

Customer Survey Results 2018-2019



Run from April 2018 to March 2019

Number of surveys analysed **75**

Thank you to all of you who spared the time to fill in the questionnaires we gave you last year, especially for those of you who made the wonderful comments below!

We use this pharmacy regularly and the service we receive each and every time is wonderful.

Amazing and friendly staff who are very helpful.

Our best area from your questionnaire answers was:

Being polite and taking the time to listen to what you want

Our key area for improvement is "providing advice on physical exercise" and this is what we propose to do to improve our performance

We will actively advise our patients about the benefits of physical exercise and the importance of leading and maintaining a healthy lifestyle

Q3 How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?

Very Satisfied or Fairly satisfied

100.00%

Q5 Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there?

Very Good or Fairly Good

100.00%

Q9 Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?

Excellent or Very Good

97.22%

Demographic information						
Age	No.	%	Sex	No.	%	
16-19	-	0.00%	Male	16	27.59%	
20-24	1	1.47%	Female	42	72.41%	
25-34	13	19.12%	Type of Customer			
35-44	15	22.06%	You have or care for a child(ren) under 5		9	11.25%
45-54	16	23.53%	You have or care for a child(ren) from 5 to 16		25	31.25%
55-64	9	13.24%	You are a carer for a sufferer of longstanding illness		11	13.75%
65+	14	20.59%	Neither look after children nor the long term ill		35	43.75%