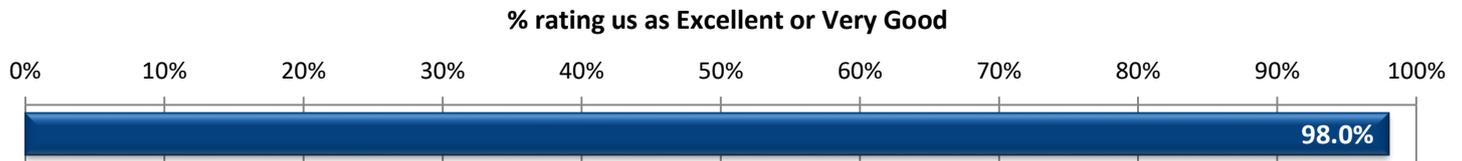


# Community Pharmacy Patient Questionnaire

Lincoln Co-operative Chemists Ltd, 52 Eastgate, Louth, Lincolnshire, LN11 9PG

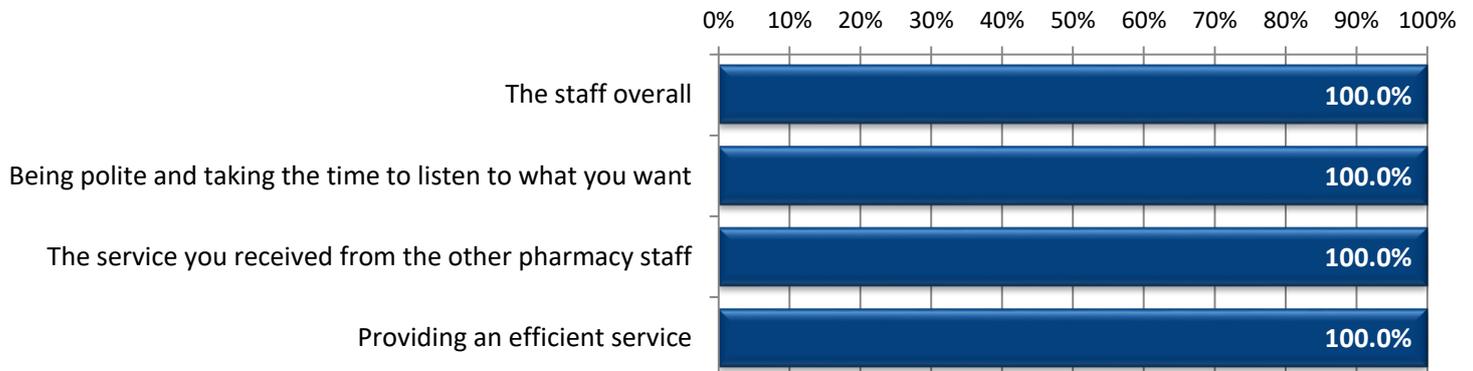
Results of 155 surveys conducted between December 2018 and February 2019

## 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)

% 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 ways to improve home delivery or collection service	
Review pharmacy environment/decor	
Review consultation area	

## Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
0.7%	1.3%	9.2%	10.5%	21.6%	21.6%	35.3%

## 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
86.5%	8.8%	4.7%