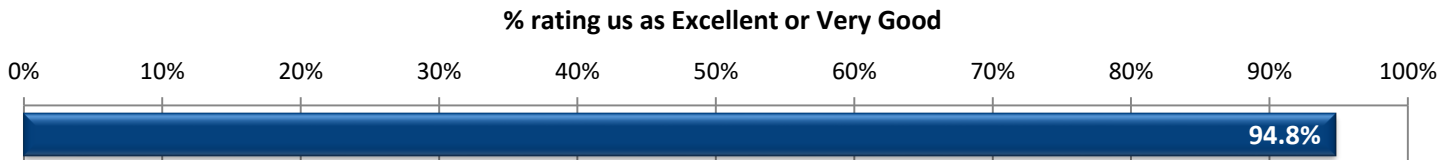


Community Pharmacy Patient Questionnaire

Lincoln Co-operative Chemists Ltd, 107 High Street, Saxilby, Lincolnshire, LN1 2HG

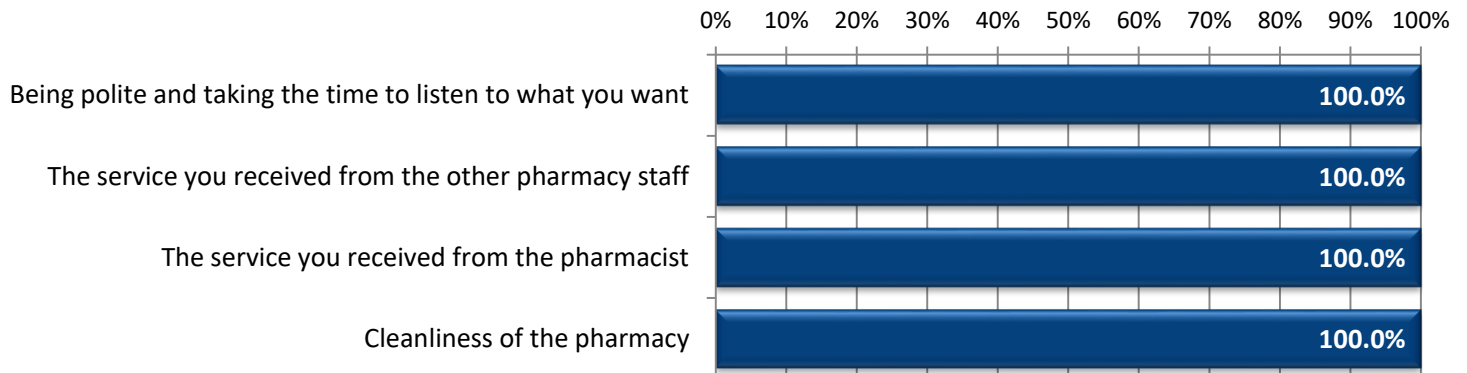
Results of 159 surveys conducted between December 2018 and January 2019

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 | 2.0% | Take any necessary action to strive to improve stock availability |
| Providing advice on a current health problem or a longer term health condition | 1.7% | Take action such as providing additional staff training |
| Having somewhere available where you could speak without being overheard if you wanted to | 1.4% | 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 communication between Doctors and the pharmacy | |
| Review waiting areas/seating | |
| | |

Age range of respondents

| 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ |
|-------|-------|-------|-------|-------|-------|-------|
| 0.7% | 4.0% | 10.6% | 11.3% | 14.6% | 21.2% | 37.7% |

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 |
|---|--|---|
| 86.8% | 9.9% | 3.3% |