

Pharmacy customer survey results

Pharmacy _____

Date _____

Number of answers _____

Tally how many customers ticked each box. Percent agree = (number of 4s + number of 5s) divided by the total, times 100.

STATEMENT	1	2	3	4	5	TOTAL	% AGREE
1. My prescription was ready when promised.							
2. The wait was reasonable for what I came in for.							
3. Staff were friendly and treated me with respect.							
4. I could speak without being overheard.							
5. The pharmacist had time for my questions.							
6. I left knowing how and when to take my medicine.							
7. The cost of my medicine was explained clearly.							

Did anything go wrong on this visit

NO, NOTHING	NOT READY ON TIME	OUT OF STOCK	INSURANCE OR PRICE ISSUE	SOMETHING ELSE

Strengths

The two statements with the highest percent agree.

Fix first

The two statements with the lowest percent agree.

What the open answers say

Sort the comments into three or four themes.

You said, we will

What customers told us, and the change we will make.
