

As a NHS Pharmacy we are contractually required to carry out an annual survey of our patients. This survey takes a number of areas of the Pharmacy into consideration.

This leaflet has been produced to provide you with the results of the survey where we performed well and areas where we will be looking to improve.

If you have any questions or comments about the results then please speak to a member of our team.

Many thanks

Looe Pharmacy



NHS Pharmacy Patient Survey Results

Contract Year: 2021-2022



Improving your Pharmacy and the service we provide to you and your family!

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Top areas of performance

Question	Percentage of customers satisfied
What you thought about the staff overall	100%
How polite and did the staff take time to listen to what you wanted?	100%
What you thought about the services you received from the other pharmacy staff	100%

Areas in greatest need for improvement

Question	Percentage of customers dissatisfied
How you rated the cleanliness of the pharmacy	1%
Action plan: Completed The pharmacy is closed every day from 1pm - 1.30pm for a full clean.	
How you rated the comfort and convenience of the waiting areas, e.g. seating or standing room	1%
Action plan: Completed The pharmacy is small so accommodating a more comfortable seating area is difficult.	
What you thought about being able to speak without being overheard, if you wanted to.	0%
Action plan: Within the year To remind customers that we have a consulting room if they wish to discuss health matters in private.	

Survey completed on: 7 February 2022 Number of responses: 150

Our reply to your additional comments

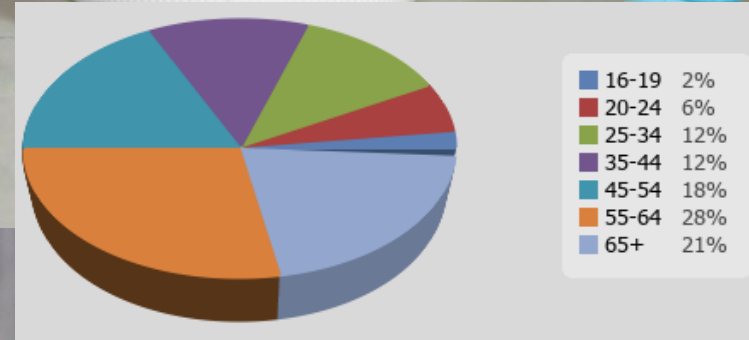
Areas within control of Pharmacy

Looe Pharmacy wishes to thank all our customers for their continued support.

Areas outside control of Pharmacy

Looe Pharmacy strives to provide an excellent customer service and it is lovely to see so many positive comments from our customers.

Age range of customers



Profile of customers choosing our Pharmacy

