Patient Satisfaction Survey 2011/12 Summary Report - Joydens Wood Pharmacy

Overall results

Visit to your pharmacy on the day of the survey Qu 3, Qu 8 and Qu 9
93% of the respondents chose your pharmacy to visit if possible and 93% were Very Satisfied with speed of service 100% of your customers rated your pharmacy as Excellent or very good.

Pharmacy infrastructure Qu 4
You scored over 83% very good in all sections

Pharmacy staff Qu 5
This is an area where you obviously excel since they score over 96% on every category including 99% overall.

Services provided by the pharmacy Qu 6:
Taking the answers only of those who had used the service:
Advice on a current health problem: scored 85% Very Well
Providing general advice: scored 80% Very Well
Disposing of medicines: scored 95% Very Well
Signposting: 80% Very Well

General health advice Qu 7:
Up to 89% said that they had not received advice from you or your staff on smoking, healthy eating and exercise.

Question 10
 Lots of positive comments

Question 11
A)   91% happy with storage
B)   33% asked for their consent
C)   100% felt their views were respected

Demographics Qu 11, 12 & 13
From the commercial point of view the survey indicates you have 69% female customers as opposed to 31% male, 85% are over 45 and 66% have neither children nor dependent relatives to care for

Recommendations
1.   Keep doing what you are doing for most things! You and your staff are very much appreciated. Congratulations
2.   Providing healthy living advice Qu.7 is something that is not done well so it might be useful to think of ways that you and your staff could weave the health messages into general conversation with your customers and actually hand out lifestyle leaflets to customers.
3.   Your demographics may suggest not stocking baby and children items, as 85% of your respondents are over 45 with only 8% having children under 5, but increasing your self indulgent ranges for the older person with more disposable income because 66% have no dependents.