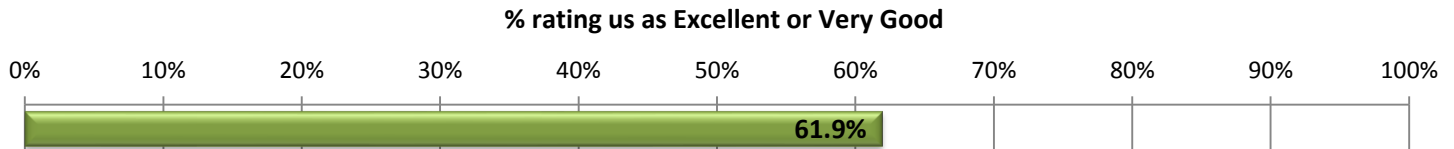


Community Pharmacy Patient Questionnaire

The Pharmacy, Manichem Ltd, 233 Tamworth Road, Sutton Coldfield, West Midlands, B75 6DX

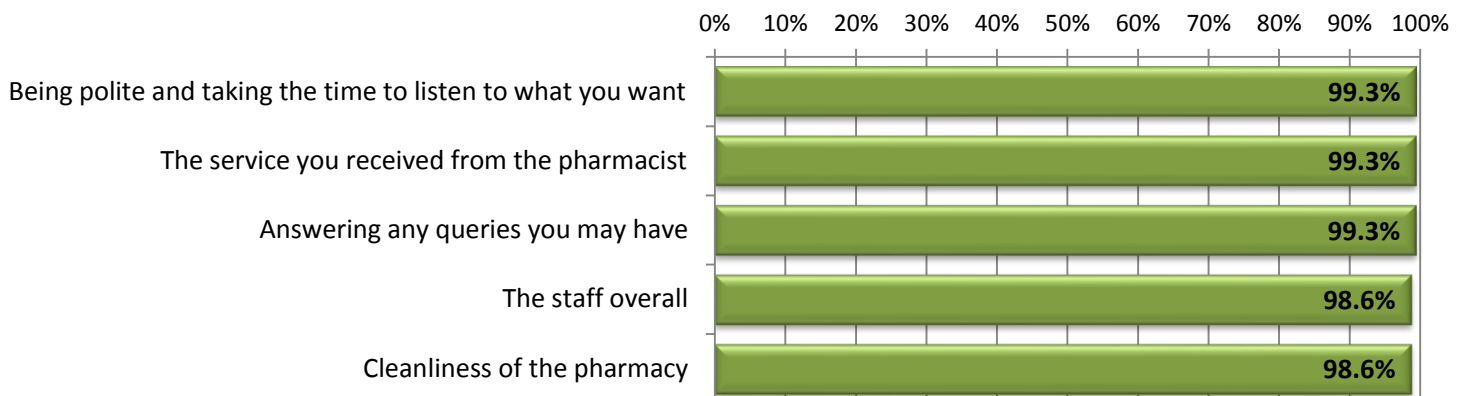
Results of 151 surveys conducted between December 2017 and February 2018

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)
Comfort and convenience of the waiting areas	29.5%	Review waiting areas and consider if changes can be made
Having somewhere available where you could speak without being overheard if you wanted to	27.2%	Review consultation areas and consider if any changes can be made
Offering a clear and well organised layout	16.4%	Take any necessary action to improve pharmacy layout

Our response to customers' additional comments

Areas within control of pharmacy

Areas outside control of pharmacy

Review waiting areas/seating

Interest in a larger store has been noted

Review level of service to reduce crowding

Review waiting times and take action to improve

Age range of respondents

16-19	20-24	25-34	35-44	45-54	55-64	65+
2.3%	3.9%	10.9%	14.1%	28.9%	18.0%	21.9%

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
72.4%	9.8%	17.9%