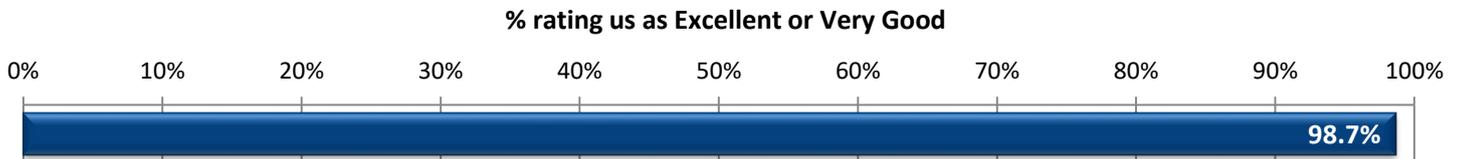


# Community Pharmacy Patient Questionnaire

Lincoln Co-operative Chemists Ltd, 5 Fleet Street, Holbeach, Lincolnshire, PE12 7AX

Results of 152 surveys conducted between December 2018 and February 2019

## How our customers rated this pharmacy overall



## Our customers rated us the highest for...

% rating us as Very or Fairly Good



## Areas we need to improve the most

% dissatisfied with the service

Action we will take (within 28 days)

	% dissatisfied with the service	Action we will take (within 28 days)
Having somewhere available where you could speak without being overheard if you wanted to	0.7%	Review consultation areas and consider if any changes can be made
Comfort and convenience of the waiting areas	0.7%	Review waiting areas and consider if changes can be made

## Our response to customers' additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
Consider improvements to areas for confidential discussion	

## Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
0.7%	3.3%	4.7%	12.0%	14.0%	25.3%	40.0%

## Profile of respondents

This is the pharmacy that the respondent chooses to visit if possible	This is one of several pharmacies that the respondent uses	This pharmacy was just convenient on the day for the respondent
91.7%	6.3%	2.1%