



# Patient Satisfaction Survey 2021/22

## Careplus Pharmacy Ltd, WD6 4RZ

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

2% of the respondents choose to use your pharmacy, 97% were Very Satisfied with speed of service and 100% of your customers rated your pharmacy as Excellent or very good.

### Pharmacy infrastructure Qu 4

You scored 100% very good in all sections

### Pharmacy staff Qu 5

This is an area where you obviously excel since they score over 99% on every category including 99% 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 100% Very Well

#### Providing general advice:

scored 100% Very Well

#### Disposing of medicines:

scored 100% Very Well

#### Signposting:

100% Very Well

### General health advice Qu 7:

Up to 100% said that they had not received advice from you or your staff on smoking, healthy eating and exercise.

### Question 10

No comments were made.

### Question 11

- A) 100% happy with storage
- B) 100% asked for their consent
- C) 100% felt their views were respected

### Demographics Qu 12, 13 & 14

From the commercial point of view the survey indicates you have 49% female customers as opposed to 51% male, 27% are over 45 and 46% 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. 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.
3. Your demographics may suggest not stocking baby and children items, as 27% of your respondents are over 45 with only 1% having children under 16, but increasing your self indulgent ranges for the person, of both sexes since you have a 49% female/51% male split, with more disposable income because 46% have no dependents.
4. You may want to consider increasing your products and services for those with a long term illness as 54% care for somebody in this category.