We recently asked 150 of our customers what they thought about our pharmacy and pharmacy services.

You told us...

**We are great at:**

- The level of service from our staff overall (99%)
- Being polite and taking the time to listen to what you want (99%)
- The time it took to provide your prescription and/or any other NHS services (97%)

**We could do better at:**

- Having in stock the medicines you need (we have reviewed our ordering processes)
- Providing more healthy lifestyle advice such as healthy eating, exercise and stopping smoking (we have initiated more staff training, including training a staff member as a “Health Champion”)
- Providing more advice on health services or information available elsewhere (our staff have received additional training to support this)

(We will be working to improve in these areas and on ensuring we meet our customers’ needs in the future!)

99% of customers who returned a questionnaire were **satisfied** with the pharmacy overall.

Green Light would like to thank everyone who took the time to complete a survey. Your feedback is important and will help us to improve our services.