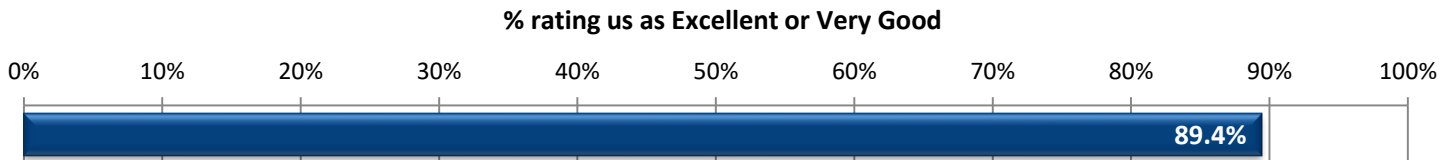


# Community Pharmacy Patient Questionnaire

Lincoln Co-operative Chemists Ltd, 7 High Street, Spilsby, Lincolnshire, PE23 5JJ

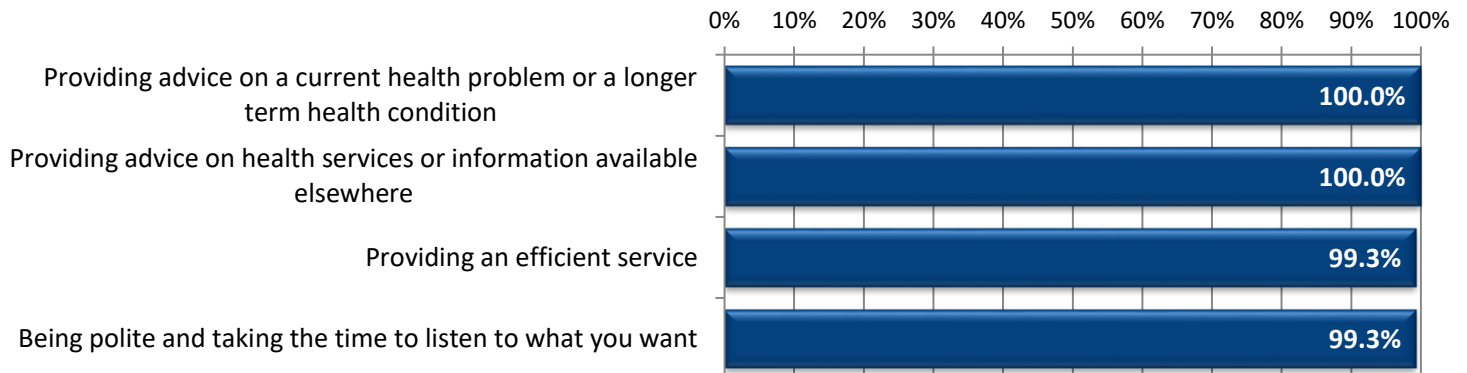
Results of 151 surveys conducted between December 2018 and February 2019

## 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  | % dissatisfied with the service | Action we will take (within 28 days)                              |
|---|---------------------------------|---|
| Having in stock the medicines/appliances you need | 6.3%                            | 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 waiting times and take action to improve |                                   |
| Review waiting areas/seating                    |                                   |
| Review staff training                           |                                   |

## Age range of respondents

| 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+   |
|-------|-------|-------|-------|-------|-------|-------|
| 0.7%  | 4.9%  | 7.7%  | 16.2% | 19.7% | 23.9% | 26.8% |

## 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 |
|---|--|---|
| 81.2%   | 11.6%  | 7.2%  |