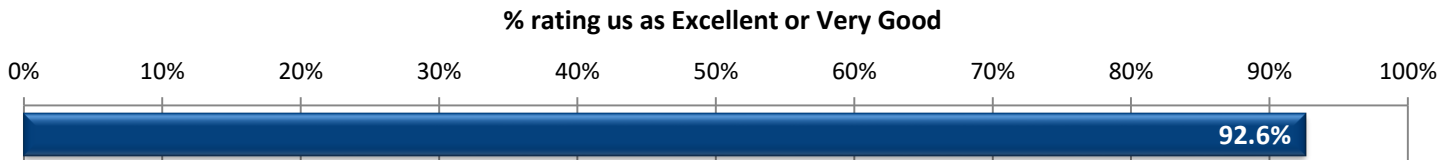


Community Pharmacy Patient Questionnaire

Lincoln Co-operative Chemists Ltd, Boston Road, Kirton, Lincolnshire, PE20 1DS

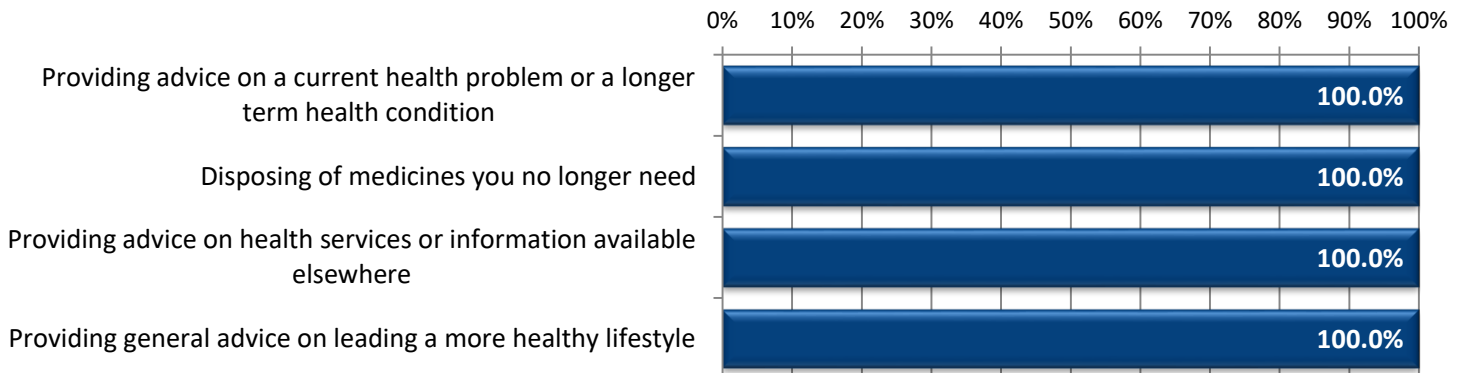
Results of 150 surveys conducted between December 2018 and February 2019

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	% dissatisfied	Action we will take (within 28 days)
Having in stock the medicines/appliances you need	1.4%	Take any necessary action to strive to improve stock availability
The service you received from the pharmacist	1.4%	Improve professional practice through additional training
How long you have to wait to be served	1.4%	Take action to improve time taken to be served

Our response to customers' additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
Review customer service process with the pharmacy team	
Questionnaire completion is an annual NHS contract requirement	
Review waiting times and take action to improve	

Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
1.5%	9.6%	13.3%	20.7%	19.3%	18.5%	17.0%

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
85.6%	6.1%	8.3%