

Customer Survey Results 2018-2019

Results collected in February 2019 Number of surveys analysed: 81

Thank you to all of you who spared the time to complete the survey – especially for those of you who made such nice, helpful comments:

“The service provided is excellent for referral for the prescription to delivery of the goods. Also you are kept well informed of the progression of your order”

“Very professional, always ready to help. Very efficient”

Our best areas from your survey answers were:
**The quality and packaging used for the delivery of your prescriptions &
 The condition in which you received your prescriptions.**

Our key area for improvement is “we will ensure we offer advice on stopping smoking and taking enough physical exercise” – so we will be pro-actively doing this over the next 12 months.

Q2 If you had a prescription delivered, how satisfied were you with the time it took to provide your prescription? **Very Satisfied or Fairly Satisfied: 98.7%**

Q5 Again, including any previous use of this pharmacy, how would you rate the pharmacist and the other staff who work there? **Very Satisfied or Fairly Satisfied: 96.5%**

Q9 Finally, taking everything into account - the staff and the service provided - how would you rate this pharmacy? **Very Satisfied or Fairly Satisfied: 91.4%**

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
0%	0%	3.6%	7.2%	15.7%	22.9%	50.6%
Profile of respondents						
Male		Female		Prefer not to say		
84.3%		45.15%		1.2%		