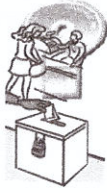


# Customer Survey Results 2013-2014



**Lafford Chemist, 6-8 The Broadway, Plough Lane, Beddington, Croydon, CR0 4QR**

**Thank you to all of you who spared the time to fill in the questionnaires we gave you last year, especially for those of you who made the wonderful comments below!**

*I have always had an excellent service from this pharmacy over the years I have been coming here*

Our best area from your questionnaire answers was:

The staff overall

Our key area for improvement is "providing advice on physical exercise" and this is what we propose to do to improve our performance

**Q3 How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?**

Very Satisfied or Fairly satisfied

**100.00%**

**Q5 Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there?**

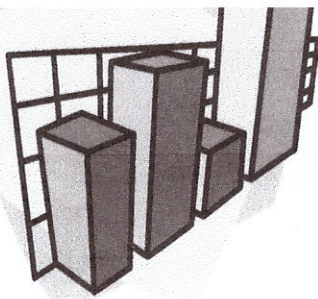
Very Good or Fairly Good

**100.00%**

**Q9 Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?**

Excellent or Very Good

**98.99%**



# Patient Satisfaction Survey 2013/14 Summary Report - Lafford Chemist

## Overall results

### Visit to your pharmacy on the day of the survey Qu 3, Qu 8 and Qu 9

89% of the respondents chose your pharmacy to visit if possible and 96% were Very Satisfied with speed of service 99% of your customers rated your pharmacy as Excellent or very good.

### Pharmacy infrastructure Qu 4

You scored over 86% very good in all sections except provision of a private area 79%

### Pharmacy staff Qu 5

This is an area where you obviously excel since they score over 93% on every category including 98% overall.

### Services provided by the pharmacy Qu 6:

Taking the answers only of those who had used the service:

Advice on a current health problem: scored 85% Very Well

Providing general advice: scored 81% Very Well

Disposing of medicines: scored 88% Very Well

Signposting: 90% Very Well

### General health advice Qu 7:

Up to 75% said that they had not received advice from you or your staff on smoking, healthy eating and exercise.

### Question 10

Positive comments left.

### Question 11

- A) 91% happy with storage
- B) 29% asked for their consent
- C) 97% felt their views were respected

### Demographics Qu 12, 13 & 14

From the commercial point of view the survey

indicates you have 60% female customers as opposed to 40% male, 80% are over 45 and 69% have neither children nor dependent relatives to care for

## Recommendations

1. Keep doing what you are doing for most things! You and your staff are very much appreciated. Congratulations.
2. The response to the question about private areas suggests that though you have one either it is not well signposted or conversations can be overheard
3. Providing healthy living advice Qu.7 is something that is not done well so it might be useful to think of ways that you and your staff could weave the health messages into general conversation with your customers and actually hand out lifestyle leaflets to customers.
4. Your demographics may suggest stocking less baby and children items, as 80% of your respondents are over 45 with only 11% having children under 5, but increasing your self indulgent ranges for the older person, of both sexes since you have a 60/40 split, with more disposable income because 69% have no dependents.

