Patient Satisfaction Survey
2015/16 Summary Report
- Wells of Well Hall

Overall results

Visit to your pharmacy on the day of the survey Qu 3, Qu 8 and Qu 9
60% of the respondents chose your pharmacy to visit if possible and 66% were Very Satisfied with speed of service 91% of your customers rated your pharmacy as Excellent or very good.

Pharmacy infrastructure Qu 4
You scored over 68% very good in all sections except your waiting area 47%, waiting times 61% and provision of a private area 60%

Pharmacy staff Qu 5
This is an area where you are very good since they score over 78% on every category including 83% overall.

Services provided by the pharmacy Qu 6:
Taking the answers only of those who had used the service:
Advice on a current health problem: scored 71% Very Well
Providing general advice: scored 62% Very Well
Disposing of medicines: scored 55% Very Well
Signposting: 54% Very Well

General health advice Qu 7:
Up to 91% said that they had not received advice from you or your staff on smoking, healthy eating and exercise.

Question 10
Mainly positive comments with a few suggestions.

Question 11
A) 86% happy with storage
B) 42% asked for their consent
C) 92% felt their views were respected

Demographics Qu 12, 13 & 14
From the commercial point of view the survey indicates you have 63% female customers as opposed to 37% male, 55% are over 45 and 50% have neither children nor dependent relatives to care for

Recommendations
1. Keep doing what you are doing for most things! You and your staff are very much appreciated. Well done.
2. The response to the question about private areas suggests that though you may have one either it is not well signposted or conversations can be overheard
3. It does show that they are a little unhappy about your waiting area and waiting times so you might like to look into improving these.
   Providing healthy living advice Qu.7 is something that is not done well so it might be useful to think of ways that you and your staff could weave the health messages into general conversation with your customers and actually hand out lifestyle leaflets to customers.
4. Your demographics may suggest stocking less baby and children items, as 55% of your respondents are over 45 with only 19% having children under 5, but increasing your self indulgent ranges for the older person, with more disposable income because 50% have no dependents.