



# Patient Satisfaction Survey 2013/14 Summary Report - Joydens Wood Pharmacy

## Overall results

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

90% of the respondents chose your pharmacy to visit if possible and 98% were Very Satisfied with speed of service 100% of your customers rated your pharmacy as Excellent or very good.

### Pharmacy infrastructure Qu 4

You scored over 91% very good in all sections except your waiting area 79%

### Pharmacy staff Qu 5

This is an area where you obviously excel since they score over 94% on every category including 97% 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 95% Very Well

Providing general advice: scored 87% Very Well

Disposing of medicines: scored 96% Very Well

Signposting: 92% Very Well

### General health advice Qu 7:

Up to 88% said that they had not received advice from you or your staff on smoking, healthy eating and exercise.

### Question 10

Lots of very positive comments left.

### Question 11

- A) 96% happy with storage
- B) 35% asked for their consent
- C) 100% felt their views were respected

### Demographics Qu 12, 13 & 14

From the commercial point of view the survey

indicates you have 56% female customers as opposed to 44% male, 95% are over 45 and 70% 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. 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.
3. 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.
4. Your demographics may suggest not stocking baby and children items, as 95% of your respondents are over 45 with only 5% having children under 5, but increasing your self indulgent ranges for the older person, of both sexes since you have a female/male 56/44 split, with more disposable income because 70% have no dependents.

