

Customer Survey Results 2021-2022



Careplus Pharmacy Ltd, Unit 2b, 49 Theobald Street, Borehamwood, WD6 4RZ

Thank you to all of you who spared the time to fill in the questionnaires we gave you last year,

Our Best area from your questionnaire answers was:

Providing an Efficient Service

The area we did worst on was "Providing Advice on Stopping Smoking" and this is what we propose to do to improve our performance

We will pro-actively advise our patients about the benefits from stopping smoking and why it is important to lead a healthy lifestyle.

Q3 If you used the pharmacy service for another NHS service, how satisfied were you with the time it took to provide this service?

Very Satisfied or Fairly satisfied

100.00%

Q5 Again, including any previous use of this pharmacy, how would you rate the pharmacist(s) and the other staff who work there?

Very Good or Fairly Good

100.00%

Q9 Finally, taking everything into account - the staff the service provided - how would you rate this pharmacy?

Excellent or Very Good

100.00%

Demographic information

Age	No.	%	Sex	No.	%	Type of Customer	No.	%
16-19	2	1.36%	Male	70	49.30%	You have or care for a child(ren) under 16 You are a carer for a sufferer of longstanding illness Neither look after children nor the long term ill	1	0.68%
20-24	11	7.48%	Female	72	50.70%		79	53.74%
25-34	57	38.78%					67	45.58%
35-44	37	25.17%						
45-54	6	4.08%						
55-64	2	1.36%						
65+	32	21.77%						

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