

# Customer Survey Results 2019 – 2020

**Run from:** April 2019 to March 2020

**Number of surveys analyzed:** 150

**Thank you** to all of you who spared the time to fill in the questionnaires we gave you last year, and especially to those of you who made some amazing comments, as seen below. All constructive feedback has been taken into account and will be used to try and better our service.

***Pharmacy has a good range of products and excellent pharmacy team***

***Pharmacy team have been very helpful and their delivery service is excellent always helping***

**Our best area from your questionnaire was:** Having someone to speak to when needed

**Our key area for improvement is** *'providing healthy living advice'* and we will focus on this

Q.3. How satisfied were you with the time it took to provide your prescription and/or any other NHS services you require?

**Very satisfied or fairly satisfied: 98%**

Q.5. Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there?

**Very good or fairly good: 99%**

Q.9. Finally, taking everything into account – the staff, the shop and the service provided – how would you rate the pharmacy where you received this questionnaire?

**Excellent or very good: 99%**

## Demographic Information

Age	No.	%
16-19	10	7%
20-24	10	7%
25-34	25	16%
35-44	38	26%
45-54	20	13%
55-64	35	23%
65+	12	8%

Type of Customer	No.	%
You have or care for a child(ren) under 5	30	20%
You have or care for a child(ren) from 5 to 16	30	20%
You are a carer for a sufferer of a longstanding illness	40	27%
Neither look after children nor the long term ill	50	33%

Sex	No.	%
Male	70	47%
Female	80	53%

This survey was carried out by **Ipharm (UK) Ltd, B6 7SJ**