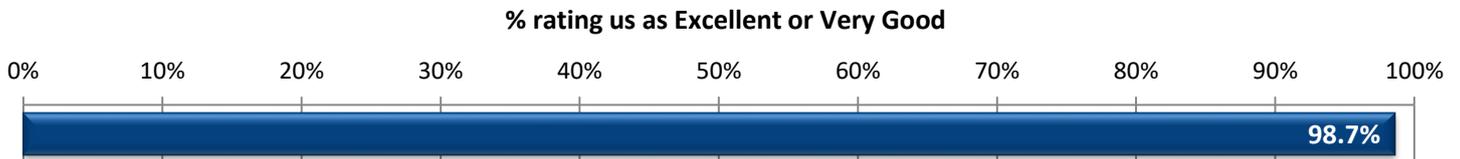


# Community Pharmacy Patient Questionnaire

Lincoln Co-operative Chemists Ltd, Bar Lane, Waddington, Lincolnshire, LN5 9SA

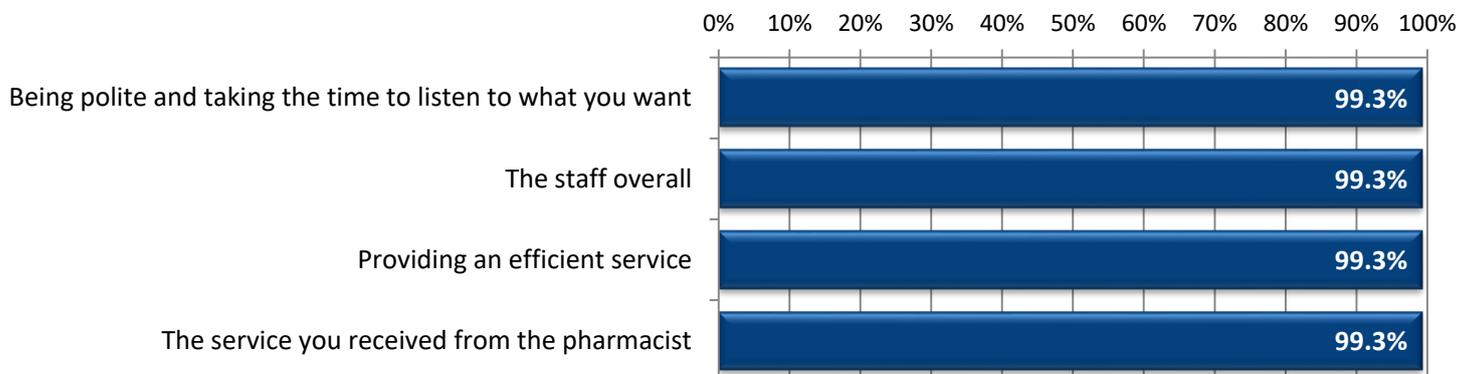
Results of 150 surveys conducted between December 2018 and February 2019

## 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)

Area of dissatisfaction	Percentage	Action we will take (within 28 days)
Providing general advice on leading a more healthy lifestyle	4.8%	Take action such as providing additional staff training
Providing advice on health services or information available elsewhere	4.8%	Take action such as providing additional staff training
Disposing of medicines you no longer need	3.7%	Take action such as providing additional staff training

## Our response to customers' additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
Take any necessary action to strive to improve stock availability	
Review pharmacy environment/decor	

## Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
0.7%	0.7%	8.7%	10.0%	16.7%	22.0%	41.3%

## 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
88.2%	9.0%	2.8%