



Patient Satisfaction Survey 2017/18

Pharmacy Exprezz, NR30 1LS

Visit to your pharmacy on the day of the survey

Qu 3, Qu 8 and Qu 9

92% of the respondents chose your pharmacy to visit if possible and 95% 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 86% very good in all sections

Pharmacy staff Qu 5

This is an area where you obviously excel since they score over 90% on every category including 94% 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 87% Very Well

Providing general advice:

scored 87% Very Well

Disposing of medicines:

scored 85% Very Well

Signposting:

79% Very Well

General health advice Qu 7:

Up to 54% said that they had not received advice from you or your staff on smoking, healthy eating and exercise.

Question 10

All positive comments.

Question 11

- A) 100% happy with storage
- B) 65% asked for their consent
- C) 97% felt their views were respected

Demographics Qu 12, 13 & 14

From the commercial point of view the survey indicates you have 56% female customers as opposed to 44% male, 45% are over 45 and 45% 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, though much better than most pharmacies, so it still might be useful to think of more 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 continuing to stock baby and children items, as 55% of your respondents are under 45 with 41% having children under 16, but also increasing your self indulgent ranges for the person, of both sexes since you have a 56% female/44% male split, with more disposable income because 45% have no dependents.