

Joydens Wood Pharmacy, 2 Birchwood Parade, Wilmington, Kent, DA2 7NJ

| 2018-2019 Patient Survey | Q10 If you have any comments about how the service from this pharmacy could be improved, please write them in here: |
|-----------------------------|--|
| Date | |
| 24.9.18 | Best pharmacy in the area |
| 19.9.18 | Would like same make tablets. Each time we used to have the same but now they vary. Otherwise very good service here. Pharmacist very kind and helpful always |
| 18.9.18 | It's understood that the shop is closing. This shop is most important for the area. If we have to go elsewhere for shopping we will get prescriptions from there too. No point using car twice |
| 18.9.18 | The service is good but the shop looks very tired now and dark. The Rimmel has gone. Where will we go now for our make up? |
| 17.9.18 | I thought the shop was closing down with the Rimmel being discontinued |
| 15.9.18 | Thought it is community pharmacy but all the shop looks like it is closing. The elder people need this shop otherwise we will have to go elsewhere for prescriptions as don't want to shop separately |
| 14.10.18 | Excellent service from all in pharmacy shop |
| 14.9.18 | Shocked to see Rimmel being removed from sale. I often used to buy lipsticks and nail varnish. Whatever next! |
| 13.9.18 | I feel that this pharmacy and all staff work as a team and therefore achieve the above rating |
| No Date | Always use this pharmacy. Very sad to see Rimmel stand empty and not stocking anymore, no other shop sells cosmetics on the parade. Will be greatly missed |
| 10.9.18 | I must say the shop is looking like it's closing. I hope not! Without these items to buy I would not get medication from here as bad parking. I hope this does not happen |
| 11.9.18 | This pharmacy is excellent and provides a great help to our community. Always ready to give advice. Cannot think of any improvements to this service |
| 15.9.18 | Always helpful |
| 12.9.18 | This is an excellent pharmacy and a vital asset to the local community and beyond. Top rated |
| 7.9.18 | Most upset to see make up go. I hope the £1 lines don't go along with the rest |
| 28.8.18 | Brilliant service under very difficult demands. Sometimes very dependent on them |
| 6.9.18 | On speaking to the manager, it seems the pharmacy is due a revamp. This has started with the removal of the Rimmel stand which is a very bad idea. There is a high proportion of elderly ladies in this community who rely on our Rimmel brands for our cosmetic needs. The brand is good, and well priced for those of us on pensions. There is no alternative source locally here to buy our lipsticks / nail polish etc! Where do we go? Swanley? Hextable? We don't all have cars. If I had to go to Swanley, I would not only buy the cosmetics but probably other products which will benefit coming from my local pharmacy. Maybe Rimmel doesn't fly off the shelves as often as paracetamol or cold remedies, but it is very important to a community pharmacy |
| 24.8.18 | Staff are so helpful. Would not go anywhere else |
| 14.8.18 | Behind counter appears very cluttered with prescriptions |
| 13.8.18 | The Joydens Wood Pharmacy provides an excellent and valuable service to the area. One would not ask for better |
| 2.8.18 | My elderly mother with vascular dementia has her tablets delivered monthly. Recently these tablets have not arrived, causing me to telephone and collect. As she is on anti-anxiety tablets and suffers from dementia this is causing her great stress |
| 9.8.18 | Unable to obtain one of my prescription items. Will call me when / if able to obtain. Very good explanation by staff. Problem with producers. Satisfied |
| 15.8.18 | Would not go anywhere else |
| No Date | Maybe chase GP for prescriptions if there is a delay in getting authorised |
| 3.7.18 | None really. Your pharmacy always gives a first class local service for our community |
| 6.7.18 | 09. I ticked very good however it really is bordering on excellent pharmacy. Very professional kind and friendly staff |
| 9.6.18 | This chemist is very good and an excellent asset to the local community |
| 16.6.18 | No needed improvements |
| 16.6.18 | Excellent as it is |
| 11.6.18 | Very pleased with the help I get |

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| 6.6.18 | Very good service. Staff wonderful |
| 26.5.18 | Getting advice on minor ailments saves waiting for over an hour at the doctors after my appointment time |
| 24.5.18 | Would not go anywhere else. Excellent service |
| 23.5.18 | Very busy pharmacy but the standard is always high |
| 25.5.18 | This is a very good pharmacy! |