



Patient Satisfaction Survey 2021/22

Ideal Pharmacy, BS15 4ND

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

90% of the respondents chose your pharmacy to visit if possible and 86% were Very Satisfied with speed of service. 95% of your customers rated your pharmacy as Excellent or very good.

Pharmacy infrastructure Qu 4

You scored over 83% very good in all sections except your provision of a private area 76%

Pharmacy staff Qu 5

This is an area where you obviously excel since they score over 91% on every category including 95% 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 93% Very Well

Providing general advice:
scored 90% Very Well

Disposing of medicines:
scored 97% Very Well

Signposting:
91% Very Well

General health advice Qu 7:

Up to 74% said that they had not received advice from you or your staff on smoking, healthy eating and exercise.

Question 10

Mainly positive comments with a few suggestions.

Question 11

- A) 95% happy with storage
- B) 60% asked for their consent
- C) 96% felt their views were respected

Demographics Qu 12, 13 & 14

From the commercial point of view the survey indicates you have 50% female customers as opposed to 50% male, 54% are over 45 and 55% 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 sign posted or conversations can be overheard.
3. Providing healthy living advice Qu.7 is something that is not done well, though better than many pharmacies, so it still might be useful to think of more 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 54% of your respondents are over 45 with only 18% having children under 5, but increasing your self indulgent ranges for the older person, of both sexes since you have a 50% female/50% male split, with more disposable income because 55% have no dependents.