

Customer Survey Results 2018-2019



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!

Fast, efficient delivery. Excellent product knowledge of pharmacies. Highly recommended.

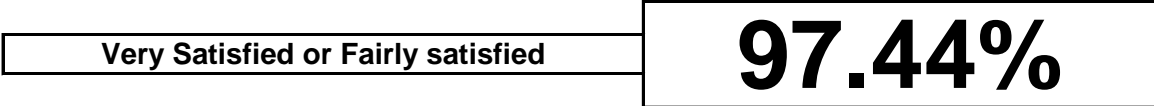
Always professional advice and customer service. First class all round. Medicines delivered immediately if requested. Five stars!!

Our Best area from your questionnaire answers was:
Being polite and taking the time to listen to what you want

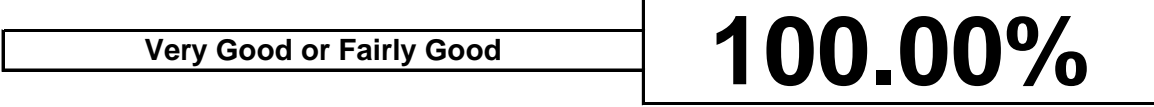
The area we did worst on was "Providing advice on stopping smoking" and this is what we propose to do to improve our performance

The pharmacy is an Healthy Living Pharmacy status at present. We would improve on information provided to customers on Smoking Cessation by handing out leaflets to patients. The pharmacy has updated its website which would provide more information on general lifestyle advice and also operate a blog on the website which would provide a personalised service and information to customers. The pharmacy has 3 staff trained in Level 2 Health Improvement and also a specialist Smoking Cessation advisor.

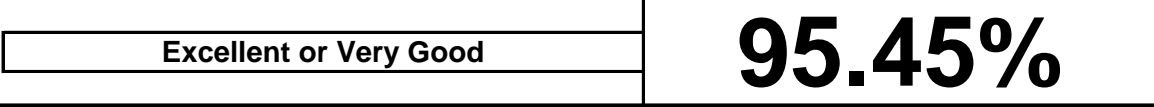
Q3 If you used the pharmacy service for another NHS service, how satisfied were you with the time it took to provide this service?



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



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



Demographic information						
Age	No.	%	Sex	No.	%	
16-19	3	6.82%	Male	16	43.24%	
20-24	2	4.55%	Female	21	56.76%	
25-34	6	13.64%	Type of Customer			
35-44	7	15.91%	You have or care for a child(ren) under 16		10	23.81%
45-54	9	20.45%	You are a carer for a sufferer of longstanding illness		7	16.67%
55-64	7	15.91%	Neither look after children nor the long term ill		25	59.52%
65+	10	22.73%				