

Customer Survey Results 2017-2018



Run from April 2017 to March 2018

Number of surveys analysed 125

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!

Brilliant service. Will always use this chemist.

Everyone is very happy, polite and helpful. Best pharmacy I have ever used. I would recommend to anyone.

Our best area from your questionnaire answers was:

Being polite and taking the time to listen to what you want

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 be proactive in handing out & making leaflets available providing advice on physical exercise.

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

100.00%

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

100.00%

Demographic information						
Age	No.	%	Sex	No.	%	
16-19	3	2.44%	Male	40	33.61%	
20-24	1	0.81%	Female	79	66.39%	
25-34	9	7.32%	Type of Customer			
35-44	18	14.63%	You have or care for a child(ren) under 5			14 10.45%
45-54	21	17.07%	You have or care for a child(ren) from 5 to 16			28 20.90%
55-64	22	17.89%	You are a carer for a sufferer of longstanding illness			17 12.69%
65+	49	39.84%	Neither look after children nor the long term ill			75 55.97%