



Patient Satisfaction Survey 2016/17 Summary Report - Joydens Wood Pharmacy

Overall results

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

93% 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 89% very good in all sections

Pharmacy staff Qu 5

This is an area where you obviously excel since they score over 98% 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 81% Very Well

Providing general advice: scored 71% Very Well

Disposing of medicines: scored 75% Very Well
Signposting: 65% Very Well

General health advice Qu 7:

Up to 84% said that they had not received advice from you or your staff on smoking, healthy eating and exercise.

Question 10

All positive comments

Question 11

- A) 96% happy with storage
- B) 48% asked for their consent
- C) 96% felt their views were respected

Demographics Qu 12, 13 & 14

From the commercial point of view the survey indicates you have 71% female customers as opposed to 29% male, 83% are over 45 and

63% 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. 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.
3. Your demographics may suggest not stocking baby and children items, as 83% of your respondents are over 45 with only 3% having children under 5, but increasing your self indulgent ranges for the older person, with more disposable income because 63% have no dependents.
4. You may want to consider increasing your products and services for those with a long term illness as 22% care for somebody in this category.

