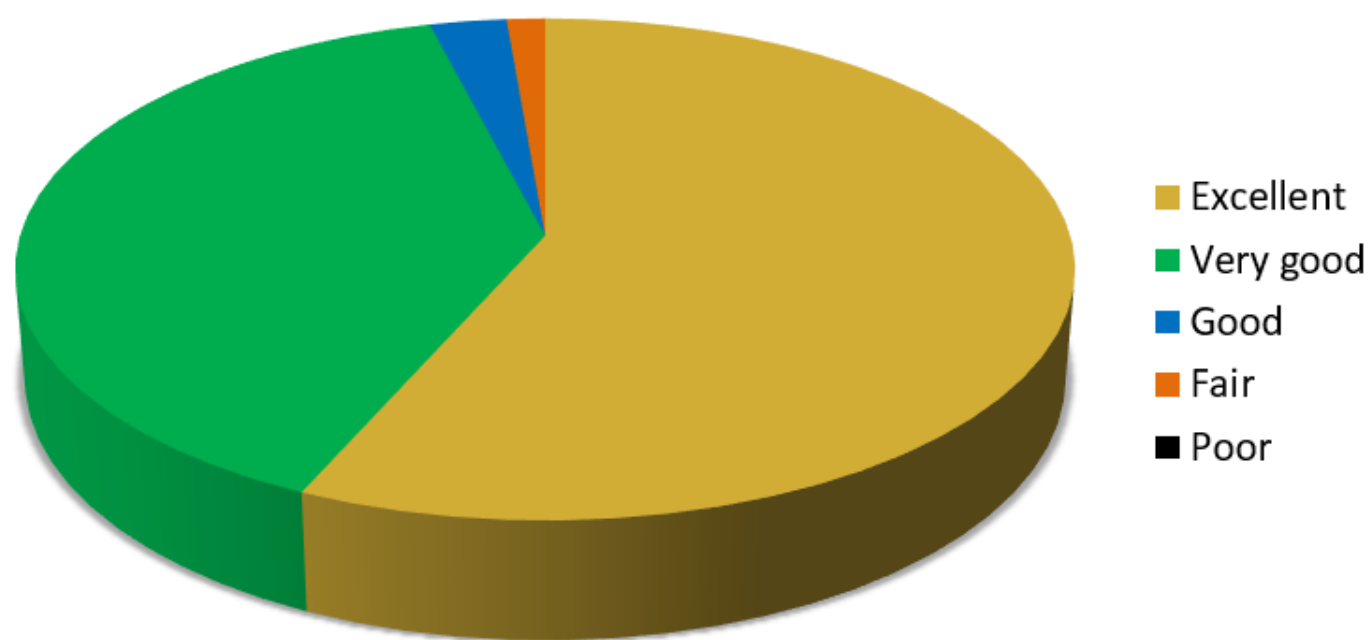


# Patient Satisfaction Survey 2018

## Speeds Pharmacy

**96%** of our customers rate our service as very good or excellent



### Where did we do best?

Over **95%** of customers rated our pharmacy very good in:

- Cleanliness
- Answering your queries
- Service received from pharmacy staff

### Where can we improve?

Over **85%** 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 March 2018 in a sample of 150 patients visiting Speeds Pharmacy.



Age	16-19	20-24	25-34	35-44	45-54	55-64	>65
Percent	3%	0%	5%	7%	11%	23%	52%

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

57% of patients accessing the pharmacy for themselves

