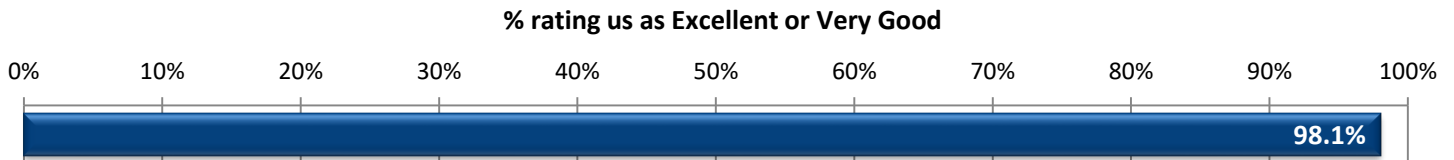


# Community Pharmacy Patient Questionnaire

Lincoln Co-operative Chemists Ltd, 111 Burton Road, Lincoln, Lincolnshire, LN1 3LL

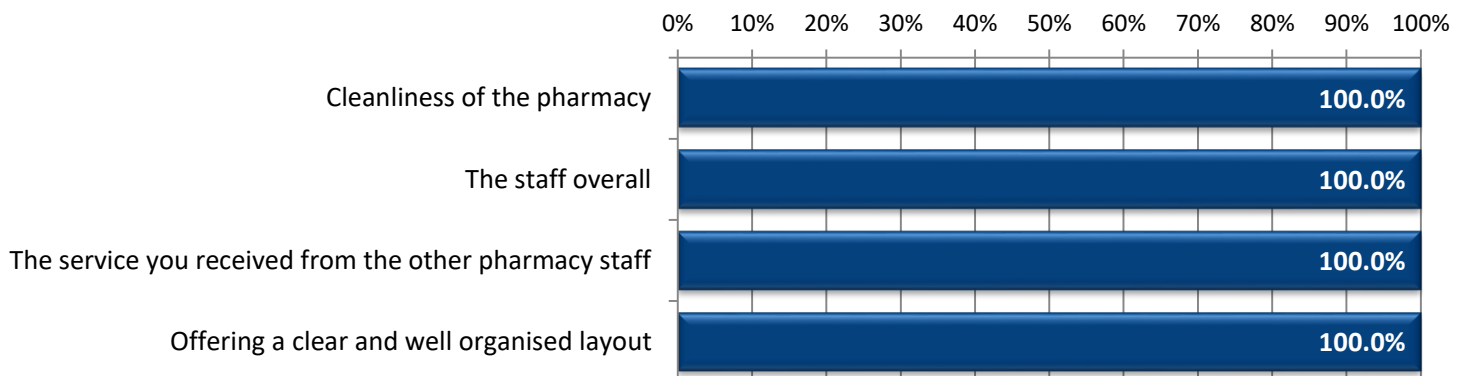
Results of 154 surveys conducted between December 2018 and February 2019

## 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) |
|---------------------------------|--------------------------------------|
|                                 |                                      |
|                                 |                                      |
|                                 |                                      |

## Our response to customers' additional comments

| Areas within control of pharmacy                      | Areas outside control of pharmacy |
|---|-----------------------------------|
| Consider additional product requests                  |                                   |
| Review communication between Doctors and the pharmacy |                                   |
|   |                                   |

## Age range of respondents

| 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+   |
|-------|-------|-------|-------|-------|-------|-------|
|       | 3.2%  | 13.6% | 17.5% | 25.3% | 20.1% | 20.1% |

## 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 |
|---|--|---|
| 83.9%   | 10.1%  | 6.0%  |