

Ensure the safety netting message is given to all patients: If your symptoms do not improve or become much worse, then either come back to see me or seek advice from your GP. You can call NHS 111 or 999 if the matter is urgent and a Pharmacist or GP is not available

Service audit

How did you hear about the service?	Referral by NHS111					Without service would patient have:								
	Referral by GP practice	Promotion by Pharmacy	Word of Mouth	Referred by Optician	Other (Please State)		Gone without medication	Purchased medication	Contacted GP practice	Contacted the out of hours service	Visited A&E or an urgent care centre	Visited a walk in centre	Other (Please State)	

Patient Experience

Would patient recommend to friends and family?	Extremely likely					Would the patient use the service again?	Extremely likely						
	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know		Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know		

Patient Comments