

Customer Survey Results 2017-2018



Pharmacy Exprezz, 183a King Street, Great Yarmouth, Norfolk, NR30 1LS

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 efficient and instant delivery when asked. Five stars!

Very efficient. Excellent knowledge. Very approachable for advice on general health.

Our Best area from your questionnaire answers was:
The staff overall

The area we did worst on was 'Providing advice on stopping smoking' and this is what we propose to do to improve our performance

The Pharmacy as gained an Healthy Living Pharmacy Status and would be providing more advice on healthy lifestyle changes such as stopping smoking, healthy eating, weight management etc. In addition we have a qualified member of staff with a level 2 training in health improvement and smoking cessation advisor. We would provide more information on smoking cessation through handing out lifestyle leaflets to patients and providing information on our website.

Q3 If you used the pharmacy service for another NHS service, how satisfied were you with the time it took to provide this service?

Very Satisfied or Fairly satisfied **100.00%**

Q5 Again, including any previous use of this pharmacy, how would you rate the pharmacist(s) and the other staff who work there?

Very Good or Fairly Good **100.00%**

Q9 Finally, taking everything into account - the staff the service provided - how would you rate this pharmacy?

Excellent or Very Good **100.00%**

| Demographic information | | | | | | | |
|-------------------------|-----|--------|--|-----|--------|-----|--------|
| Age | No. | % | Sex | No. | % | | |
| 16-19 | 7 | 14.89% | Male | 20 | 44.44% | | |
| 20-24 | 2 | 4.26% | Female | 25 | 55.56% | | |
| 25-34 | 7 | 14.89% | Type of Customer | | | No. | % |
| 35-44 | 10 | 21.28% | You have or care for a child(ren) under 5 | | | 20 | 40.82% |
| 45-54 | 8 | 17.02% | You are a carer for a sufferer of longstanding illness | | | 7 | 14.29% |
| 55-64 | 8 | 17.02% | Neither look after children nor the long term ill | | | 22 | 44.90% |
| 65+ | 5 | 10.64% | | | | | |

