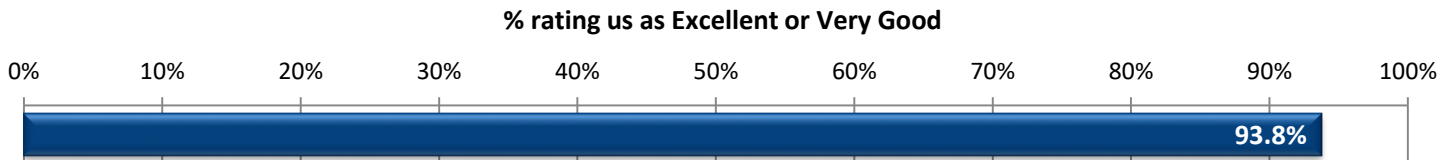


Community Pharmacy Patient Questionnaire

Lincoln Co-operative Chemists Ltd, Vanessa Drive, Gainsborough, Lincolnshire, DN21 2UJ

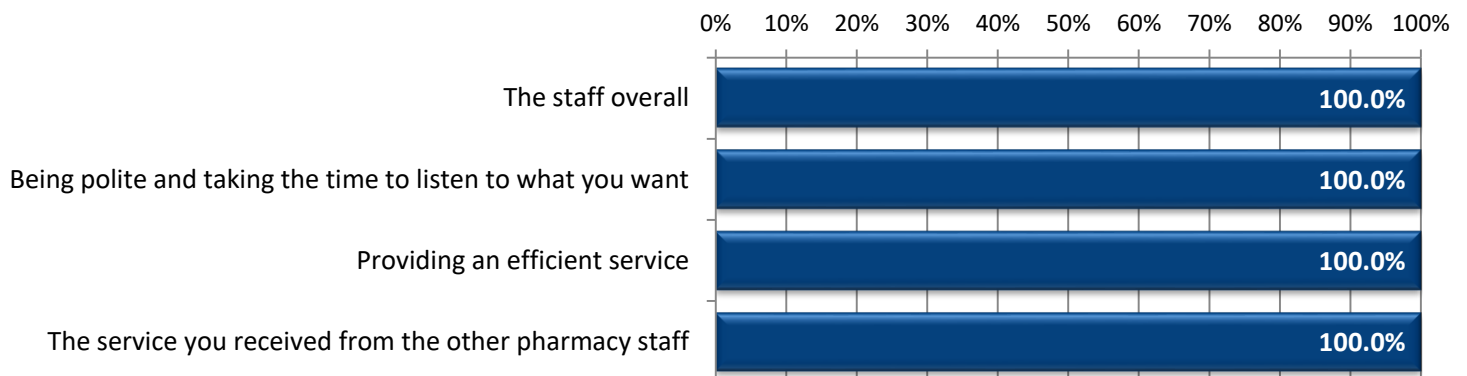
Results of 150 surveys conducted between December 2018 and February 2019

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	2.7%	Take action such as providing additional staff training
Comfort and convenience of the waiting areas	2.0%	Review waiting areas and consider if changes can be made
Having somewhere available where you could speak without being overheard if you wanted to	1.6%	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 dispensary layout	
Review level of service to reduce crowding	
Review pharmacy layout	

Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
2.8%	5.6%	15.5%	17.6%	20.4%	16.9%	21.1%

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
69.0%	17.8%	13.2%