

Customer Survey Results 2018-2019



Run from April 2018 to March 2019

Number of surveys analysed 100

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!

I've been using this pharmacy for a few years and the service given is always friendly and professional.

I have always received wonderful service from this pharmacy. All staff deserve the highest praise.

Our best area from your questionnaire answers was:

The staff overall

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 actively advise our patients about the benefits of physical exercise and the importance of leading and maintaining a healthy lifestyle."

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

99.00%

| Demographic information | | | | | |
|-------------------------|-----|--------|--|-----|--------|
| Age | No. | % | Sex | No. | % |
| 16-19 | 4 | 4.12% | Male | 26 | 31.71% |
| 20-24 | 14 | 14.43% | Female | 56 | 68.29% |
| 25-34 | 23 | 23.71% | Type of Customer | | |
| 35-44 | 17 | 17.53% | You have or care for a child(ren) under 5 | 10 | 10.10% |
| 45-54 | 14 | 14.43% | You have or care for a child(ren) from 5 to 16 | 19 | 19.19% |
| 55-64 | 12 | 12.37% | You are a carer for a sufferer of longstanding illness | 8 | 8.08% |
| 65+ | 13 | 13.40% | Neither look after children nor the long term ill | 62 | 62.63% |