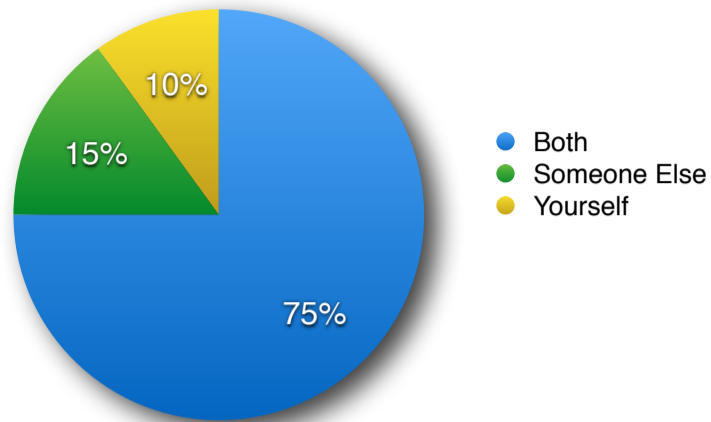


# 118 Pharmacy Patient Questionnaire 2018 Results

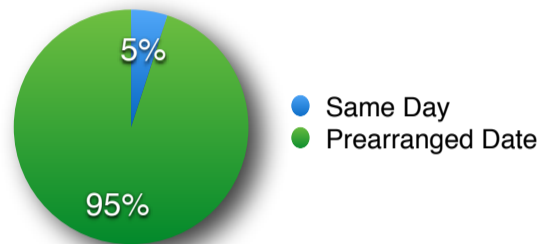
Q1: Why did you use the pharmacy

|                     | %  |
|---------------------|----|
| <b>Yourself</b>     | 75 |
| <b>Someone Else</b> | 15 |
| <b>Both</b>         | 10 |



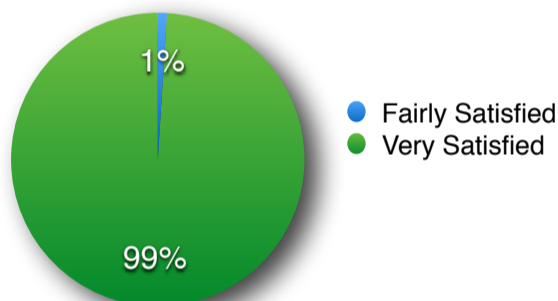
Q2: Delivery turnaround time

|                         | %  |
|-------------------------|----|
| <b>Same Day</b>         | 5  |
| <b>Prearranged Date</b> | 95 |



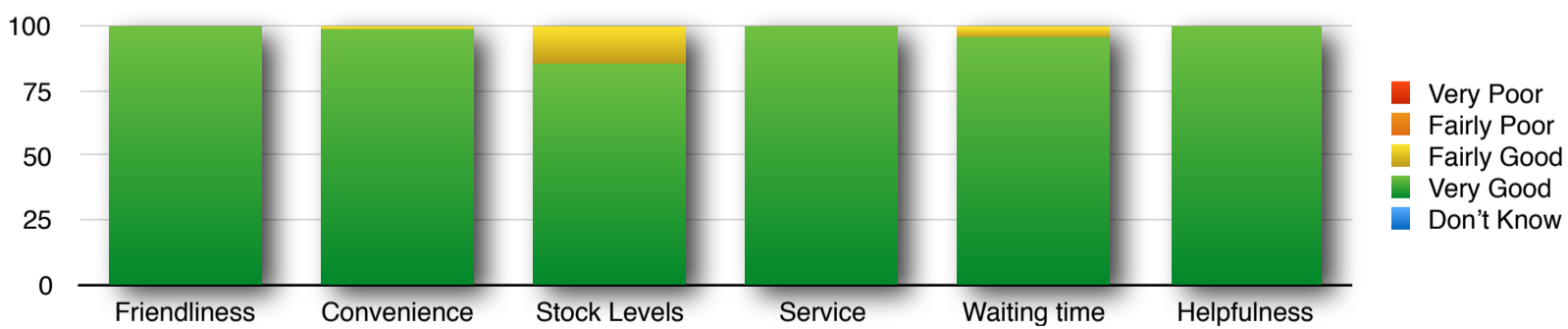
Q3: Delivery time satisfaction

|                         | %  |
|-------------------------|----|
| <b>Not at all</b>       | 0  |
| <b>Not Very</b>         | 0  |
| <b>Fairly Satisfied</b> | 1  |
| <b>Very Satisfied</b>   | 99 |

