

# Customer Survey Results 2016-2017

Run from April 2016 to March 2017

Number of surveys analysed 125



**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!**

*Superb pharmacy! I would not go anywhere else! Thank you.*

*Excellent service. Always happy to help and go the extra mile.*

Our best area from your questionnaire answers was:

The service you received from the pharmacist

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

**99.16%**

**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

**100.00%**

Demographic information						
Age	No.	%	Sex	No.	%	
16-19	-	0.00%	Male	35	36.84%	
20-24	-	0.00%	Female	60	63.16%	
25-34	8	6.90%	Type of Customer			
35-44	10	8.62%	You have or care for a child(ren) under 5		8	7.21%
45-54	13	11.21%	You have or care for a child(ren) from 5 to 16		14	12.61%
55-64	18	15.52%	You are a carer for a sufferer of longstanding illness		22	19.82%
65+	67	57.76%	Neither look after children nor the long term ill		67	60.36%