

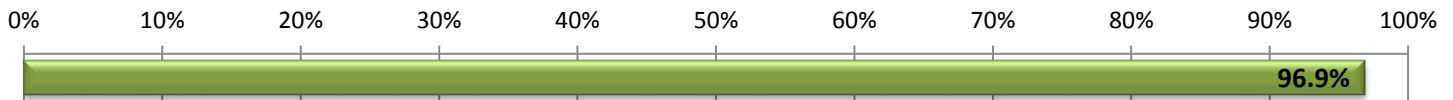
# Community Pharmacy Patient Questionnaire

Rajlila Limited, 10 Regent Square, Northampton, NN1 2NQ

## Results of 162 surveys conducted between January 2017 and March 2017

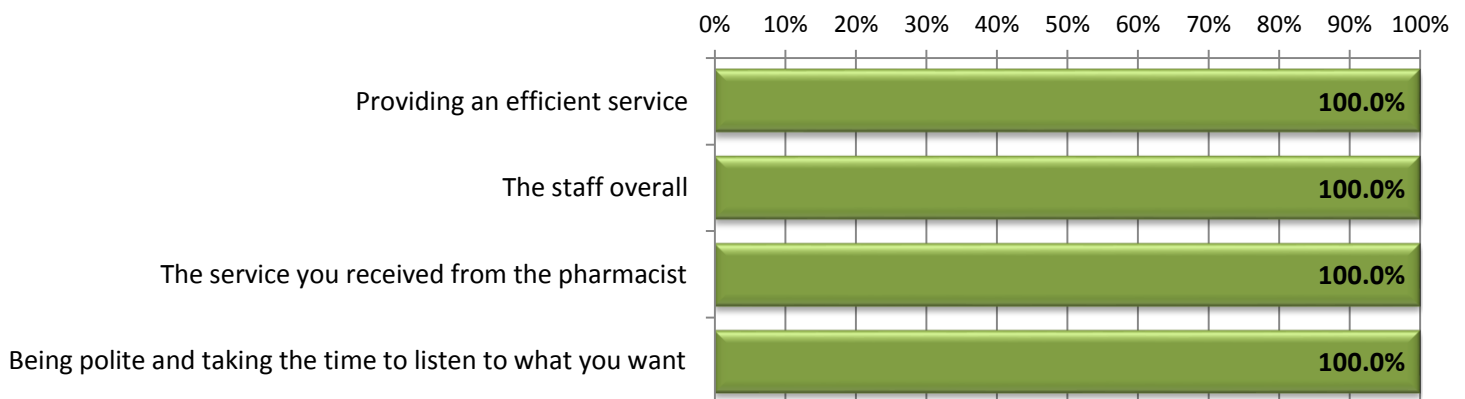
### How our customers rated this pharmacy overall

% rating us as Excellent or Very Good



### Our customers rated us the highest for...

% rating us as Very or Fairly Good



### Areas we need to improve the most

% dissatisfied with the service

Action we will take (within 28 days)

	% dissatisfied with the service	Action we will take (within 28 days)
Comfort and convenience of the waiting areas	1.9%	Review waiting areas and consider if changes can be made
Having somewhere available where you could speak without being overheard if you wanted to	1.3%	Review consultation areas and consider if any changes can be made
Providing general advice on leading a more healthy lifestyle	0.7%	Take action such as providing additional staff training

### Our response to customers' additional comments

Areas within control of pharmacy

Areas outside control of pharmacy

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### Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
2.5%	13.8%	27.0%	28.9%	15.7%	9.4%	2.5%

### 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
98.0%	2.0%	