

Customer Survey Results 2017-2018



Run from April 2017 to March 2018

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!

Very good service! Friendly staff and great team!

Excellent pharmacy and staff, would not use any other pharmacy.

Our best area from your questionnaire answers was:

Answering any queries you may have

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

97.48%

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

99.20%

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

93.60%

Demographic information						
Age	No.	%	Sex	No.	% Type of Customer	
16-19	-	0.00%	Male	49	46.67%	
20-24	13	10.83%	Female	56	53.33%	
25-34	12	10.00%				
35-44	15	12.50%				You have or care for a child(ren) under 5
45-54	15	12.50%				8 6.84%
55-64	22	18.33%				You have or care for a child(ren) from 5 to 16
65+	43	35.83%				11 9.40%
						You are a carer for a sufferer of longstanding illness
						16 13.68%
						Neither look after children nor the long term ill
						82 70.09%