

PRESS RELEASE



For Immediate Release

PHARMACEUTICAL SERVICES NEGOTIATING COMMITTEE

59 Buckingham Street
Aylesbury, Buckinghamshire HP20 2PJ
Telephone (01296) 432823
Fax 01296 438427
www.psnc.org.uk

23 March 2007

Patient Questionnaire details published

PSNC and the Department of Health have this week published the details of the Community Pharmacy Patient Questionnaire (formerly referred to as the Patient Satisfaction Questionnaire).

Conducting the survey on an annual basis is a requirement for all pharmacy contractors listed in the clinical governance arrangements of the contractual framework.

From the start of the new financial year (April 2007) contractors will be able to use the survey to gain valuable feedback from their customers. Pharmacies will seek the views of patients who have received NHS services and will use the results to inform the development of their service.

Commenting on the questionnaire, **Alastair Buxton, Head of NHS Services, PSNC**, said:

"The questionnaire provides an invaluable opportunity for pharmacy contractors to learn more about how their patients view the service they provide. The results will help them to develop their business and will, I am sure, demonstrate how much local people value the service that community pharmacies provide every day."

PSNC will be sending the details of the questionnaire to every pharmacy contractor with the next edition of PSNC Community Pharmacy News. The survey can be downloaded now from the PSNC website (www.psnc.org.uk).

- ENDS -

Notes for editors:

1. The Pharmaceutical Services Negotiating Committee (PSNC) is the body that represents community pharmacy on NHS matters and seeks to secure the best possible NHS services provided by pharmacy contractors in England and Wales.

For further information contact:

Alastair Buxton at PSNC, 59 Buckingham Street, Aylesbury, Buckinghamshire, HP20 2PJ, e-mail: alastair.buxton@psnc.org.uk - office: 01296 438425, mobile: 07773 564748. www.psnc.org.uk