

# Joydens Wood Pharmacy, 2 Birchwood Parade, Wilmington, Kent, DA2 7NJ

2019-2020 Patient Survey	Q10 If you have any comments about how the service from this pharmacy could be improved, please write them in here:
Date	
9.10.19	Very happy with the service, provides a convenient and useful service, advice available if you ask.
11.9.19	Couldn't be without them, they are a vital part of our community.
13.8.19	Pharmacy always good. Shop could do with more stock.
14.8.19	Need to carry more stock and this new computerised system often doesn't work.
27.8.19	Very happy with this pharmacy. Excellent service, all staff very helpful. Great £1 section.
14.8.19	Nothing to be improved on. Have been using this pharmacy for 57 years and seen changes improved over those years. Well done to all the staff for the great service to our community.
No date	Staff sometimes rude.
No date	There has been a change of pharmacist recently which is not very good.
13.6.19	It would have been excellent (Q9) but the stock on the shelves in the main shop is now lacking. I regularly bought shampoo, shower gel etc in here but no longer can. There will be no point me visiting the pharmacy now. I will get medication delivered.
5.7.19	The pharmacy service is very good in my experience. Some staff are friendly, some are not. The business side of the pharmacy i.e. the stock, has deteriorated sharply. It stocks so little now, it impacts negatively on the customer. It looks as if it is closing down, it is no longer inviting. Recommendation - Restock the shop, it is the only chemist on the Joydens Wood estate. People will stop using it soon. I fear the premises will close unless it is managed differently.
24.6.19	Excellent all round chemist, much needed by the local community.
No date	Excellent - Never any problems so don't change anything.
22.7.19	Been using this pharmacy for 35 years.
22.7.19	Tracey was extremely supportive with queries relating to my elderly mother. I am really grateful for her support.
13.8.19	I think they run a brilliant shop.
13.8.19	Wouldn't go anywhere else.
13.8.19	Keep up the good work.
13.8.19	The pharmacy is well run and efficient. The pharmacist is available to speak to if required.
12.8.19	Very friendly.
12.8.19	Never any issues when visiting this pharmacy. Time is always taken to listen to you.
9.8.19	First class service as always.
9.8.19	I've used this pharmacy for years and find all the staff polite, caring, understanding, helpful. I do hope it continues.
9.8.19	Have used this chemist for years, never lets me down. Pharmacist and staff are lovely.
9.8.19	Always receive personal service at this pharmacy, wouldn't go anywhere else.
9.8.19	Very good service and always have what I need.
15.8.19	Since moving to the area a while ago I have always used this pharmacy, and have always been happy with the service. Today I was very pleased and found the staff very friendly, helpful and put me at ease.
16.8.19	I use a different pharmacy because this one could not supply my medication consistently.
16.8.19	Everyone is so helpful and pleasant.
22.8.19	They are very helpful all the time.
21.8.19	Local residents became very friendly with previous pharmacist over the years, he served us so well. We now have a new pharmacist who we need to get to know. Great local service.
23.8.19	Think there are new staff so it's just time to settle in. Anne and Tracey have helped me a great deal and are very polite, helpful etc. Thank you.
23.8.19	Very good service.
27.8.19	I don't think it can be. The offers in store - excellent choice and cool whilst hot.
23.8.19	Very helpful staff.