

Customer Survey Results 2016-2017



Run from April 2016 to March 2017

Number of surveys analysed 150

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!

What about the delivery drivers! Excellent team. Wonderful all round pharmacy and support staff. Well done to all.

Absolutely fantastic, caring staff.

Our best area from your questionnaire answers was:

The service you received from the pharmacist

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

We will proactively have conversations with our patients about physical exercise and the benefits. We have leaflets containing information and advice about physical exercise available to patients within the pharmacy.

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

99.32%

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

95.92%

Demographic information							
Age	No.	%	Sex	No.	%		
16-19	11	7.48%	Male	54	43.20%		
20-24	14	9.52%	Female	71	56.80%		
25-34	16	10.88%	Type of Customer			No.	%
35-44	31	21.09%	You have or care for a child(ren) under 5			25	16.34%
45-54	30	20.41%	You have or care for a child(ren) from 5 to 16			20	13.07%
55-64	26	17.69%	You are a carer for a sufferer of longstanding illness			19	12.42%
65+	19	12.93%	Neither look after children nor the long term ill			89	58.17%