

Customer Survey Results 2016-2017

Run from April 2016 to March 2017

Number of surveys analysed 150



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!

Good and fast service. Helpful staff.

I think this pharmacy is ideal. The staff and pharmacy are second to none.

Our best area from your questionnaire answers was:

The staff overall

Our key area for improvement is "providing advice on stopping smoking" and this is what we propose to do to improve our performance

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

100.00%

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

99.33%

Demographic information							
Age	No.	%	Sex	No.	% Type of Customer		
16-19	3	2.00%	Male	55	37.93%		
20-24	1	0.67%	Female	90	62.07%		
25-34	6	4.00%					
35-44	4	2.67%	You have or care for a child(ren) under 5				5 3.45%
45-54	8	5.33%	You have or care for a child(ren) from 5 to 16				5 3.45%
55-64	22	14.67%	You are a carer for a sufferer of longstanding illness				17 11.72%
65+	106	70.67%	Neither look after children nor the long term ill				118 81.38%