We recently asked 150 of our customers what they thought about our pharmacy and pharmacy services.

You told us...

✓ We are great at:

• Being polite and taking the time to listen to what you want (95%)
• Answering any queries you may have (95%)
• Providing an efficient service (93%)

✗ We could do better at:

• Improve waiting times. (we are employing an additional member of staff and increasing the number of staff that are allocated to the patients waiting for their prescriptions)
• Providing more healthy lifestyle advice such as healthy eating, exercise and stopping smoking (we have initiated more staff training and increased patient engagement in this area)
• Informing our patients of the services we offer (our staff have received additional training to support this as well as additional posters being displayed in the pharmacy)

(We will be working to improve in these areas and on ensuring we meet our customers’ needs in the future!)

94% of customers who returned a questionnaire were satisfied with the pharmacy overall.

Green Light would like to thank everyone who took the time to complete a survey. Your feedback is important and will help us to improve our services.