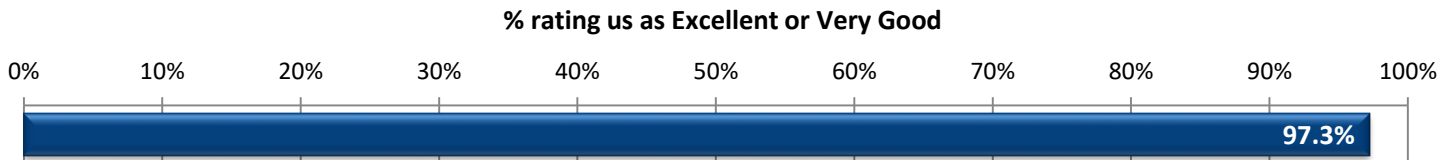


Community Pharmacy Patient Questionnaire

Lincoln Co-operative Chemists Ltd, 448 Scalby Road, Newby, Scarborough, YO12 6EE

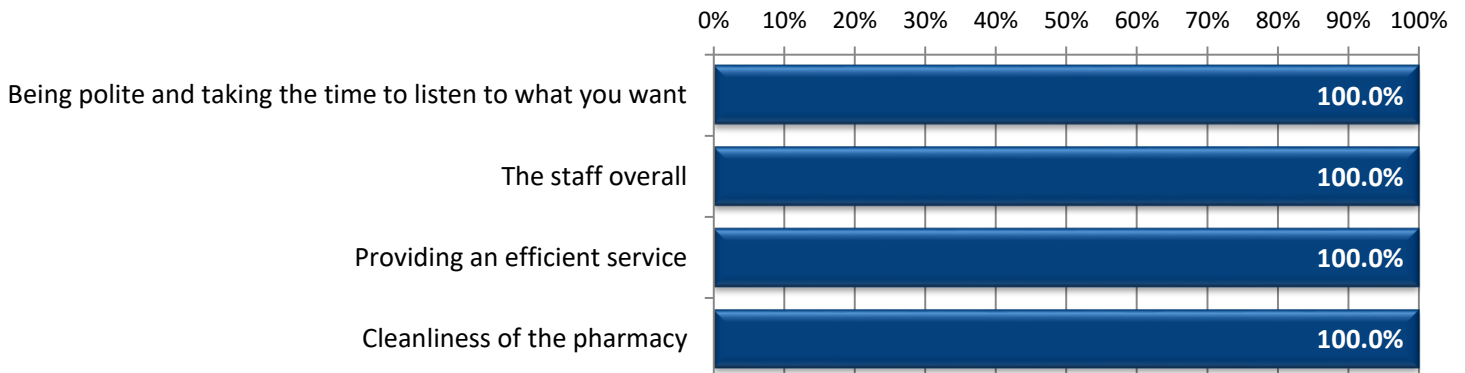
Results of 150 surveys conducted between December 2018 and January 2019

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
Comfort and convenience of the waiting areas	1.3%	Review waiting areas and consider if changes can be made
Having somewhere available where you could speak without being overheard if you wanted to	0.8%	Review consultation areas and consider if any changes can be made

Our response to customers' additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
Review opening times	
Review leaflets available	
Review advertising with Marketing Department	

Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
		7.5%	4.1%	11.0%	17.8%	59.6%

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
80.9%	13.5%	5.7%