Patient Satisfaction Survey 2017/18
Mangal Pharmacy, SE9 6SZ

Visit to your pharmacy on the day of the survey Qu 3, Qu 8 and Qu 9
89% of the respondents chose your pharmacy to visit if possible and 73% were Very Satisfied with speed of service 94% of your customers rated your pharmacy as Excellent or very good.

Pharmacy infrastructure Qu 4
You scored over 78% very good in all sections except your waiting area 71%, stock levels 73%, waiting times 68% and provision of a private area 73%

Pharmacy staff Qu 5
This is an area where you are very good since they score over 83% 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 80% Very Well
Providing general advice: scored 71% Very Well
Disposing of medicines: scored 68% Very Well
Signposting: 68% Very Well

General health advice Qu 7:
Up to 71% 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

Demographics Qu 12, 13 & 14
From the commercial point of view the survey indicates you have 60% female customers as opposed to 40% male, 58% are over 45 and 48% 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. The response to the question about private areas, suggests that though you have one, either it is not well sign posted or conversations can be overheard.
3. It does show that they are a little unhappy about your waiting area, stock levels and waiting times so you might like to look into improving these.
4. Providing healthy living advice Qu.7 is something that is not done well, though better than many pharmacies, so it still might be useful to think of more 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.
5. Your demographics may suggest stocking less baby and children items, as 58% of your respondents are over 45 with only 13% having children under 5, but increasing your self indulgent ranges for the older person, of both sexes since you have a 60% female/40% male split, with more disposable income because 48% have no dependents.

Question 11
A) 98% happy with storage
B) 74% asked for their consent
C) 100% felt their views were respected