



Patient Satisfaction Survey 2010/2011 Summary Report - Joydens Wood Pharmacy

Overall results

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

91% of the respondents chose your pharmacy to visit if possible and 91% 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 53% very good in all sections except your waiting area 40% and provision of a private area 30%

Pharmacy staff Qu 5

This is an area where you obviously excel since they score over 91% on every category including 99% 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 83% Very Well

Providing general advice: scored 63% Very Well

Disposing of medicines: scored 96% Very Well

Signposting: 75% Very Well

General health advice Qu 7:

Up to 94% said that they had not received advice from you or your staff on smoking, healthy eating and exercise.

Question 10

Lots of positive comments but several mentions of needing a refit

Question 11

The services which appear to be most wanted are

Blood Pressure Testing 49%

Cholesterol testing 44%

Repeat Dispensing 42%

Blood Sugar Testing 42%

Flu Injections 33%

Demographics Qu 12, 13 & 14

From the commercial point of view the survey indicates you have 69% female customers as opposed to 31% male, 77% are over 45 and 61% 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 very much appreciated. Congratulations.
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 especially 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 77% of your respondents are over 45 with only 13% having children under 5, but increasing your self indulgent ranges for the older person with more disposable income because 61% have no dependents.