

Customer Survey Results 2015-2016



Joydens 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!

Fantastic local surgery. Staff are always
very helpful. The pharmacist is amazing.

Excellent service every visit. Staff and
pharmacist always very pleasant.

Our best area from your questionnaire answers was:

Being polite and taking the time to listen to what you want

Our key area for improvement is "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

100.00%

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

100.00%