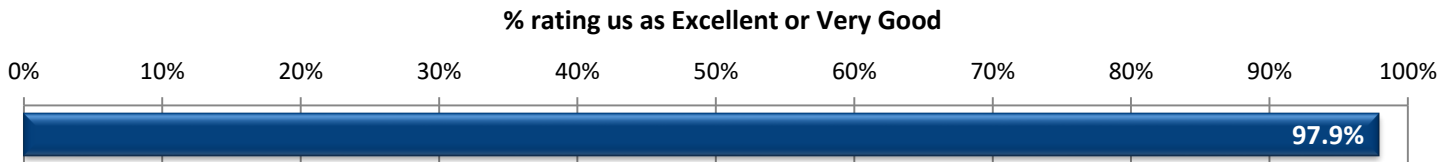


Community Pharmacy Patient Questionnaire

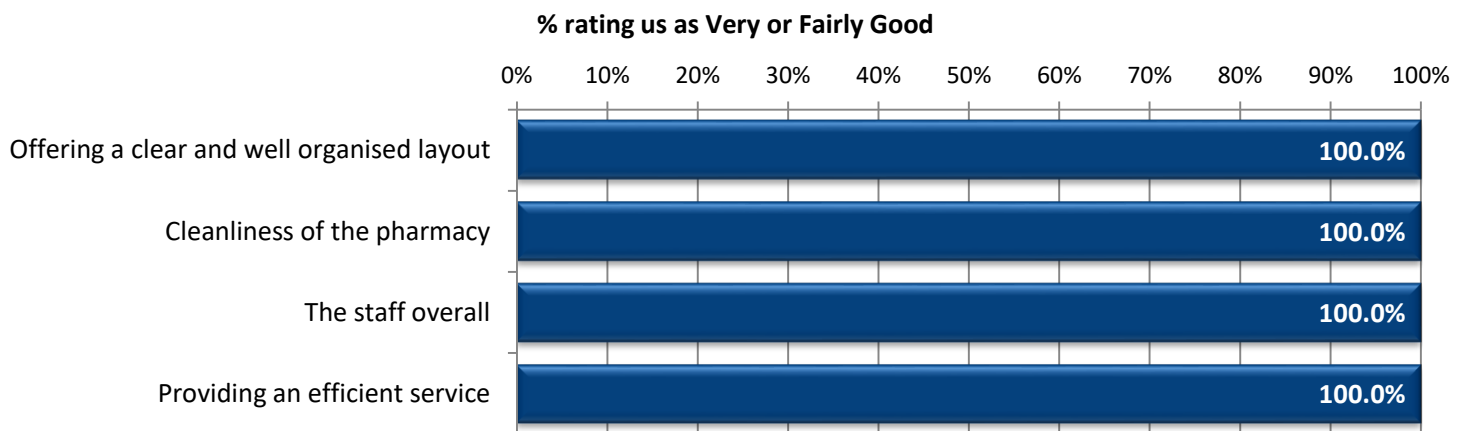
Lincoln Co-operative Chemists Ltd, Carholme Road, Lincoln, Lincolnshire, LN1 1RU

Results of 111 surveys conducted between December 2018 and February 2019

How our customers rated this pharmacy overall



Our customers rated us the highest for...



Areas we need to improve the most

% dissatisfied with the service

Action we will take (within 28 days)

% dissatisfied with the service	Action we will take (within 28 days)

Our response to customers' additional comments

Areas within control of pharmacy

Areas outside control of pharmacy

Areas within control of pharmacy	Areas outside control of pharmacy

Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
7.5%	6.6%	14.2%	17.9%	16.0%	17.9%	19.8%

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
83.3%	9.4%	7.3%