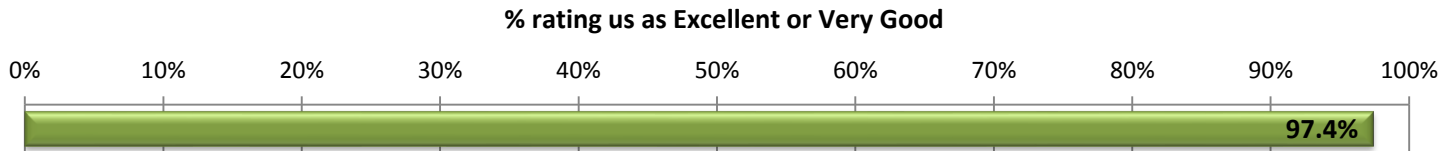


Community Pharmacy Patient Questionnaire

Manichem Ltd, T/a Manichem Online, 47 Boulton Road, Reading, Berks, RG2 0NH

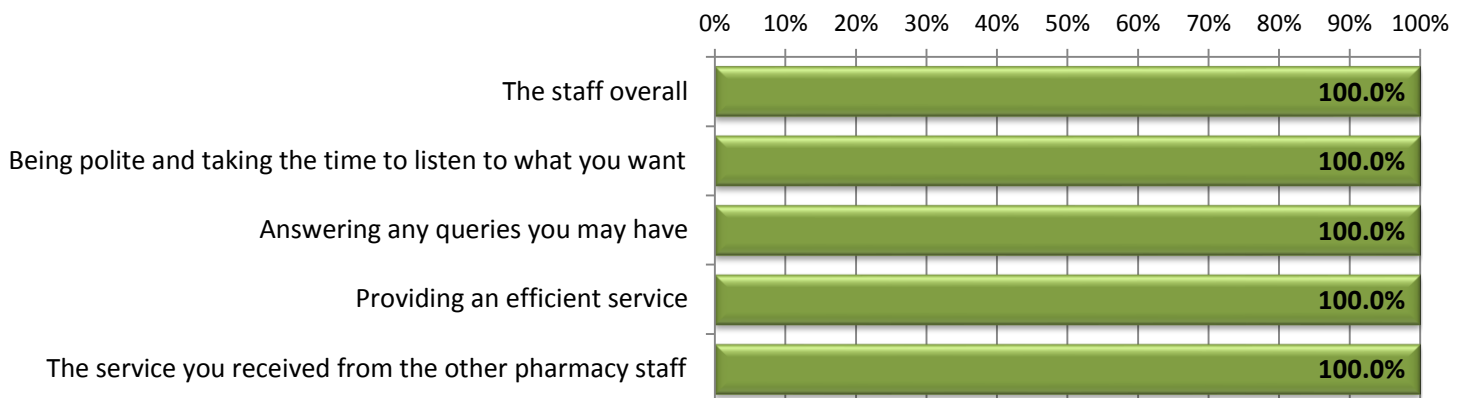
Results of 79 surveys conducted between January 2018 and February 2018

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)
Providing general advice on leading a more healthy lifestyle	3.6%	Take action such as providing additional staff training
Providing advice on health services or information available elsewhere	3.0%	Take action such as providing additional staff training
Offering a clear and well organised layout	2.8%	Take any necessary action to improve pharmacy layout

Our response to customers' additional comments

Areas within control of pharmacy	Areas outside control of pharmacy

Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
1.5%	10.3%	23.5%	13.2%	14.7%	14.7%	22.1%

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
85.3%	9.3%	5.3%