

Customer Survey Results 2013-2014



**Bobat Pharmacy, 92 Tangier Road, Portsmouth,
Hampshire, PO3 6HU.**

**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!**

I feel all staff are extremely friendly, helpful and this is why I won't go to any other chemist.

This is the best pharmacy in Portsmouth. We have another pharmacy near us, but I would rather go to Bobats than any other.

Our best area from your questionnaire answers was:

The staff overall

Our key area for improvement is "providing advice on physical exercise" 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

98.98%