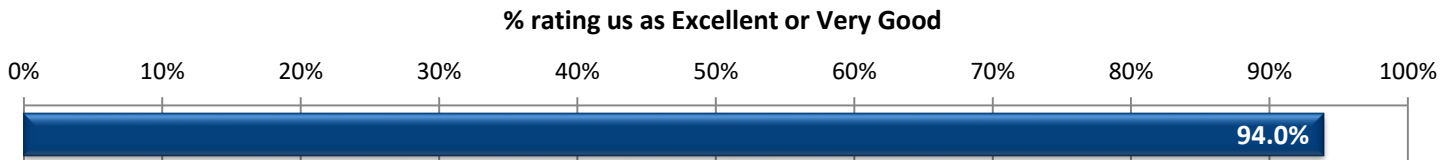


Community Pharmacy Patient Questionnaire

Lincoln Co-operative Chemists Ltd, 226 Rookery Lane, Lincoln, Lincolnshire, LN6 7PH

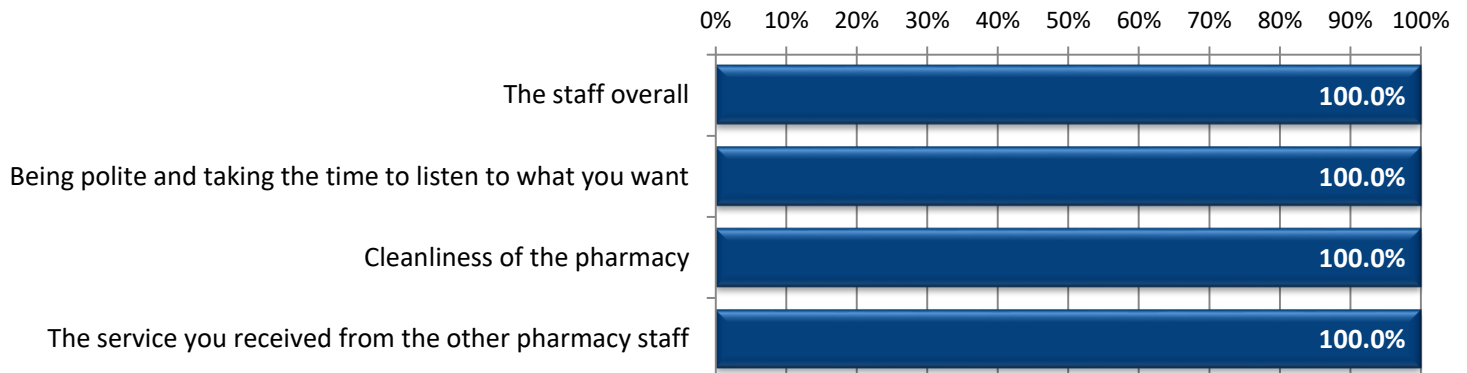
Results of 150 surveys conducted between December 2018 and February 2019

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) |
|--|----------------|--|
| Providing general advice on leading a more healthy lifestyle | 2.0% | Take action such as providing additional staff training |
| Comfort and convenience of the waiting areas | 1.4% | Review waiting areas and consider if changes can be made |
| 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 waiting times and take action to improve | |
| | |
| | |

Age range of respondents

| 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ |
|-------|-------|-------|-------|-------|-------|-------|
| 4.1% | 4.1% | 13.5% | 18.9% | 22.3% | 20.9% | 16.2% |

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 |
|---|--|---|
| 84.5% | 8.5% | 7.0% |