

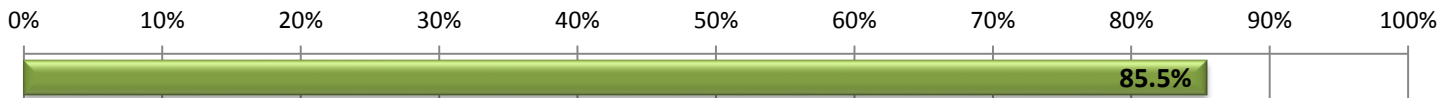
Community Pharmacy Patient Questionnaire

Shan Chemist, 453 ROMFORD ROAD, LONDON, E7 8AB

Results of 171 surveys conducted between January 2017 and March 2017

How our customers rated this pharmacy overall

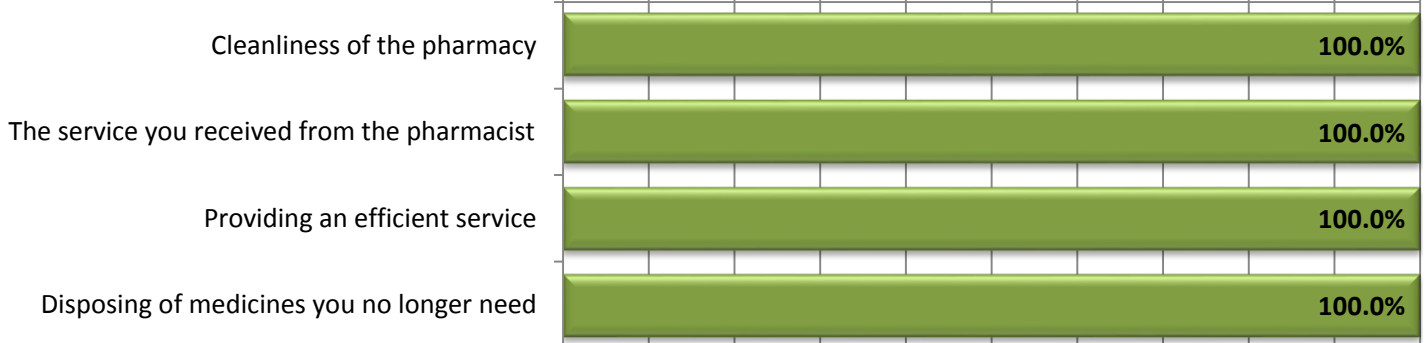
% rating us as Excellent or Very Good



Our customers rated us the highest for...

% rating us as Very or Fairly Good

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



Areas we need to improve the most

% dissatisfied with the service

Action we will take (within 28 days)

Area of dissatisfaction	% dissatisfied	Action we will take (within 28 days)
Having somewhere available where you could speak without being overheard if you wanted to	3.9%	Review consultation areas and consider if any changes can be made
Providing general advice on leading a more healthy lifestyle	3.7%	Take action such as providing additional staff training
How long you have to wait to be served	2.6%	Take action to improve time taken to be served

Our response to customers' additional comments

Areas within control of pharmacy

Areas outside control of pharmacy

Review repeat prescription service

Take any necessary action to strive to improve stock availability

Review waiting areas/seating

Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
4.2%	8.5%	21.8%	25.5%	13.9%	12.1%	13.9%

Profile of respondents

This is the pharmacy that the respondent chooses to visit if possible	This is one of several pharmacies that the respondent uses	This pharmacy was just convenient on the day for the respondent
78.5%	11.8%	9.7%