

Customer Survey Results 2018-2019



Run from April 2018 to March 2019

Number of surveys analysed 100

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!

Excellent service. :) Best pharmacy I've been to, staff are all friendly and happy to help always. Keep it up guys!

Brilliant staff team. Very helpful and polite. Always helping with problems and medication issues.

Our best area from your questionnaire answers was:

The staff overall

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

We will pro-actively advise our patients about the benefits from stopping smoking and why it is important to lead 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

97.92%

Demographic information							
Age	No.	%	Sex	No.	% Type of Customer		
16-19	5	5.32%	Male	38	46.91%		
20-24	9	9.57%	Female	43	53.09%		
25-34	13	13.83%				No.	%
35-44	16	17.02%	You have or care for a child(ren) under 5			13	13.54%
45-54	15	15.96%	You have or care for a child(ren) from 5 to 16			17	17.71%
55-64	12	12.77%	You are a carer for a sufferer of longstanding illness			10	10.42%
65+	24	25.53%	Neither look after children nor the long term ill			56	58.33%