

Click2Pharmacy Recent Performane Survey**Total Number of Questionnaires****125****"We recently carried out a survey and here is what we found....."**

No.	Question	Answers	Tally	%
1	Are you happy with the manner in which your medication is delivered?	Not at all satisfied	0	0
		Not very satisfied	0	0
		Fairly satisfied	25	20
		Very Satisfied	100	80
2	Was your medication delivered on time?	Early	15	12
		On time	105	84
		Late	5	4
3	How satisfied were you with the service provided by the Pharmacy	Not at all satisfied	0	0
		Not very satisfied	1	2
		Fairly satisfied	30	24
		Very Satisfied	94	75.2

4		Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
a	The friendliness of the staff	0	0	25	85	15
b	The convenience of using the service	0	0	20	105	0
c	Having in stock the medicines/appliances you need when required	0	0	28	95	2
d	Offering an easy and accurate ordering system	0	2	11	105	7

5		Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
a	Being polite and taking the time to listen	0	0	18	107	0
b	Answering any queries you may have	0	0	16	109	0
c	The service you received from the pharmacist	0	0	30	86	9
d	The service you received from the other staff	0	0	62	55	8
e	Providing an efficient service	0	0	12	113	0
f	The staff overall	0	0	10	115	0

6		Very Poor	Fairly Poor	Fairly Good	Very Good	Don't Know
a	Providing advice on a current health problem or a longer term health condition	0	0	30	50	45
b	Providing general advice on leading a more healthy lifestyle	0	0	42	36	47
c	Disposing of medicines you no longer need	0	0	25	16	84
d	Providing advice on health services or information available elsewhere	0	0	25	44	56

7	Have you ever been given advice about any of the following by the pharmacist or staff?		
	Yes	No	% Yes
Stopping smoking	45	85	36
Healthy eating	55	70	44
Physical exercise	57	68	45.6

9	Q9 Finally, taking everything into account - the staff, and the service provided - how would you rate the pharmacy?	Answer	Tally	%
		Poor	0	0
		Fair	1	0.8
		Good	2	1.6
		Very Good	43	34.4
		Excellent	79	63.2