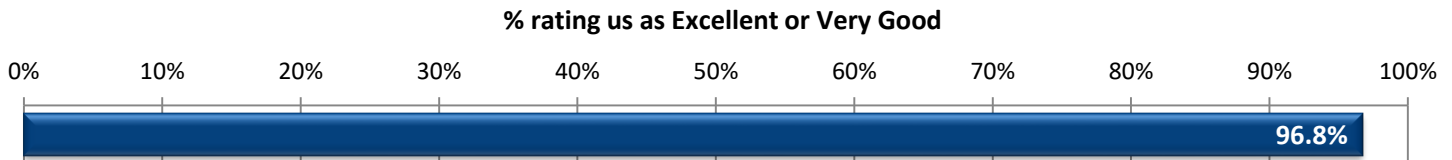


# Community Pharmacy Patient Questionnaire

Lincoln Co-operative Chemists Ltd, 8 Valentine Road, Hunstanton, Norfolk, PE36 5DN

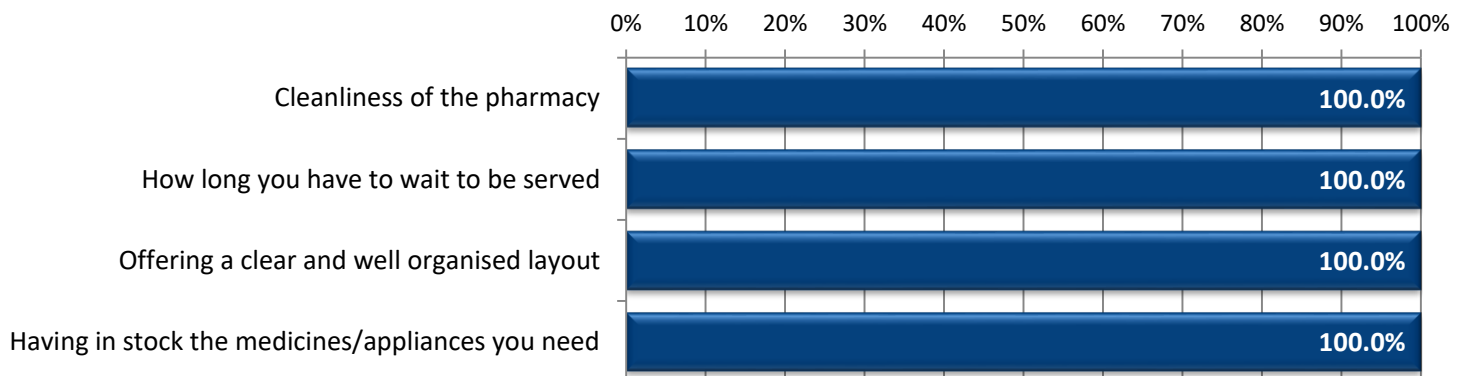
Results of 192 surveys conducted between December 2018 and February 2019

## 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	% dissatisfied	Action we will take (within 28 days)
Having somewhere available where you could speak without being overheard if you wanted to	0.6%	Review consultation areas and consider if any changes can be made
Answering any queries you may have	0.5%	Take action such as providing additional staff training
The service you received from the other pharmacy staff	0.5%	Take action such as providing additional staff training

## Our response to customers' additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
Review opening times	
Review waiting areas/seating	

## Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
	1.1%	2.7%	1.1%	7.5%	20.4%	67.2%

## 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
90.3%	6.8%	2.8%