

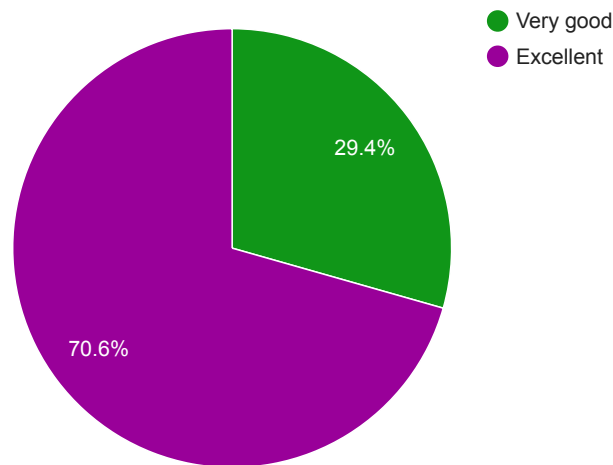
Patient Satisfaction Survey Results

Pharmacy One

**100% of our customers
rate our service as Excellent or Very good**

on the question

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



Where did we do best?

Our customers rated our pharmacy

Very good in:

- The comfort and convenience of the waiting areas (e.g. seating or standing room)
- The cleanliness of the pharmacy
- Overall rate of the pharmacy (taking everything into account - the staff, the shop and the service provided)

Where can we improve?

We'll keep working hard to keep our level of service

We continue to strive to improve our service to you.

Patient satisfaction survey undertaken during April 2017-March 2018 in a sample of 100 patients visiting Pharmacy One

| Age (years) | 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | > 65 |
|-------------|-------|-------|--------|--------|--------|--------|--------|
| Percent | 0.0% | 5.88% | 11.76% | 23.53% | 13.73% | 19.61% | 25.49% |

Male respondents 39.22%, Female 60.78%

51% of patients accessing the pharmacy for themselves