## Top areas of performance

<table>
<thead>
<tr>
<th>Question</th>
<th>% respondents dissatisfied with service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleanliness of the pharmacy</td>
<td>100.0%</td>
</tr>
<tr>
<td>Providing an efficient service</td>
<td>100.0%</td>
</tr>
<tr>
<td>The service you received from the pharmacist</td>
<td>100.0%</td>
</tr>
<tr>
<td>Being polite and taking the time to listen to what you want</td>
<td>100.0%</td>
</tr>
<tr>
<td>Offering a clear and well organised layout</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

## Areas in greatest need of improvement

<table>
<thead>
<tr>
<th>Question</th>
<th>Action taken or planned (including timescale)</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>
# Profile of respondents

<table>
<thead>
<tr>
<th>This is the pharmacy that the respondent chooses to visit if possible</th>
<th>This is one of several pharmacies that the respondent uses</th>
<th>This pharmacy was just convenient on the day for the respondent</th>
</tr>
</thead>
<tbody>
<tr>
<td>88.0%</td>
<td>6.0%</td>
<td>6.0%</td>
</tr>
</tbody>
</table>