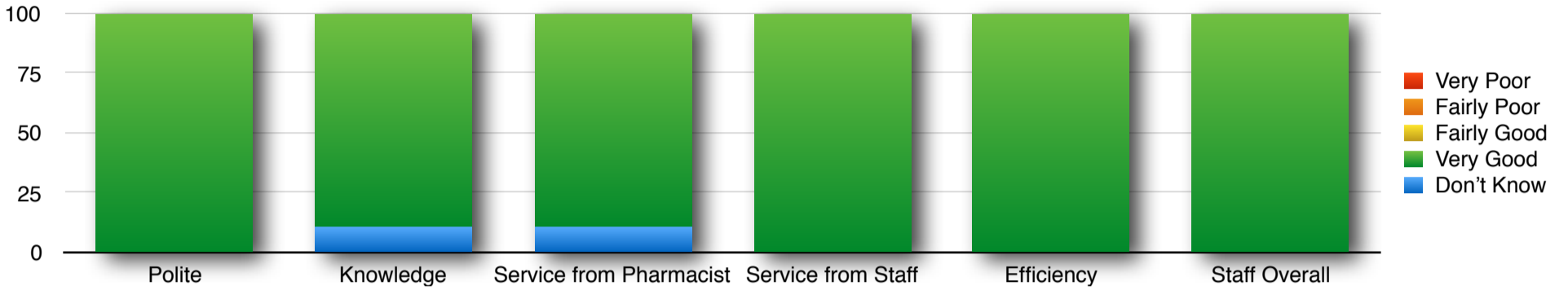


Q4: Pharmacy rating %

|                    | Friendliness | Convenience | Stock Levels | Service | Waiting time | Helpfulness |
|--------------------|--------------|-------------|--------------|---------|--------------|-------------|
| <b>Very Poor</b>   |              |             |              |         |              |             |
| <b>Fairly Poor</b> |              |             |              |         |              |             |
| <b>Fairly Good</b> |              | 2           | 15           |         | 5            |             |
| <b>Very Good</b>   | 100          | 98          | 85           | 100     | 95           | 100         |
| <b>Don't Know</b>  |              |             |              |         |              |             |

