



Patient Satisfaction Survey 2007/8 Summary Report - Joydens Wood Pharmacy

Overall results

Visit to your pharmacy on the day of the survey Qu 3, Qu 8 and Qu 9

89% of the respondents chose your pharmacy to visit if possible and 89% were Very Satisfied with speed of service 94% of your customers rated your pharmacy as Excellent or very good..

Pharmacy infrastructure Qu 4

You scored over 86% very good in all sections except your waiting area 69%, stock levels 79% and provision of a private area 39%

Pharmacy staff Qu 5

This is an area where you obviously excel since they score over 92% on every category including 93% overall.

Services provided by the pharmacy Qu 6:

Taking the answers only of those who had used the service:

Advice on a current health problem: scored 88% Very Well

Providing general advice: scored 78% Very Well

Disposing of medicines: scored 95% Very Well

Signposting: 81% Very Well

General health advice Qu 7:

Up to 90% said that they had not received advice from you or your staff on smoking, healthy eating and exercise.

Question 10

All positive comments

Demographics Qu 11, 12 & 13

From the commercial point of view the survey indicates you have 57 % female customers as opposed to 43% male, 75% are over 45 and 58% have neither children nor dependent relatives to care for

Recommendations

1. Keep doing what you are doing for most things! You and your staff are much

2. appreciated. Well done
2. The question about private areas is not phrased to distinguish whether the customer is unhappy about the privacy issue. It merely asks for comment. We recommend you find out what your customers really want.
3. It does show that they are a little unhappy about your waiting area and stock levels so you might like to look into that with a view to improving them.
4. Providing general advice Qu.6b and Qu.7 is something that is not done well so it might be useful to think of ways that you and your staff could weave the health messages into general conversation with your customers and actually hand out lifestyle leaflets to customers.
5. Your demographics may suggest not stocking baby and children items, 75% of your respondents are over 45 with only 27% having children under 16 but increasing your self indulgent ranges for the older person with more disposable income because 58% have no dependents

