient satisfaction survey through which they obtain structured feedback on patients' experience of their NHS services (as a minimum, essential and advanced services) from patients using those services.

They must then consider that feedback and any potential adjustments they could make to their service to address relevant points identified by patients and publish a summary of the feedback and any actions, which are deemed practicable and proportionate to the issue raised, which have been taken or are planned.

Contractors can adopt a variety of methods for collecting structured feedback, but within their overall programme, consideration should be given to ensuring the methods chosen are accessible to the range of patients using the pharmacy and that they reasonably reflect the pharmacy's business profile. This includes using more than one method of submission for patients' feedback responses (eg face to face, postal, email or webpage submission) to ensure feedback across a broad patient base and across a wide range of patient demographics.

Whatever method is used to capture structured feedback, it should be free from advertisements.

The minimum number of feedback responses per pharmacy per year from their patients is proportional to dispensing volume, as outlined in the table below:

<b>Average monthly script volume (items)</b>	<b>Minimum number of feedback responses</b>
0-2000	50
2001-4000	75
4001-6000	100
6001-8000	125

In advance of the start of the next financial year and by 31 December at the latest, NHS England and NHS Improvement will agree with the Pharmaceutical Services Negotiating Committee (PSNC) up to three topics which all contractors must include in their collection of feedback from patients in the following financial year's satisfaction survey.

The summary of feedback must be published via one or more of the following options:

- a) display in the pharmacy, via a leaflet, poster or other means
- b) on the pharmacy's website.

The effective date for these approved particulars is 24 November 2021.

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