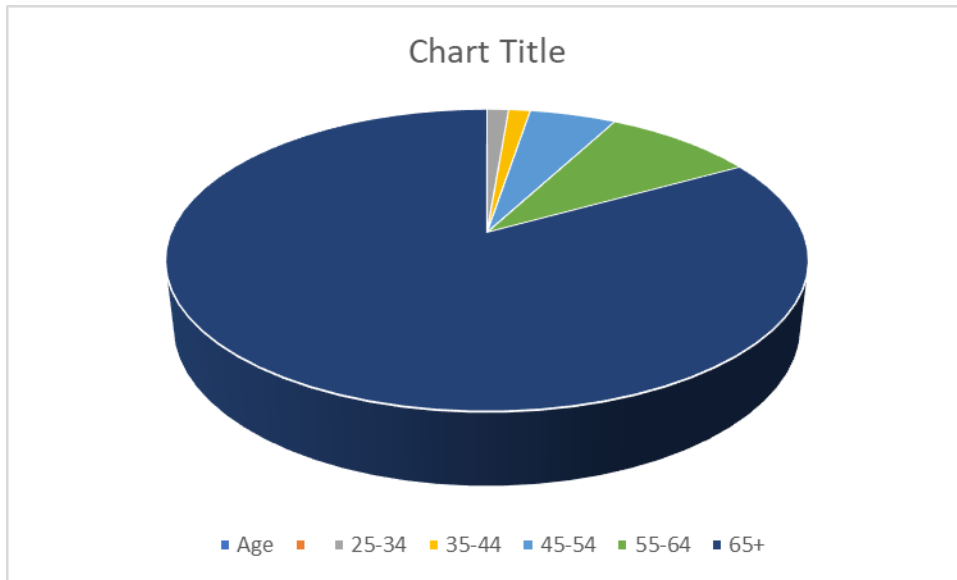


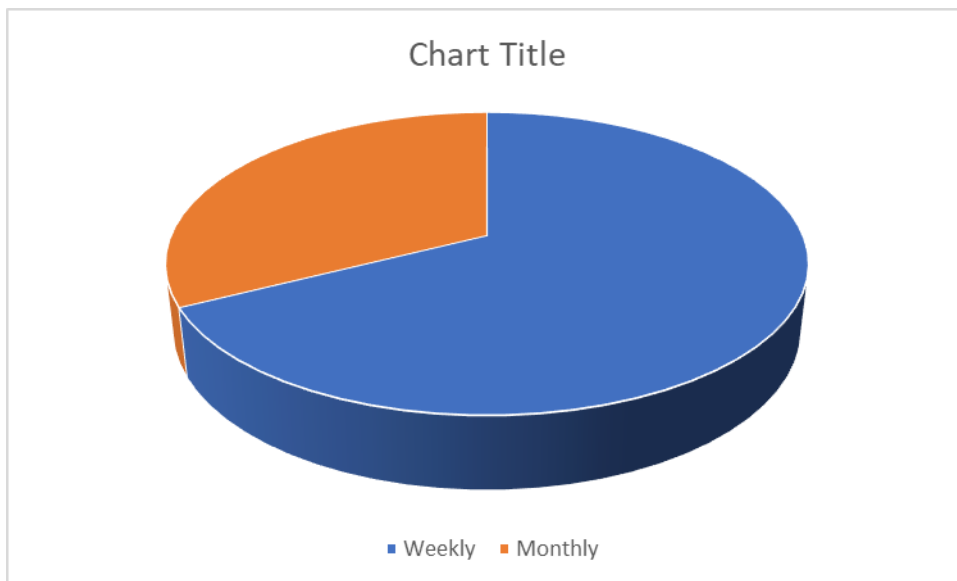
Pinchbeck Pharmacy

NHS Pharmacy Patient survey Results - detailed

Age Range of our Customers



Frequency of usage by our customers



Results – By Question

1. How often do you use the pharmacy?
 - Weekly - 32%
 - Monthly - 68%
2. If you use/contact the pharmacy, do you generally use the pharmacy?
 - Yes - 96%
 - No - 4%
3. Have you visited our website?
 - Yes - 7%
 - No - 93%
4. If you have received a delivery of your medication today, how satisfied were you with the standard of service the delivery driver provided?
 - Not Very - 0%
 - Fairly - 3%
 - Very - 97%
5. How would you rate the pharmacist and the other staff who you speak to over the phone that work there?
 - a. Being polite and taking the time to listen
 - i. Fairly Good – 9%
 - ii. Very Good – 90%
 - iii. Don't know – 2%
 - b. Answering any queries you may have
 - i. Fairly good – 13%
 - ii. Very Good – 85%
 - iii. Don't know – 2%
 - c. The service you receive from the pharmacist
 - i. Fairly Good – 9%
 - ii. Very Good – 90%
 - iii. Don't know – 2%
 - d. The Service you received from other pharmacy staff
 - i. Fairly Good – 9%
 - ii. Very Good – 90%
 - iii. Don't know – 2%
 - e. Providing an efficient service
 - i. Fairly Good – 9%
 - ii. Very Good – 90%
 - iii. Don't know – 2%

- f. The staff overall
 - i. Very Good 98%
 - ii. Don't know 2%
6. Thinking about all the times you phoned Pinchbeck pharmacy, how well do you think it provides each of the following services
- a. Providing advice on current health problem or longer term health condition
 - i. Fairly well – 1%
 - ii. Very Well – 86%
 - iii. Not used – 13%
 - b. Providing general advice on leading a healthier lifestyle
 - i. Fairly well – 7%
 - ii. Very well – 80%
 - iii. Not used – 13%
 - c. Disposing of medicines you no longer need
 - i. Fairly well – 3%
 - ii. Very well – 90%
 - iii. Not used – 7%
 - d. Providing advice on health services or information available elsewhere
 - i. Fairly well – 4%
 - ii. Very well – 86%
 - iii. Not used – 10%
7. Have you been given advice over the phone about any of the following:
- | | | |
|----------------------|--------|--------|
| a. Stopping smoking | Yes 4% | No 96% |
| b. Healthy eating | Yes 4% | No 96% |
| c. Physical exercise | Yes 1% | No 99% |
8. Which of the following best describes how you use Pinchbeck Pharmacy
- | | |
|--------------------------------------|-----|
| a. My pharmacy of choice | 95% |
| b. One of several pharmacies used | 5% |
| c. The pharmacy was convenient today | 0% |

9. Finally taking everything into account – the staff and service provided – how would you rate Pinchbeck Pharmacy?

- | | |
|--------------|-----|
| a. Poor | 0% |
| b. Fair | 2% |
| c. Good | 5% |
| d. Very Good | 31% |
| e. Excellent | 62% |

10. If you have any comments.....

- "They all do a great job"
- "First class service"
- "Very good all round service"
- "Very helpful and polite. They always answer all of my queries. The delivery service is excellent. Thank you"

11. How old are you?

- | | |
|-----------|-----|
| - 20 – 24 | 0% |
| - 25 – 34 | 1% |
| - 35 – 44 | 1% |
| - 45 – 54 | 5% |
| - 55 – 64 | 9% |
| - 65+ | 84% |

12. Are you....

- | | | |
|----------|---|-----|
| - Male | - | 54% |
| - Female | - | 46% |