



# Patient Satisfaction Survey 2008/9 Summary Report - Joydens Wood Pharmacy

## Overall results

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

85% of the respondents chose your pharmacy to visit if possible and 95% were Very Satisfied with speed of service 99% of your customers rated your pharmacy as Excellent or very good..

### Pharmacy infrastructure Qu 4

You scored over 79% very good in all sections except your waiting area 66% and provision of a private area 45%

### Pharmacy staff Qu 5

This is an area where you obviously excel since they score over 93% on every category including 95% 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 93% Very Well

Providing general advice: scored 78% Very Well

Disposing of medicines: scored 92% Very Well

Signposting: 83% Very Well

### General health advice Qu 7:

Up to 91% said that they had not received advice from you or your staff on smoking, healthy eating and exercise.

### Question 10

Just a few comments, mostly positive though mention of a private area.

### Demographics Qu 11, 12 & 13

From the commercial point of view the survey indicates you have 59% female customers as opposed to 41% male, 80% are over 45 and 64% have neither children nor dependent relatives to care for

## Recommendations

1. Keep doing what you are doing for most

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 but looking at your comments it seems to be something your clients want.
3. It does show that they are a little unhappy about your waiting area so you might like to look into that with a view to improving it.
4. Providing healthy living advice 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, as 80% of your respondents are over 45 with only 23% having children under 16, but increasing your self indulgent ranges for the older person with more disposable income because 64% have no dependents.

