**Patient Satisfaction Survey Results**

**Jhoots Bournbrook**

99% of our customers rate our service as very good or excellent.

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**Where did we do best?**

- Providing advice on a current health problem or a longer term health condition
- Providing general advice on leading a more healthy lifestyle
- Providing advice on health services or information available elsewhere
- The service you received from the other pharmacy staff
- Being polite and taking time to listen to what you want

**Where can we improve?**

- More staff to cope with busy times

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We continue to strive to improve our service to you.

Patient Satisfaction Survey undertaken during January-March 2019 in a sample of 150 patients visiting Jhoots Pharmacy

Unit 2, 480 Bristol Road, Birmingham B29 6BD.

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**Age Distribution**

<table>
<thead>
<tr>
<th>Age</th>
<th>16-19</th>
<th>20-24</th>
<th>25-34</th>
<th>35-44</th>
<th>45-54</th>
<th>55-64</th>
<th>65+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent</td>
<td>2%</td>
<td>3%</td>
<td>11%</td>
<td>18%</td>
<td>15%</td>
<td>29%</td>
<td>23%</td>
</tr>
</tbody>
</table>

**Gender Distribution**

- Male respondents: 38%
- Female: 62%