

Pinchbeck Pharmacy



NHS Pharmacy Patient Survey Results

Top areas of performance

Question	Percentage of Customers Satisfied
How do you rate the pharmacist and staff who speak on the phone overall?	99%
How satisfied are you with standard of the delivery service and the delivery driver	98%
How good is the pharmacy team at providing advice on current and long-term health conditions?	92%

Areas in greatest need for improvement

Question	Percentage of Customers Giving a negative answer	Action Plan
Have you visited our website?	93%	We have now developed a new website which we will be promoting to our customers – action: within six months
Have you ever been given advice about smoking cessation?	96%	The new website will allow us to promote these services better

Have you ever been given advice about healthy eating?	96%	New opportunities with a more comprehensive website will allow easier promotion of health campaigns
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