

Curries Chemist,
Pharmacy Customer Satisfaction Report



Your top five areas are: (percentage is for very satisfied / quite satisfied)	
Providing advice on a current health problem or a longer term health condition	99%
The service you received from the other pharmacist staff	99%
The staff overall	99%
Providing advice on health services or information available elsewhere	99%
Providing general advice on leading a more healthy lifestyle	98%

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

Been Given Advice on the Following: (percentage is for yes)		
Physical exercise		30%
Health Eating		27%
Stopping Smoking		22%

Comments:

Your lowest five areas are: (percentage is for very satisfied / quite satisfied)	
Having in stock the medicines / appliances you need	96%
The service you received from the pharmacist	96%
Answering any queries you may have	96%
Being polite and taking time to listen to what you want	96%
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.

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