

# Customer Survey Results 2015-2016



**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!**

*Would highly recommend this pharmacy.*

*Bobat Pharmacy is excellent! Wouldn't dream of using any other pharmacy.*

Our best area from your questionnaire answers was:

Being polite and taking the time to listen to what you want

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

**98.32%**

**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

**99.19%**

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