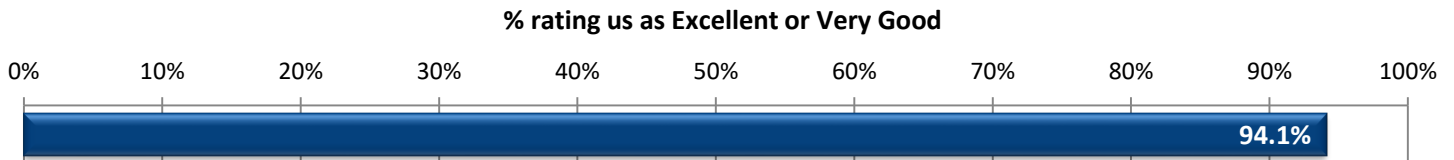


Community Pharmacy Patient Questionnaire

Lincoln Co-operative Chemists Ltd, Unit 9, The Parade, Cherry Willingham, Lincoln, LN3 4JL

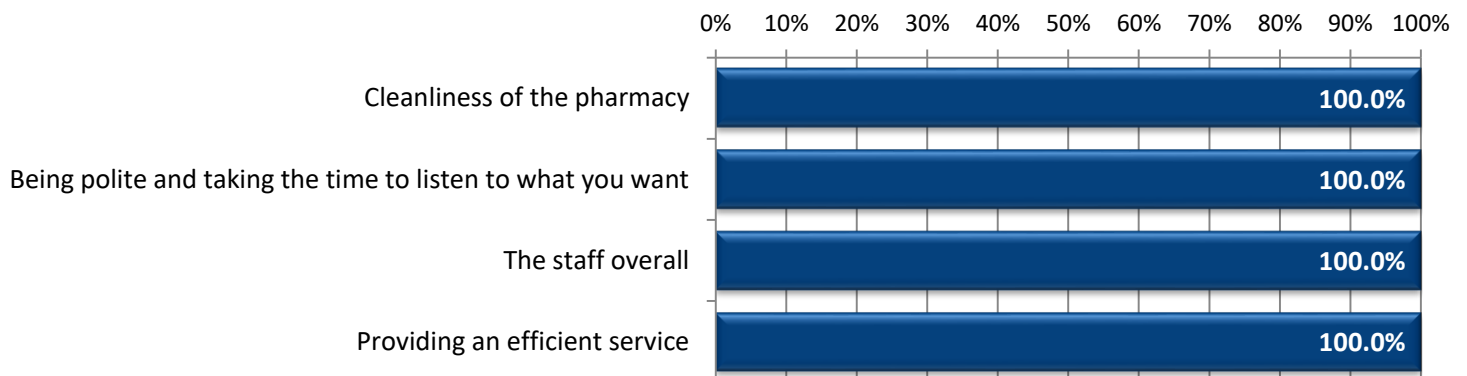
Results of 155 surveys conducted between December 2018 and February 2019

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 | % dissatisfied with the service | Action we will take (within 28 days) |
|--|---------------------------------|---|
| The service you received from the pharmacist | 1.3% | Improve professional practice through additional training |
| 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 |
|----------------------------------|-----------------------------------|
| Review waiting areas/seating | |
| Review opening times | |
| | |

Age range of respondents

| 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ |
|-------|-------|-------|-------|-------|-------|-------|
| | | 9.2% | 10.5% | 13.7% | 22.2% | 44.4% |

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% | 5.1% | 6.6% |