Ideal Pharmacy, 1 High Street, Warmley, Bristol, BS15 4ND

# Customer Survey Results 2019-2020

Run from April 2019 to March 2020 | Number of surveys analysed: 100

**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!**

*Lovely staff, very accomodating and friendly.*

*Great pharmacist and pharmacy team.*

Our best area from your questionnaire answers was:

Being polite and taking the time to listen to what you want

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

We will actively advise our patients about the benefits of physical exercise and the importance of leading and maintaining a healthy lifestyle.

**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** | **98.88%** |

**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** | **96.00%** |

**Demographic information**

| Age | No. | % |
|---|---|---|
| 16-19 | - | 0.00% |
| 20-24 | 13 | 13.98% |
| 25-34 | 6 | 6.45% |
| 35-44 | 25 | 26.88% |
| 45-54 | 19 | 20.43% |
| 55-64 | 11 | 11.83% |
| 65+ | 19 | 20.43% |

| Sex | No. | % |
|---|---|---|
| Male | 40 | 43.48% |
| Female | 52 | 56.52% |

| Type of Customer | No. | % |
|---|---|---|
| You have or care for a child(ren) under 5 | 21 | 23.08% |
| You have or care for a child(ren) from 5 to 16 | 29 | 31.87% |
| You are a carer for a sufferer of longstanding illness | 11 | 12.09% |
| Neither look after children nor the long term ill | 30 | 32.97% |

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