

Results of the Patient Questionnaire from 2016-2017

How customers rated this pharmacy:

% rating us Excellent, Very Good or Good= 100%

100% of our Customers rated us as good for these things...

- Offering a clear and well organised layout
- Our staff
- Answering your queries
- Providing an efficient service
- The service you received from the pharmacist

Areas where we need to improve the most

Last year 1% of customers were dissatisfied with the 'Comfort and convenience of waiting areas'. We have a bench near the entrance which had perhaps been overlooked; staff are now encouraging people to take a seat while they are waiting and this year none of our patients have made these comments so we like to think this has made a difference.

This year we have received no negative feedback which we appreciate as we do constantly try to improve our services. However one of the areas which wasn't ranked as highly as others was 'How long you wait to be served'. We usually only have one member of staff working on the counter at a time and the rest of the staff work in our dispensary, to ensure that patients are served as quickly as possible we now have a member of staff in the dispensary who will go out and serve on the counter should it get busy.

Our response to customer's additional comments

We appreciate all the kind feedback left from our customers, especially regarding our hardworking staff and we encourage them to continue to leave comments so that we can keep improving upon the services we provide.

Age/Gender response:

16-19 20-24 25-34 34-44 45-44 55-64 65+ Male Female

0% 6% 28% 8% 24% 20% 14% 52% 48%

Profile of respondents:

This is the pharmacy that you would visit if possible – 63%

This is one of several pharmacies that you use - 21%

This pharmacy was just convenient on the day - 16%