

# Customer Survey Results 2018-2019



Run from April 2018 to March 2019

Number of surveys analysed 123

**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!**

*All staff are very pleasant and polite. Plus they all have a sense of humour!!*

*Great service. Friendly staff as always :)*

Our best area from your questionnaire answers was:

The service you received from the pharmacist

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

**99.18%**

**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

**96.72%**

Demographic information						
Age	No.	%	Sex	No.	% Type of Customer	
16-19	2	1.74%	Male	34	35.05%	
20-24	7	6.09%	Female	63	64.95%	
25-34	16	13.91%				
35-44	14	12.17%	You have or care for a child(ren) under 5			16 13.45%
45-54	31	26.96%	You have or care for a child(ren) from 5 to 16			23 19.33%
55-64	19	16.52%	You are a carer for a sufferer of longstanding illness			19 15.97%
65+	26	22.61%	Neither look after children nor the long term ill			61 51.26%