Community Pharmacy Patient Questionnaire

Well Pharmacy, 110 Church Lane, Handsworth Wood, Birmingham, B202ES

Results of 139 surveys conducted between June 2018 and August 2018

How our customers rated this pharmacy overall

How our customers rated us the highest for...

Areas we need to improve the most

% dissatisfied with the service | Action we will take (within 28 days)
--- | ---
Having somewhere available where you could speak without being overheard if you wanted to | 14.5% | Review consultation areas and consider if any changes can be made
Comfort and convenience of the waiting areas | 10.5% | Review waiting areas and consider if changes can be made
Offering a clear and well organised layout | 5.5% | Take any necessary action to improve pharmacy layout

Our response to customers’ additional comments

Areas within control of pharmacy | Areas outside control of pharmacy
--- | ---
Review pharmacy environment/decor | Interest in a larger store has been noted
Review waiting areas/seating | |

Age range of respondents

| Age range | 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+
| --- | --- | --- | --- | --- | --- | --- | ---
| % | 3.2% | 12.6% | 21.3% | 19.7% | 15.7% | 15.0% | 12.6%

Profile of respondents

| Description | 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+
| --- | --- | --- | --- | --- | --- | --- | ---
| This is the pharmacy that the respondent chooses to visit if possible | 78.5% | | | | | | |
| This is one of several pharmacies that the respondent uses | | 9.1% | | | | | |
| This pharmacy was just convenient on the day for the respondent | | | 12.4% | | | | |

For further information please contact the Superintendents Office (Store 224459)