

# Customer Survey Results 2012-2013



Joyden's Wood Pharmacy, 2 Birchwood Parade,  
Wilmington, Kent, DA2 7NJ

Thank you to all of you who spared the time to fill in  
the questionnaires we gave you last year,  
especially for those of you who made the wonderful comments  
below!

*This is a wonderful asset to the community – with the kindest most helpful staff you  
could wish for. Long may you be there. What would we do without you?*

*Friendly atmosphere and also very helpful with any advice*

Our best area from your questionnaire answers was:

The service you received from the pharmacist

The area we did worst on was providing advice on physical exercise and this is what we propose  
to do to improve our performance

Q3 How satisfied were you with the time it took to provide your prescription and/or any  
other NHS services you required?

Very Satisfied or Fairly satisfied

**98.86%**

Q5 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

**100.00%**

Q9 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

**98.94%**