



## **Community Pharmacy Patient Questionnaire**

This is to certify that:

**Pharmacy First**

Has undertaken and completed a community  
pharmacy patient questionnaire

The survey was completed on: 15/01/2019

Top areas of performance

Question	% of respondents satisfied with service
Offering an Organised Website Layout	98%
Being Polite and Taking the time to listen to what you want	98%
Providing an efficient service	98%
Answering any queries you might have	97%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
How long you have to wait for your order	6%	Audit our delivery methods and make our shipping guidelines clearer on the website.

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>A number of patients have asked about a next day express delivery service which we will explore further and examine if we can provide this in a cost effective manner.</p> <p>There have been several comments regarding additional product ranges that customers would like to see, we are currently trying to source a number of these.</p>	<p>There has been a desire expressed by our local customers to collect their medication in person. It has been explained that this is not a service we are able to provide.</p>

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
%: 4	%: 14	%: 30	%: 21	%: 19	%: 10	%: 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
%: 25		%: 30	%: 45