



# Patient Satisfaction Survey 2009/10 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 86% were Very Satisfied with speed of service 97% of your customers rated your pharmacy as Excellent or very good.

### Pharmacy infrastructure Qu 4

You scored over 71% very good in all sections except your cleanliness 64%, waiting area 54% and provision of a private area 30%

### Pharmacy staff Qu 5

This is an area where you obviously excel since they score over 89% 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 74% Very Well

Providing general advice: scored 66% Very Well

Disposing of medicines: scored 90% Very Well

Signposting: 69% Very Well

### General health advice Qu 7:

Up to 97% said that they had not received advice from you or your staff on smoking, healthy eating and exercise.

### Question 10

Some positive comments but mention of brightening shop

### Demographics Qu 11, 12 & 13

From the commercial point of view the survey indicates you have 61% female customers as opposed to 39% male, 80% are over 45 and 61% have neither children nor dependent relatives to care for

## Recommendations

1. Keep doing what you are doing for most

2. things! You and your staff are very much appreciated. Congratulations.  
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 unhappy about your waiting area and cleanliness 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 8% having children under 5, but increasing your self indulgent ranges for the older person with more disposable income because 61% have no dependents.

