

# 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!**

*Very good customer service, always has time to explain medication.*

*Very helpful, can always advise when necessary and friendly team.*

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 stopping smoking" and this is what we propose to do to improve our performance

**All staff will be encouraged to discuss the benefits of non smoking and refer patients to our non smoking service**

**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

**100.00%**

Demographic information							
Age	No.	%	Sex	No.	%		
16-19	1	0.85%	Male	29	29.29%		
20-24	7	5.98%	Female	70	70.71%		
25-34	1	0.85%	Type of Customer			No.	%
35-44	11	9.40%	You have or care for a child(ren) under 5			3	2.73%
45-54	22	18.80%	You have or care for a child(ren) from 5 to 16			14	12.73%
55-64	16	13.68%	You are a carer for a sufferer of longstanding illness			24	21.82%
65+	59	50.43%	Neither look after children nor the long term ill			69	62.73%