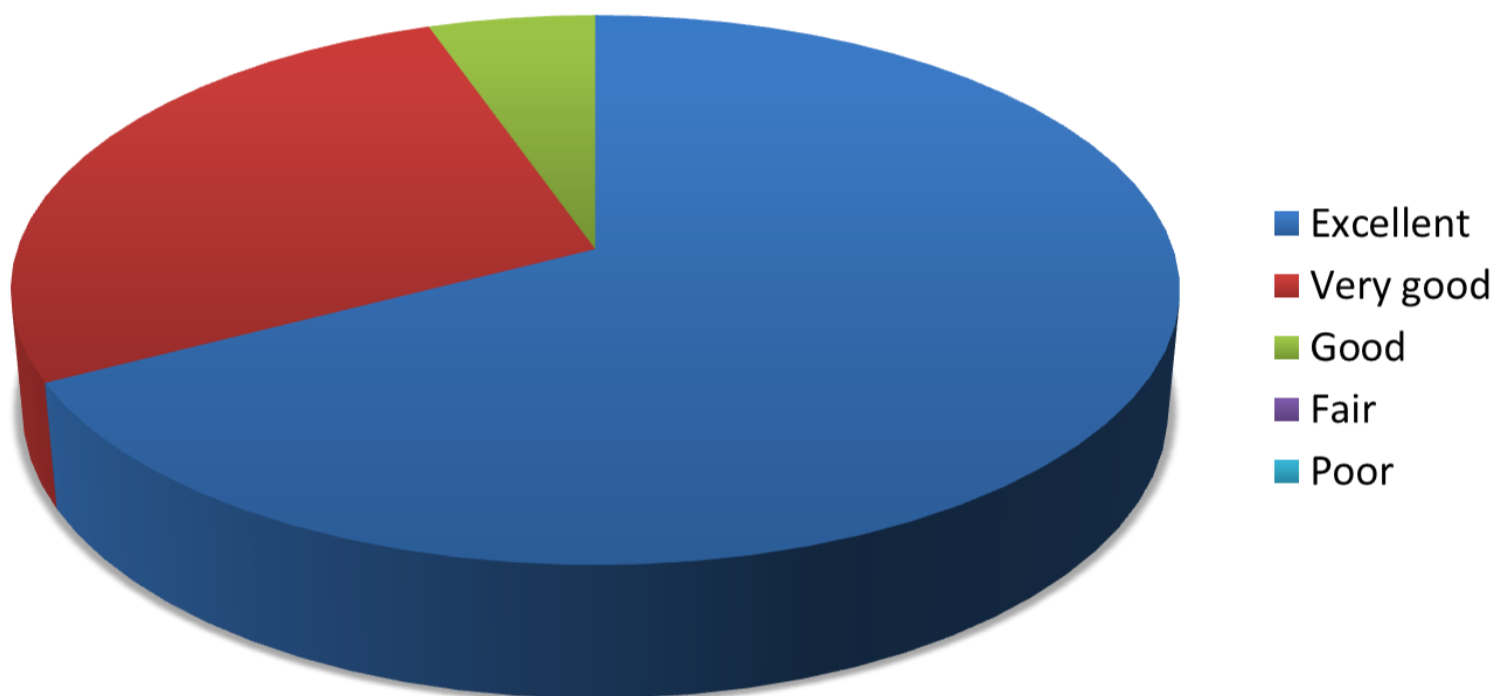


Patient Satisfaction Survey Results

Speeds Pharmacy

95% of our customers rate our service as very good or excellent



Where did we do best?

Over **98%** of customers rated our pharmacy very good in:

- Answering your queries
- Service received from pharmacist and Pharmacy staff
- Providing an efficient service

Where can we improve?

Over **90%** of our customers have never been given advice about stopping smoking, healthy eating or physical exercise.

Action: We aim to help improve your health by promoting more health and wellbeing services.

We continue to strive to improve our service to you.

Patient Satisfaction Survey undertaken during January-March 2015 in a sample of 150 patients visiting Speeds Pharmacy.



Age	16-19	20-24	25-34	35-44	45-54	55-64	>65
Percent	1%	6%	7%	8%	7%	16%	54%

Male respondents (39%), Female (61%)

63% of patients accessing the pharmacy for themselves

