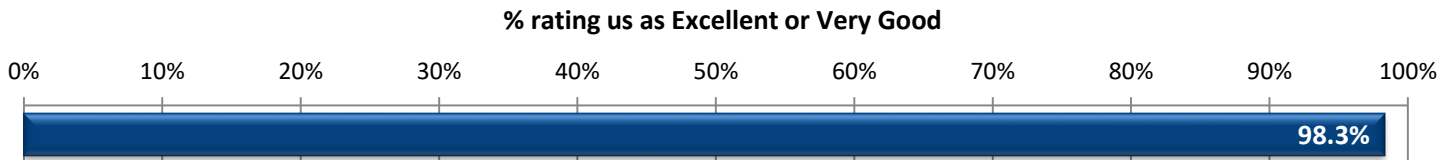


# Community Pharmacy Patient Questionnaire

Lincoln Co-operative Chemists Ltd, 324 St Nicholas Drive, Wybers Wood, Grimsby, DN37 9SF

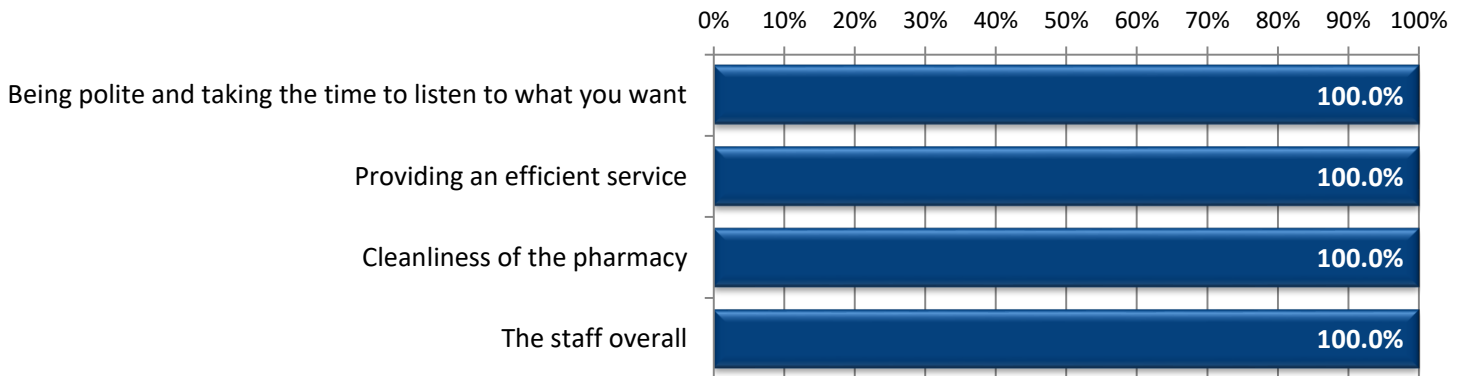
Results of 127 surveys conducted between December 2018 and February 2019

## 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)
Comfort and convenience of the waiting areas	1.6%	Review waiting areas and consider if changes can be made
Providing advice on health services or information available elsewhere	1.1%	Take action such as providing additional staff training

## Our response to customers' additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
Take any necessary action to strive to improve stock availability	
Review IT systems	
Questionnaire completion is an annual NHS contract requirement	

## Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
		5.7%	10.7%	15.6%	21.3%	46.7%

## 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
93.0%	3.5%	3.5%