We recently asked 150 of our customers what they thought about our pharmacy and pharmacy services

You told us...

✅ We are great at:

• The service you received from the staff (97%)  
• Being polite and taking the time to listen to what you want (96%)  
• The cleanliness of the pharmacy (95%)

❌ We could do better at:

• Providing more healthy lifestyle advice such as healthy eating, exercise and stopping smoking (we have initiated more staff training (including online training), and additionally, more training for our Health Champion.)
• Having in stock the items you need (we have reviewed our processes for this)
• Waiting times within the pharmacy (we are working on reducing waiting times, especially during busy periods)

(We will be working to improve in these areas and on ensuring we meet our customers’ needs in the future!)

99% of customers who returned a questionnaire were satisfied with the pharmacy overall

Green Light would like to thank everyone who took the time to complete a survey. Your feedback is important and will help us to improve our services.