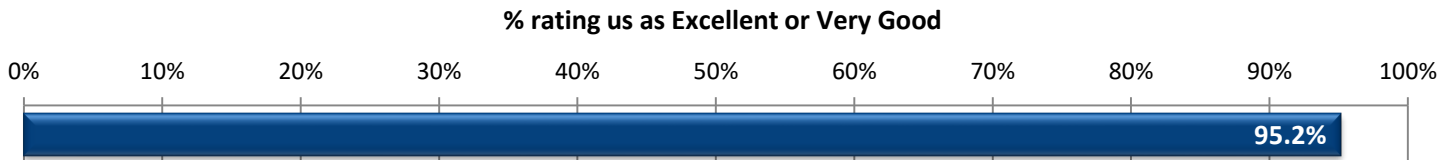


# Community Pharmacy Patient Questionnaire

Lincoln Co-operative Chemists Ltd, 18 High Street, St Botolphs, Lincoln, Lincolnshire, LN5 8BE

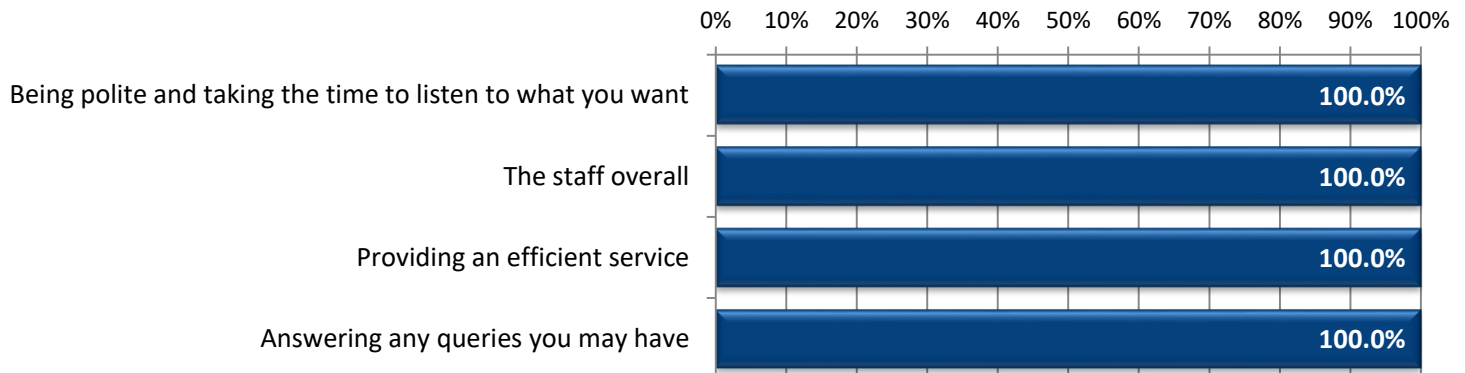
Results of 150 surveys conducted between December 2018 and March 2019

## 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)                     |
|--|----------------|--|
| Comfort and convenience of the waiting areas                                   | 2.0%           | Review waiting areas and consider if changes can be made |
| Providing advice on health services or information available elsewhere         | 1.0%           | Take action such as providing additional staff training  |
| Providing advice on a current health problem or a longer term health condition | 0.8%           | Take action such as providing additional staff training  |

## Our response to customers' additional comments

| Areas within control of pharmacy           | Areas outside control of pharmacy         |
|--|---|
| Review level of service to reduce crowding | Interest in a larger store has been noted |
| Review product range in pharmacy           |   |
|  |   |

## Age range of respondents

| 16-19 | 20-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+   |
|-------|-------|-------|-------|-------|-------|-------|
| 2.8%  | 7.6%  | 19.3% | 16.6% | 20.7% | 15.9% | 17.2% |

## 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 |
|---|--|---|
| 85.9%   | 6.3%   | 7.7%  |