

Customer Survey Results 2017-2018



Run from April 2017 to March 2018

Number of surveys analysed 53

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!

Lovely staff and chemist. Always smiling and friendly. Much better after new works done.

Pharmacy so much better now it has had a complete make over. Pharmacist and Chloe are always very helpful.

Our best area from your questionnaire answers was:

The service you received from the other pharmacy staff

Our key area for improvement is "providing advice on stopping smoking" and this is what we propose to do to improve our performance

"During consultations and discussions, we will redouble our efforts and signpost our patients to the nearest smoking cessation service"

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

96.15%

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

90.57%

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

33.96%

Demographic information						
Age	No.	%	Sex	No.	% Type of Customer	
16-19	1	1.92%	Male	13	26.00%	
20-24	2	3.85%	Female	37	74.00%	
25-34	2	3.85%				
35-44	2	3.85%	You have or care for a child(ren) under 5			
45-54	8	15.38%	You have or care for a child(ren) from 5 to 16			
55-64	15	28.85%	You are a carer for a sufferer of longstanding illness			
65+	22	42.31%	Neither look after children nor the long term ill			