

Curries Chemist,
Pharmacy Customer Satisfaction Report



Your top five areas are: (percentage is for very satisfied / quite satisfied)	
Providing advice on health services or information available elsewhere	100%
The service you received from the other pharmacist staff	100%
Providing an efficient service	100%
Disposing of medicines you no longer need	100%
Offering a clear and well organised layout	99%

Your Pharmacy has scored well in these top five areas and you should continue your efforts to maintain the current level of satisfaction

Your lowest five areas are: (percentage is for very satisfied / quite satisfied)	
The service you received from the pharmacist	97%
How would you rate the pharmacy where you received this questionnaire	97%
How satisfied were you with the time it took to provide your prescription and or any other NHS	96%
Having in stock the medicines / appliances you need	93%
Having somewhere available where you could speak without being overheard	90%

Efforts should be made to improve the satisfaction levels in your bottom 5 areas.

Been Given Advice on the Following: (percentage is for yes)	
Health Eating	18%
Stopping Smoking	18%
Physical exercise	17%

Comments:

■ Excellent: 80%+
 ■ Good: 65% - 79%
 ■ Fair: 50% - 64%
 ■ Poor: 40% - 49%
 ■ Very Poor: Under 40%