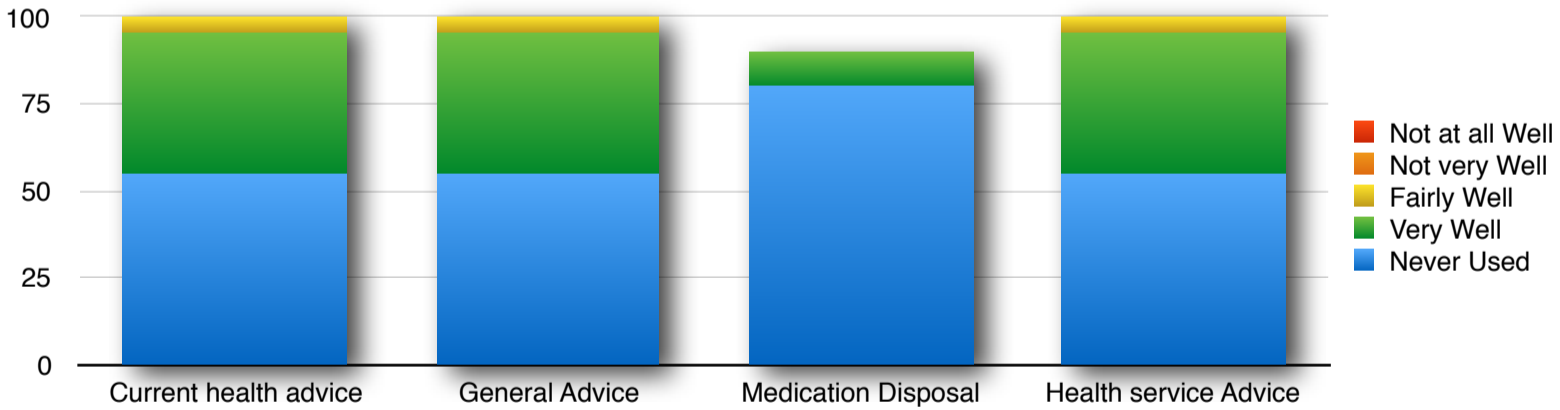


|             | Polite | Knowledge | Service from Pharmacist | Service from Staff | Efficiency | Staff Overall |
|-------------|--------|-----------|-------------------------|--------------------|------------|---------------|
| Fairly Poor |        |           |                         |                    |            |               |
| Fairly Good |        |           |                         |                    |            |               |
| Very Good   | 100    | 90        | 90                      | 100                | 100        | 100           |
| Don't Know  |        | 10        | 10                      |                    |            |               |



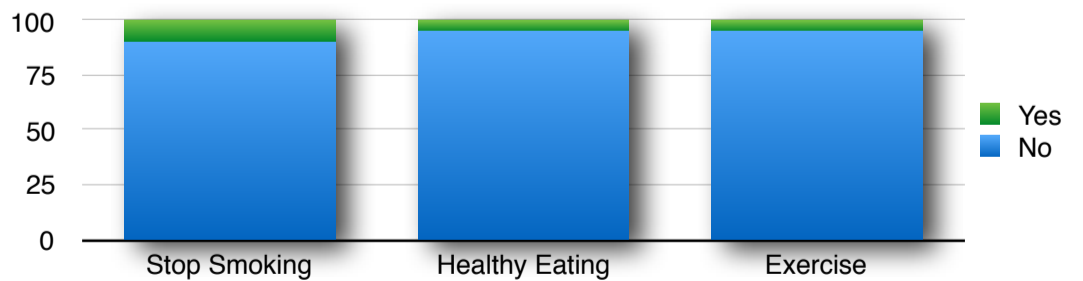
Q6: Providing Services

|                 | Current health advice | General Advice | Medication Disposal | Health service Advice |
|-----------------|-----------------------|----------------|---------------------|-----------------------|
| Not at all Well |                       |                |                     |                       |
| Not very Well   |                       |                |                     |                       |
| Fairly Well     | 5                     | 5              |                     | 5                     |
| Very Well       | 40                    | 40             | 10                  | 40                    |
| Never Used      | 55                    | 55             | 80                  | 55                    |



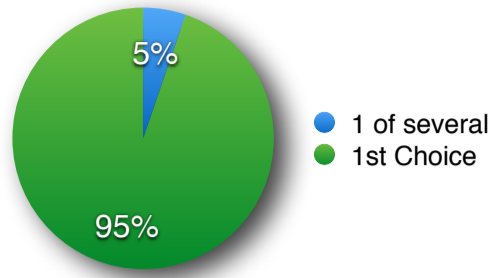
Q7: Receiving Advice

|                | Yes | No |
|----------------|-----|----|
| Stop Smoking   | 10  | 90 |
| Healthy Eating | 5   | 95 |
| Exercise       | 5   | 95 |



Q8: Your use of 118 Pharmacy

|              | %  |
|--------------|----|
| 1st Choice   | 90 |
| 1 of several | 5  |
| One off use  | 5  |



Q9: Overall Rating

|           | %   |
|-----------|-----|
| Poor      |     |
| Fair      |     |
| Good      |     |
| Very Good |     |
| Excellent | 100 |

