As a NHS pharmacy, we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the pharmacy into consideration.

This leaflet provides you with the results of the survey. It gives details of where we have performed well and those areas where we will be looking to improve.

If you have any questions or comments about the results then please speak to a member of our team.

Countess Wear Pharmacy
Glasshouse Medical Centre, Glasshouse Lane
Countess Wear
Exeter
Devon
EX2 7BT
Tel: 01392 877000
Areas in which we have performed well

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage of customers satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff being polite and taking time to listen to what you wanted</td>
<td>100%</td>
</tr>
<tr>
<td>The services you received from the pharmacist</td>
<td>100%</td>
</tr>
<tr>
<td>The services you received from the other pharmacy staff</td>
<td>100%</td>
</tr>
</tbody>
</table>

Areas where we will make improvements

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage of customers dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action plan: Within the year</td>
<td></td>
</tr>
<tr>
<td>Being able to speak without being overheard, if you wanted to</td>
<td>2%</td>
</tr>
<tr>
<td>Advice on a current health problem or longer term condition</td>
<td>1%</td>
</tr>
<tr>
<td>Advice on leading a more healthy lifestyle</td>
<td>0%</td>
</tr>
</tbody>
</table>

Action plan: Within the year

Our reply to your additional comments

Areas within control of pharmacy

We are happy that the service we provide is appreciated by our customers.

Areas outside control of pharmacy

We only have a small shop area and are only able to keep in stock a small amount of OTC items.

Age range of customers

- 16-19: 3%
- 20-24: 3%
- 25-34: 14%
- 35-44: 16%
- 45-54: 16%
- 55-64: 12%
- 65+: 35%

Reasons for choosing this pharmacy

- Always chosen: 80%
- One of several pharmacies chosen: 10%
- Chosen, as convenient: 9%

Survey completed on: 31 March 2017  Number of responses: 157