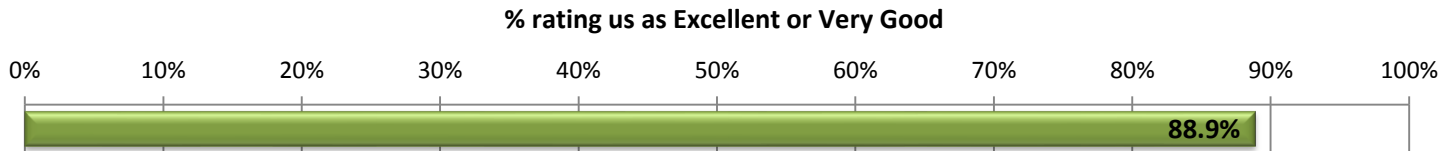


# Community Pharmacy Patient Questionnaire

Horsell Pharmacy, Manichem Ltd, 91 High Street, Horsell, Woking, Surrey, GU21 4SY

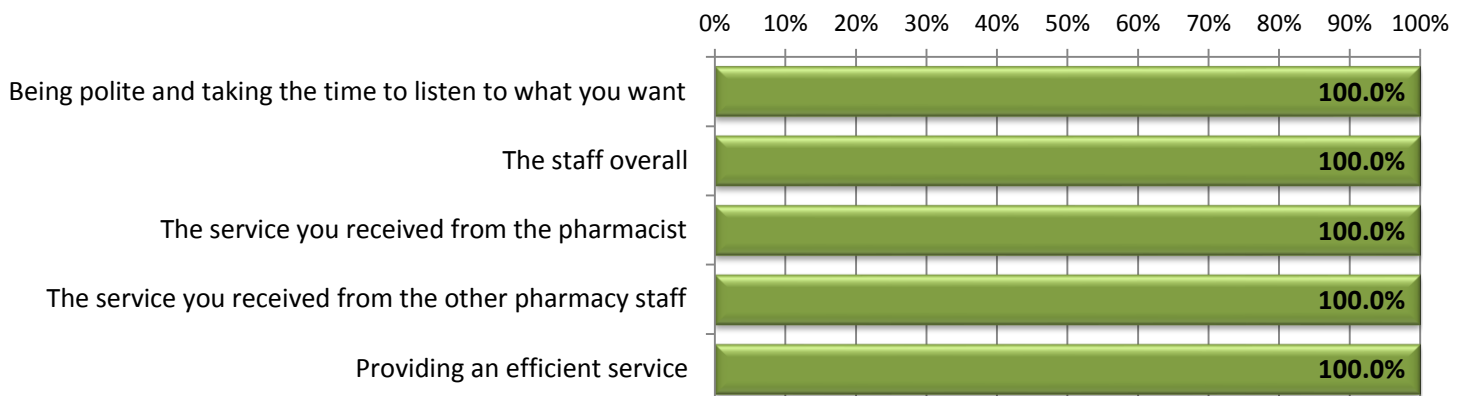
## Results of 100 surveys conducted between December 2017 and February 2018

### How our customers rated this pharmacy overall



### 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)

### Our response to customers' additional comments

#### Areas within control of pharmacy

Review repeat prescription service  
Review dispensary layout

#### Areas outside control of pharmacy

Consider pharmacy access concerns

### Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
	2.0%	7.1%	13.1%	18.2%	23.2%	36.4%

### 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
90.5%	4.2%	5.3%