Patient Satisfaction Survey 2017

Summary Report

Walkers Pharmacy

All pharmacies are required to conduct an annual community pharmacy patient questionnaire. The questionnaire allows patients to provide valuable feedback to community pharmacies on the services they provide. Attached is a report summarising our findings.

OVERALL RESULTS

Visit to your Pharmacy on the day of the survey, question 3, question 8 and question 9.

79% of the respondents chose to visit your Pharmacy if possible and 100% were very satisfied with the speed of service received 98% of your customers rated your Pharmacy as excellent or very good.

PHARMACY INFRASTRUCTURE QUESTION 4

You scored over 95% very good in all sections.

PHARMACY STAFF QUESTION 5

This is an area where you obviously excel since you have scored over 96% in every category including 98% overall.

SERVICES PROVIDED BY THE PHARMACY QUESTION 6

(Taking the answers only of those who had used the service)

Advice on current health problems: Scored 93% very good

Providing general advice: Scored 93% very good

Disposing of Medicines: Scored 99% very good

Signposting: Scored 94% very good

GENERAL HEALTH ADVICE QUESTION 7

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27% said that they had not received advice from you or your staff on smoking, healthy eating and exercise.

QUESTION 10

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All very positive comments.

DEMOGRAPHICS QUESTIONS 11, 12 AND 13
From the commercial point of view, the survey indicates that 59% of your customers are female as opposed to 41% male. 72% are over 45 and 54% have neither children nor dependant relatives to care for.

RECOMMENDATIONS

1. This shows your staff are especially appreciated so keep up the good work.
2. Customers are very impressed with the new pharmacy.
3. It has been suggested that you should improve your seating arrangements in the waiting area.
4. You could increase ranges for your older customers with more disposable income as 54% have no dependents.
5. Try and increase awareness of all the services that you offer.

OVERVIEW

Carrying out this questionnaire has shown us that generally the new pharmacy has been received warmly. In response to the comments made about our seating arrangements, we would like to let our customers know that there is still a bit of work to be carried out on the new pharmacy. This includes an arrangement for a larger seating area to be fitted. This year we have started supplying mobility/disability aids for our clientele. We have produced advertisements in local magazines, bag leaflets and online promotion to increase awareness of services that we offer as new customers may not be aware of these.

Your feedback is greatly received. Thank you to all who have completed questionnaires for us.