Overall results

Visit to your pharmacy on the day of the survey Qu 3, Qu 8 and Qu 9
70% of the respondents chose your pharmacy to visit if possible and 74% were Very Satisfied with speed of service 92% of your customers rated your pharmacy as Excellent or very good.

Pharmacy infrastructure Qu 4
You scored over 72% very good in all sections except your waiting area 57%

Pharmacy staff Qu 5
This is an area where you are very good since they score over 84% on every category including 88% 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 82% Very Well
Providing general advice: scored 76% Very Well
Disposing of medicines: scored 61% Very Well
Signposting: 67% Very Well

General health advice Qu 7:
Up to 87% 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) 52% asked for their consent
C) 94% felt their views were respected

Demographics Qu 12, 13 & 14
From the commercial point of view the survey indicates you have 81% female customers as opposed to 19% male, 67% are over 45 and 51% 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 much appreciated. Well done.
2. It does show that they are a little unhappy about your waiting area so you might like to look into improving it.
3. 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 67% of your respondents are over 45 with only 12% having children under 5, but increasing your self indulgent ranges for the older person, with more disposable income because 51% have no dependents.